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

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	11/12/2013	***Built Date***	04/21/2005
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	06/23/2005	***Mileage***	160,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	41011	SWIFT DODGE SACRAMENTO			
Dealer Address	2301 ARDEN WAY				
Dealer City	SACRAMENTO	***Dealer State***	CA	***Dealer Zip***	95825

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	INCLINE VLG NV[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer is seeking reimbursement on L16 recall repair.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Incomplete recall
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement requested for recall
Corporate - Consequential Expenses - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking reimbursement for a recall repair. Customer states he had the left tie rod replaced on Jan. 28th, 2011. Agent provided fax number to the customer FAX: 877-768-5076.
Briefly summarize what the customer is expecting: Customer is expecting to be contacted by the reimbursement department.
What has the customer requested?Customer is requesting reimbursement for the left tie rod replacement related to the L16 recall.
If this is a Recall or Extended Warranty, enter the campaign number. L16 Recall
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair. Estimated 100,000 miles.
Enter the Date when the repairs were completed. Jan. 28th, 2011
What is the total cost of the Parts to be reimbursed? Estimated $400.00.
What is the total cost of the Labor to be reimbursed? Estimated $250.00.
What is the total tax to be reimbursed? Unknown
What is the total amount being reimbursed? $650.00
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:

[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Customer contacted Chrysler regarding reimbursement documents. Customer stated that he is awaiting documents, and has requested them; however he does know when they will arrive. Customer wanted CM to be aware that the documents are on route and to not close the case. Writer advised customer that this will be documented, and the CM will be made aware of situation.
Agent will keep case open until documents arrive.
Agent will keep case open until documents arrive.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation but will close case on 12/06/2013 if no documentation has arrived.
Agent closed case as no documentation has arrived.
Robert called back stating he has the receipt and would like the fax number so he can send in his receipt. Agent provided the fax number and case number to the customer.
POSTMARK DATE: 121213; DATE RECEIVED: 121213
Agent reviewed documents submitted by customer and found customer previously had recall H46 completed in 2009 and had the steering linkage replaced. Agent is reassigning to CM for reimbursement under recall N62 as the customer had previous repairs completed and parts replaced during a prior service appointment and is requesting reimbursement over $500.00.
RESEARCH-
Customer had Mopar Steering Linkage components replaced at the time H46 was completed. Customer had the U bolts on the vehicle.
Customer had the Steering Linkage Assembly replaced as per N62 reimbursement.
Needs further investigation
INVOICE 20110168
The Truck Shop
951-764-2777
date: 01/28/2011
Steering linkage update kit- $ 350.00
Stablizer shock- $48.13
Labor: 127.50
Alignment- $89.00
Tax: 34.84
Total: 649.47
Stamped Paid.
IRF CONTACT The Truck Shop 951-764-2777: Agent attempted to call the IRF no answer left message seeking if the vehicle part broke due to defect or if it was in an accident.
IRF UPDATE: Rob called stating that there was nothing unusal about the break.
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: stamped paid
Date of Repair: 01/28/2011
Invoice #: 20110168
Labor $ 127.50
Parts $398.13
Misc. Charges $ 89.00
Tax $34.84
Total $649.47
Writer is submitting check for approval in the amount of $ 649.47
CUSTOMER CONTACT: Agent needed to contact the customer as the address does not match. Agent spoke to Rob who confirmed the mailing address and the name to make the cheque to. Customer happy. Agent advised the full amount will be reimbursed and will arrive with in 30 days.
****

CHECK SUBMITTED
****
POSTMARK DATE: 011314; DATE RECEIVED: 011314
POSTMARK DATE: 021414; DATE RECEIVED: 021414
POSTMARK DATE: 031814; DATE RECEIVED: 031814
POSTMARK DATE: 041814; DATE RECEIVED: 041814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28AX	8G[redacted]	***Open Date***	12/10/2013	***Built Date***	08/10/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/29/2007	***Mileage***	78,278	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58906	CIRCLE DODGE INC			
Dealer Address	781 ROUTE 70				
Dealer City	BRICK TOWN	***Dealer State***	NJ	***Dealer Zip***	08723

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRICK NJ[redacted]	***Country***	UNITED STATES

Product - Suspension - Unknown - Worn - Unknown	Axle u joints Front Pinion Dampner
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	parts not available

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called to ask for goodwill for a repair. Customer had the vehicle diagnosed at Circle Dodge and was advised that the Axle u joints, Front pinion, Dampener need to be replaced. They were replaced 16000 miles ago but over a year ago. Also there is play in the ball joints but the dealership states the ball joints are within tolerance.
Briefly summarize what the customer is expecting:
Customer has had repairs done in the last year or two on most major parts of these components and is seeking goodwill assistance from Chrysler
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:Goodwill for pending repairs on the front end
Briefly summarize what the customer is expecting: Good will
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Yes Dealer #58906
If a CDJR dealer has diagnosed, what is the dealer name and code? Circle dodge 58906
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: None
Reassigned to:88f
Status update provided via email to the following email address:
[redacted]
My name is Janet and I have been assigned as your case manager. Here is some information that will be useful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66041
My work hours: 8:00 AM to 4:30 PM EST Monday Friday
I will be contacting you today to speak about the case that you have opened.
Thank You
Case Manager Janet

1-800-763-8422
Ext 66041
End of Status Update
Writer spoke with Service Manager, call was disconnected.
Writer contacted dealership, receptionist advice to call in 10 minutes.
Agent attempted to contact dealer Service Manager, however,
SM not available. Left message for a return call at extension 66041
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]. Left message.
Agent attempted to contact dealer Service Manager Rob , however,
SM not available. Left message for a return call at extension 66041
CONTACT UPDATE - 2st Contact attempt, phone number dialed, [redacted]
Left message.
Service Manager contacted writer, SM states that in November 10 2011 the axel u joint was on November 16, 2011 dampener was repaired, the front pinion was not repaired, warranty prices where part $488.00 and $146.74 per labor, SM states that the issue has occurred again, customer is seeking cost assistance. Writer will follow up Monday 12/16/2013.
Customer contacted writer, Customer states that the whole bearing was replaced in November 11, the stirring where warned out at 5,000 miles, front pinion cell is leaking steering dampener was replaced, lower and upper ball joints where intolerant a need to be replaced as well customer states that it is personal vehicle, Customer is seeking for assistance in repair and good will to cover prices from repairs, customer states that he had the 5 year warranty and that is vehicle is in good condition he does a daily drive of 106 miles he does. This call occurred on 12/12/2013 was unable to enter notes do to system issues.
Writer attempted to contact service manager Ron, but the service department is closed for the weekend. Writer will attempt to contact again on Monday 12/16/2013.
Writer contacted dealership; spoke with advisor who informed writer that Service Manager Ron was unavailable, writer will make another attempt.
Thank you Writer contacted Dealership, Service Manager was unavailable, Writer will make another attempt to contacted SM.
Writer contacted Customer [redacted] Writer spoke with customers son, who advised writer customer was unavailable. Writer will follow up with customer by 12/17/2013.
Writer contacted the dealership and spoke to the Service Manager Ron who states that the point of failure is the u joints are worn, the pinion seal, and u joints have been repaired previously, replaced dampener as well. Writer has been advised to contact dealership 12/17/2013 for pricing.
Writer contacted customer, writer advised customer that writer will assist with co pay, writer will gather pricing from dealer and will contacted dealership to inform that customer will be taken vehicle in dealership for repairs, Customer requested to have vehicle placed in garage do to weather.
Writer will follow up with customer 12/18/2013 writer has been advised to only follow up with customer when new information is available.
Writer contacted Dealership Service Manager Ron, SM confirmed pricing of warranty of $788.24 and retail with labor of $950.00, Writer advices co pay for customer of $150, SM agrees
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $380.78
Labor = $405.82
Total = $786.60
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 32 58906 12/19/13 15:27 O 24297970
Writer contacted customer, Writer advices customer to take vehicle in the

dealership, Writer offered the co pay of $150.00 customer was satisfied, customer suggest to follow up in the 12/27/2013
12/23 am spoke to the sm who stated that the repairs have been completed. 732-477-5555 service is closed for holliday
Writer left message with customer regarding completed repairs and advised if call back is not received by 12-31-13 case will be closed.
Writer contacted dealership and spoke to Ron in service and was advised of the completed repairs and that the Recall N620 was not completed due to parts not being available.
Writer contacted Customer, Customer suggested to contacted dealership early tomorrow 12/31/2013 and the customer later on when contacted with dealer is completed.
Writer contacted Dealership, Spoke with Service Adviser. Writer ask to speak with Service Manager Ron, SA advised that SM is no available, Writer ask for repair of recall, SA advised that dealership will be contacting customer due to dealership does no know when will part be in dealership
Writer contacted Customer; customer was not available, call back today 12/31/2013 at 5:00 pm.
Customer contacted writer, Writer advised customer with information on narrative in lines 118-122, Writer suggested that case will be closed doe for that dealership will be contacting customer, customer is happy and agreed with case to be closes

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C8	6G[redacted]	***Open Date***	12/15/2013	***Built Date***	02/16/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	08/28/2006	***Mileage***	109,900	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42355	MELLOY DODGE			
Dealer Address	9621 COORS BLVD NW				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EATONVILLE WA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent informed the cusotmer about the steering linkage recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer calling seeking if he has a tie rod recall.

Briefly summarize why the customer is contacting Chrysler: Customer calling seeking if he has a tie rod recall. Agent informed the customer that he does have that recall as well as one on the steering linkage. Agent referred the customer to the dealership.
Briefly summarize what the customer is expecting: Customer expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	6J[redacted]	***Open Date***	12/16/2013	***Built Date***	10/17/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/30/2006	***Mileage***	170,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44073	CONWAY CHRYSLER DODGE JEEP INC			
Dealer Address	2385 HWY 501 WEST				
Dealer City	CONWAY	***Dealer State***	SC	***Dealer Zip***	29526

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	NICHOLS SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tie rod brake caused accident in march

Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement under recall N62 because he had an accident in march and the customer states it was caused by the tie rod.
Briefly summarize what the customer is expecting: Reimbursement under recall.
Writer read the subject of recall N62 to customer.
Customer states that is exactly what happened during his crash.
Writer advised customer that reimbursement for recalls is done on a case by case basis and is not guaranteed but he can certainly submit for possible reimbursement.
Customer asked about the tow truck that had to tow the vehicle.
Writer advised customer that he can send the bill but it may not be covered.
Writer provided the customer with the fax number to send in the invoice for his work done on
his tie rod.
Reassigned to 86y
POSTMARK DATE: 121713; DATE RECEIVED: 121713
Called Customer at [redacted]. No response.
Called Customer at [redacted]. Unable to leave Voice Mail Message.
Called Customer at [redacted] Spoke with [redacted]
advised to call her Husband at [redacted]
Called Customer at [redacted] Spoke with [redacted]
Agent asked if the Steering Linkage had been replaced with a Mopar Steering Linkage before the repair was completed on the Tie Rod Ends.
Customer states that he had not had the Steering Linkage replaced.
Agent advised that the Recall only applied to vehicles that had the Steering Linkage replaced on a previous Repair and does not apply to the vehicle.
Customer asked if he could call back in regards to the issue. Agent advised that the Customer could call back if he wanted to. Customer Disconnected the Call.
Next Agent - Please advise that unless the Steering Linkage was replaced

with a MOPAR Steering Linkage on a previous Repair Visit then the recall would not apply to the vehicle.
Closed CAIR.
POSTMARK DATE: 011714; DATE RECEIVED: 011714
POSTMARK DATE: 021814; DATE RECEIVED: 021814
POSTMARK DATE: 032414; DATE RECEIVED: 032414
POSTMARK DATE: 042414; DATE RECEIVED: 042414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	12/16/2013	***Built Date***	09/15/2005	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/24/2006	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEANDER TX [redacted]	***Country***	UNITED STATES

Recall - F19: ROLL OVER VALVE HOSE - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall F19.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer that this recall is also related to recall N62.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Vehicle is experiencing shaking at the front end.

Briefly summarize why the customer is contacting Chrysler: Customer stated that his vehicle is experiencing shaking at the front end.
Briefly summarize what the customer is expecting: Customer inquired about recall N62. Agent advised customer that this recall has been applied to his VIN. Agent advised customer that this symptom may also be related to incomplete recall H46. Agent advised owner of incomplete recall F19. Agent transferred customer to SA, Drew, at DLR Nyle Maxwell (45463) in order to set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	12/16/2013	***Built Date***	11/04/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/27/2005	***Mileage***	86,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42436	CUMBERLAND VALLEY MOTORS INC			
Dealer Address	6720 CARLISLE PIKE				
Dealer City	MECHANICSBURG	***Dealer State***	PA	***Dealer Zip***	17050

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SHERMANS DALE PA [redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Vehicle lost control and hit a tree
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Insurance / Subrogation - Default	
Recall - H46: STEERING LINKAGE - Other	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated he was driving home last night when he hit a tree. Customer heard a pop and the vehicle went right into the tree
Briefly summarize what the customer is expecting:
1. Who is calling and what is their contact information?
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Customer hit a tree
3. What is the current location of the vehicle?
Ed s Auto Body
400 Water St, Landisburg, PA 17040, United States
+1 717-789-4656
****

12.16.13
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT:
Ed s Auto Body
400 Water Street _
Landisburg, PA 17040
(717) 789-4656
Per OGC Matrix, reassigned to 82T. MG17
H46 42436 OPEN STEERING LINKAGE SAFETY
Owner Name: J[redacted] CNA Match Date: 2013-12
N62 42436 OPEN LEFT OUTER TIE ROD ASSEMBLY SAFETY
Owner Name: [redacted] CNA Match Date: 2010-04 2009-04 2006-03
12/17/13 ASSIGNED TO MJK32. PAG
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 12-17-2013 10:06
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 12-17-2013 10:06
Briefly summarize why the customer is contacting Chrysler: Customer states that there is a representative from Chrysler coming out to see his vehicle and he wants to know when the representative will be coming to

look at his vehicle. Agent informed customer that at this time there is
no ETA but the request has been an e-mailed sent.
Briefly summarize what the customer is expecting: Customer seeking ETA
for when representative will be coming to look at his vehicle.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Reassign To: 82S
****

12.18.13
Still within processing time
DEKRA will call him and let him know.
12/18/13 UPDATED CCRG FILE & CASE MANAGER. PAG
CCRG Open Date: 12/16/2013 14:14:28
Letter Sent: Acknowledgement 12/18/2013 07:56:22
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/24/13 AT 13:02:40 24319964
Customer calling in for update on case [redacted] while researching the
call disconnected
Agent tried to call the customer back but got busy signal.
Customer called to speak with CM
Customer states the accident occurred back in the middle of December
Customer states that his insurance company needs information and he has
not heard back
Customer is requesting a callback
Preferred contact number: [redacted]
Briefly summarize why the customer is contacting Chrysler: Customer is
seeking update on case.
Briefly summarize what the customer is expecting: Customer inquired if it
is okay to go ahead and begin repairs on his vehicle. Customer requested
CM callback.
****

Per OGC Matrix, reassigned to 82T.
1.3.14 Updated Law Manager and Case Manager. MJK
Letter Sent: Denial 01/06/2014
Customer seeking an update on the case.
Agent advised a letter was prepared and sent yesterday. He should
receive it soon. Could not provide any decisions from the letter.
Customer will wait to receive the decision letter.
POSTMARK DATE: 011014; DATE RECEIVED: 011514
****

01.21.14
Erie Ins
Victoria A Phillips 800-382-1304 X2339 _
Claim# [redacted]
DOL 12.15.13
Letter from Ins advising us they made a settlement with insured and will
send us proof of loss.
POSTMARK DATE: 050114; DATE RECEIVED: 050714
POSTMARK DATE: 062014; DATE RECEIVED: 062614
****

06.27.14 Notice Of Subrogation Claim
Erie Ins
Victoria A Phillips 800-382-1304 X2339
Claim# [redacted]
DOL 12.15.13
Per OGC Matrix, reassigned to 82T. MG17
6/27/14 UPDATED CCRG FILE & CASE MANAGER. PAG
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
****

07.1614 Notice Of Subrogation Claim _
Erie Ins
Victoria A Phillips 800-382-1304 X2339
Claim# [redacted]
DOL 12.15.13
Per OGC Matrix, reassigned to 82T. MG17
7/17/14 UPDATED CCRG FILE & CASE MANAGER. PAG
customer contacted chrysler looking to see if their vehicals recall
status had been updatded. Customer states they had their recall repaired
at an independent body shop post collison customer wishes notes to placed
on his open case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	12/16/2013	***Built Date***	01/15/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/13/2004	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44647	VALLEY CHRYSLER-DODGE INC			
Dealer Address	2100 30TH STREET				
Dealer City	BOULDER	***Dealer State***	CO	***Dealer Zip***	80306

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOULDER CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Dealer seeking recall instructions.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Dealer states that the left tie rod is broken.
Corporate - Survey By-Pass - Dealer Call - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Matt from VALLEY CHRYSLER-DODGE INC states that he has this vehicle at the dealership with the left tie rod broken. Matt states that this issue should be covered by the N62 recall but they do not have dealer instructions on how to complete the recall.
Briefly summarize what the customer is expecting: Matt from dealership is seeking recall instructions.
Agent advised Matt that the customer would not have received a recall notice as of yet and it does not look like dealer instructions have gone out yet either. Agent advised Matt to contact his business center for further assistance.
Assigned to PC739 for dealer contact survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39AX	8G[redacted]	***Open Date***	12/16/2013	***Built Date***	09/25/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	10/31/2007	***Mileage***	150,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44721	BENNETT CHRY-PLYM-DODGE-JEEP LLC			
Dealer Address	1580 E KING AVE HWY 40 E				
Dealer City	KINGSLAND	***Dealer State***	GA	***Dealer Zip***	31548

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WOODBINE GA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement for repairs related to N62 recall

Agent updated COIN.
Briefly summarize why the customer is contacting Chrysler:Customer had repairs done at an irf which arer possibly related to the N62 recall.
Agent informed customer of documents needed and address to send in for request of reimbursement. Agent advised a determination will be made whether or not the repairs are related to the N62 recall.
Briefly summarize what the customer is expecting:Customer will send in for a request for reimbursement of repairs done possibly relating to N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29D9	6G[redacted]	***Open Date***	12/16/2013	***Built Date***	11/29/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/10/2006	***Mileage***	87,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	08704	CORWIN CHRYSLER DODGE			
Dealer Address	301 SOUTH 38TH				
Dealer City	FARGO	***Dealer State***	ND	***Dealer Zip***	58107

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HARWOOD ND [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Caller is seeking recall repair.

Briefly summarize why the customer is contacting Chrysler:
Caller wanted to confirm N62 recall on his vehicle.
Briefly summarize what the customer is expecting:
Caller is seeking recall repair.
Writer confirmed N62 placed on his vehicle and therefore he can bring the vehicle to any CDRJ dealership for repair.
Writer offered to connect caller to dealership, caller declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48CX	5G[redacted]	***Open Date***	12/16/2013	***Built Date***	04/28/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/31/2005	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42243	DAYTONA DODGE CHRYSLER			
Dealer Address	1450 NORTH TOMOKA FARMS ROAD				
Dealer City	DAYTONA BEACH	***Dealer State***	FL	***Dealer Zip***	32114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ORMOND BEACH FL [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	advised of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer seeking to know about recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling to see if his vehicle falls within the recall parameters.
Briefly summarize what the customer is expecting: Customer is expecting to get recall completed.
Writer advised that the vehicle has two recalls.
Writer offered to contact the dealership for the customer.
Customer declined stating he will wait for his letter.
Reassigned to LB546

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU3862	3G[redacted]	***Open Date***	12/16/2013	***Built Date***	09/05/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/29/2003	***Mileage***	163,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65176	ROBERT'S CHRYSLER DODGE			
Dealer Address	120 S BROAD ST				
Dealer City	MERIDEN	***Dealer State***	CT	***Dealer Zip***	06450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SOUTHINGTON CT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called for information on the N62 recall

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: Customer called to inquire about the N62 recall. Writer informed the customer that he should be receiving a letter soon stating that he has the recall and sometime after that he will receive another letter stating that he can take the vehicle to the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	3G[redacted]	***Open Date***	12/16/2013	***Built Date***	06/30/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/04/2003	***Mileage***	40,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44503	CHAPMAN SCOTTSDALE AUTOPLEX INC			
Dealer Address	6601 EAST MCDOWELL ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85257

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MESA AZ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-16 @ 16:02
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that a recall was recently announced. Customer stated that he had the repair completed some time ago. Customer stated they would like to be reimbursed for the repair. Customer stated he is not getting recall notifications.
Briefly summarize what the customer is expecting: Seeking recall reimbursement.
Agent confirmed customers address. Agent stated he should be receiving recall information. Agent advised customers of two incomplete recalls. Agent sent a documentation request.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # [redacted]
Information required;
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment
***** Customer Document Received *****
H46
MODELS:
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
SUBJECT:
During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This

could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
Writer notes the models listed in recall specifically state 4X4, Customers Model is not indicated as a 4X4. This recall is for a Mopar part installed after factory. If Customers vehicle has not had a previous steering repair then truck would not qualify for H46.
Dealer - 43389 EARNHARDT CHRYSLER JEEP DODGE RAM
Claim Information
Claim Number : [redacted] Type : S Owner Last Name :
Vin : 3D7KU28C83G[redacted] Service Advisor : 0228DJ
Odometer : 32368 M Authorization No. :
Date Received : 08/27/2009 Claim Notes : NO
Date Completed : 08/27/2009 Continuation : N
In-Service Date : 08/04/2003 Prior Claim Number :
Claim Currency : USD
Condition Summary
Condition LOP Description Status Type Total Amount
1 19H46181 Safety Recall H46 Paid S - Safety-Recall
Inspection only - no parts.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
**Agents - Customer has submitted documents for H46 - H46 cases are rare as this recall is for a MOPAR part so the Customer had to have had a former repair, not factory parts installed, previous to when the recall came out. Customer opted himself to change steering, granted it may be a better design, but it does NOT qualify for the recall reimbursement. Customers request must be DECLINED.
customer wants agent to call back to explain to him why he was denied because he had the repair taken care of before the recall came out. Agent advised customer that his request was declined but customer still believes that he is owed something for this repair. Agent told the customer that he went and had the recall performed before we had the procedure in place and because of the steps he took to get the repair performed there was nothing that we can do.
H46 recall came out 04/27/2009, vehicle was inspected by Chrysler 08/27/2009, at that point it was only inspected for replacement parts - which it must not have had as no parts were used in that claim. Writer CANNOT reimburse under the H46.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057 | Published 12/12/2013 08:38 AM
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required. NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted].
Yes - original owner
Yes - Customer reported vibration issue to Chrysler, but had work completed at an IRF after being told that recalls need to be completed at an CDJR dealer
No - MVP
No - prior repair AT Chrysler
No other vehicles household

Writer explained both the H46 and the N62 in detail. Customer will take his vehicle in for the complimentary inspection. Writer advised the technicians will determine if he needs recall parts put on, and if it is under the recall the work would be complimentary. Customer understands. Writer advised that she cannot compensate for the premium steering linkage Customer had installed. Customer accepts. Customer has been declined for the request. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	4G[redacted]	***Open Date***	12/16/2013	***Built Date***	05/20/2004
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP		
In Service Dt	06/17/2004	***Mileage***	105,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	68347	SCOTT PETERSON MOTORS INC			
Dealer Address	30 5TH AVE				
Dealer City	BELLE FOURCHE	***Dealer State***	SD	***Dealer Zip***	57717

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GILLETTE WY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	left outer tie rod assembly
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated a friend has told them about the N62 recall and is wondering if it applies to her vehicle
Briefly summarize what the customer is expecting: Customer seeking recall information for vehicle regarding N62.
Agent advised this recall does affect her vehicle and is issued because the left tie rod ball stud may fracture under certain driving conditions.
Agent advised customer to schedule a diagnostic at dlr and offered to locate nearest and provide contact# but customer declined at this time stating that she knows where the dlr is.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D3	3G[redacted]	***Open Date***	12/17/2013	***Built Date***	01/24/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/18/2003	***Mileage***	90,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.
Dealer Address	67567 SOUTH MAIN STREET		
Dealer City	RICHMOND	***Dealer State*** MI	***Dealer Zip*** 48062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	UTICA MI [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler: Jackie from dealership calling to gain instructions for recall on vehicle.
Briefly summarize what the customer is expecting: Dealership seeks Dmail Instructions on N62.
Agent confirmed that document will not pull up in dealerconnect.
Message on document advising dealership to contact DealerConnect. Agent advised Jackie of this number.
Agent also advised that customer still needs to complete H46 as well.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	8G[redacted]	***Open Date***	12/17/2013	***Built Date***	08/21/2008	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/18/2009	***Mileage***	64,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FERGUSON NC [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement for N49 towing and repairs
Corporate - Warranty Coverage - Default - Default - Default	Towing to dealership
Recall - N49: LEFT TIE ROD - Information Request	wanting reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer was transferred over to writer from roadside. Customer wanted to go over the warranty on her vehicle. Writer informed customer of the warranty on the vehicle. Customer is going to call the dealership. Customer stated the lower ball joint needs to be replaced. Writer informed customer there is no recall on this part and not covered under warranty.
Briefly summarize what the customer is expecting: customer is seek recall information and warranty.
Briefly summarize why the customer is contacting Chrysler:she went to an IRF to have the repair done to the tie rod.
Owner stated she went to the dealership and was advised her vehicle did not have the recall. She then stated she went to the IRF and had the repair done.
Briefly summarize what the customer is expecting:owner wants reimbursement for the repairs.
Agent offered link to email owner stated she could not submit this way, is mailing in documents.
Agent advised what is required to submit and will be upon the decision of a CM.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called customer and left a message advising the documentation has not arrived at this time and the case would be closed if the documents have not arrived by January 6, 2014 and that the case would be reopened and processed as normal once the documentation arrives.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
Customer called stating she got a call last week. Customer states she sent in the reimbursement forms. Agent advised her as per previous notes that the documents have not been received yet and the case will be reopened once they have been. Agent advised the case will be processed as soon as we get the documents. Customer states she was told after the 6th she can call the dealership to make an appointment. Agent advised this is correct. Customer states she will be calling them
by pass added.
Customer called asking if her documentation had been recieved. Agent advised customer that since it has been sent in by mail, it could take up to 60 days from the beginning of the case which was 12/06/13. Customer understood.

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Documents attached for reivew
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Agent reviewed documents submitted by customer and found customer submitted invoices for towing and tie rod repairs but no proof of payment. Agent will contact IRF to confirm proof of payment and contact customer to advise to have the recall completed at a Chrysler dealer.
Agent called IRF that performed the towing and spoke with [redacted] who is the owner s son. [redacted] states the customer s invoice for $55.00 was paid in full.
Agent called IRF and spoke with Manager Steven about the customer s invoice. Steven states the customer s invoice was paid in full and repairs were completed on the left inner tie rod.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 12/17/2013
Invoice #: 1802
Labor $ 42.00
Parts $ 38.49
Misc. Charges $ 6.00
Tax $ 2.69
Total $ 89.18

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 12/18/2013
Invoice #: 8444
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 55.00 (towing)
Tax $ 0.00
Total $ 55.00
Writer is submitting check for approval in the amount of $ 144.18
Agent confirmed customer s name matches COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G[redacted]	***Open Date***	12/17/2013	***Built Date***	08/18/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/13/2005	***Mileage***	39,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42297	MCCORD BROTHERS DODGE			
Dealer Address	990 TENNANT WAY				
Dealer City	LONGVIEW	***Dealer State***	WA	***Dealer Zip***	98632

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CASTLE ROCK WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking recall repair

Briefly summarize why the customer is contacting Chrysler: Customer states that she received the recall notification and was told there are no parts for the repair. Customer states she wonders how long the wait it, and what to do in the meantime
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer of the open N62 recall for the left outer tie rod assembly
Agent advised customer that an inspection is necesary to determine whether or not a repair is necessary
Agent contacted 42297 Dealer Name : MCCORD S DODGE CHRYSLER JEEP Dealer Phone : 360-425-3900 and spoke with Brandon SA
Brandon SA states the there is a part restriction for this recall, but they need to complete the inspection to determine whether the customer needs the part or not
Agent transferred customer over to Brandon SA to schedule the inspection

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C3	5G[redacted]	***Open Date***	12/17/2013	***Built Date***	10/11/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/26/2005	***Mileage***	60,588	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44259	DOVER DODGE CHRYSLER JEEP, INC.			
Dealer Address	396 ROUTE 46				
Dealer City	ROCKAWAY	***Dealer State***	NJ	***Dealer Zip***	07866

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRONX NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall N62

Briefly summarize what the customer is expecting: Customer is expecting to have recall N62 done. Customer called to say that he has a recall on his vehicle and needs to get it completed. Customer stated that his dealership does not have the parts. Customer wants to find another closer dealership to go to. Agent contacted dealership Major Chrysler Jeep 68406 at 718-937-3500 and spoke to SA. SA stated that they do not have the part in but if customer is willing to schedule an appointment with them they will get the parts in for the recall. Agent advised customer that dealership Major Chrysler Jeep would order the parts for the customer once the customer schedules an appointment. Agent gave customer the dealership phone number 718-937-3500. Customer stated he would call dealership himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL9	BG[redacted]	***Open Date***	12/17/2013	***Built Date***	05/20/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	07/29/2011	***Mileage***	105,515	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEWISTON ID [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer tie rod Snapped
Corporate - Reimbursement - Default - Default - Default	Reimbursement request
Recall - N49: LEFT TIE ROD - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for a tie rod replacement that customer paid for out of pocket
Briefly summarize what customer is expecting: His reimbursement request and how he can make one
Agent informed customer of reimbursement mailing address and provided customer Case number.
Reassigned to 86Y waiting on documentation
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called the customer s business and left a message for Perry the owner to call back.
****
Next agent please advise the customer that the documentation required to process his request for reimbursement has not been received at this time and if the documentation has not been received before 12/30/2013 the case will be closed until the documentation arrives, at that time the case will be reopened and processed as normal.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
by pass added.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2014-01-09 @ 16:32
Briefly summarize why the customer is contacting Chrysler: Customer called seeking an email to foreward their documentation to.
Agent sent customer a link to reply to.
Reassigning back to case manager for further handling.
Agent waiting for documentation.
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found customer submitted a towing invoice for $500 and repairs to the tie rod end for $185.99. Agent reassigning to CM for handling as the customer is seeking over $500 for a recall reimbursement.
Note, COIN shows original owner as Business KINGS THRONES, with ownership change 12/07/11 to THRONES KINGS.
COIN corrected.
Confirmed COIN matches documents and customer website.

N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D6WZ4CL9BG[redacted]
In-service Date: 07/29/11
Customer s proof of payment is: Jackson s Inc. towing invoice printed C/Card. IRF Les Schwab 84 invoice printed Cust Chg: Acct# [redacted]
Date of repair: 12/11/13
Mileage: 105515
Invoice#: [redacted]
Labor: $75.75
Parts: $104.00
Towing: (4 hrs @ $125.00) $500.00
Tax: $6.24
Total: $685.99
Writer is submitting check for approval in the amount of: $685.99
CAIR Customer: PERRY RAGAINS changed to KING S THRONES for reimbursement.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	12/18/2013	***Built Date***	11/06/2007	
Model Year	2008	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/28/2007	***Mileage***	82,100	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45165	WOLFE DODGE-CHRYSLER-JEEP			
Dealer Address	2801 WILBARGER STREET				
Dealer City	VERNON	***Dealer State***	TX	***Dealer Zip***	76384

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FRIONA TX[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated with phone number.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall repair reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating his tie rob broke in the vehicle while he was driving. Customer states his truck ended up in the ditch, customer was not injured. Customer had the vehicle repaired at an IRF facility for front ends in NM. Customer states he paid $615 in parts and $154.95 in labor, totaling $830.47. Customer states repairs were completed on 4/9/13. Customer seeking to know if the recall has been put on his 2009 truck as well as his 2008.
Briefly summarize what the customer is expecting: Customer is seeking to be reimbursed for tie rod related repairs. Customer seeking to verify if his 2009 model has the same recall.
Agent updated COIN with phone number. Agent verified customer s 2009 model does not have any open recalls. Agent advised customer as per the open recall N62 LEFT OUTER TIE ROD ASSEMBLY, customer may send in documentation from the repair to seek out possible reimbursement. Agent advised due to repairs being completed at an IRF customer may only be considered reimbursement for the parts. Customer understood and will fax in the receipts. Agent advised customer he will receive contact once the documents have been received/processed, customer understood.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 8[redacted]
Customer email address for case updates: n/a
Reassigned to 86Y
Writer acknowledges assignment, No documents present.
no documents
No documents.
No documents.
No documents.
No documents. Will contact as soon as possible. Advised Case will close in two days, get bypass.

CUSTOMER CONTACT: Writer called [redacted] Writer cannot leave message, unable to contact.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Customer directly. Customer he will fax in when he gets back from holidays - no firm commitment. Writer informed case will close for now, but when documents arrive case can be re-opened or accessed as needed. Customer accepts.
By pass please, documents not available to review.
by pass added.
Writer closing case.
Briefly summarize why the customer is contacting Chrysler: Customer calling in to confirm that the reimbursement they are submitting for is on the vehicle with the recall, as they have two vehicles with the same model, however it is a different year.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on the vehicle the are applying for reimbursement for.
Agent advised: Agent advised customer that this vehicle does have a recall on it. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A7	7G[redacted]	***Open Date***	12/18/2013	***Built Date***	06/05/2007	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	03/27/2009	***Mileage***	47,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	44144	MILFORD CHRYSLER SALES INC			
Dealer Address	500 ROUTES 6 & 209				
Dealer City	MILFORD	***Dealer State***	PA	***Dealer Zip***	18337

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILFORD PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Front end damage caused by recall
Corporate - CNA Change - Default - Default - Default	Updated phone numbers and email address
Corporate - Survey By-Pass - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his vehicle is at the dealership as the front end of his vehicle is damaged. Customer states that he was advised by the dealership that there is a recall on the vehicle that could have been the cause of this issue. Customer states that the dealership is stating that the parts for this recall are not available. Agent apologized for the inconvenience and contacted MILFORD CHRYSLER SALES INC Dealer Phone : 570-296-2636 (DC 44144) and spoke with SM Casey. SM states that the parts are not available and will not be until April. SM states that he has multiple vehicles with this issue and he is not able to obtain the parts. Agent advised that the information in DC does not states back order or restricted parts. SM claims that is what he sees. Agent advised customer that the case will be escalated for further review and he will be contacted with in 4-5 days. Customer thanked this agent and call ended.
Briefly summarize what the customer is expecting: Customer seeking to have part sent sooner.
Writer contacted MILFORD CHRYSLER SALES INC (DC 44144) and spoke with SM Casey.
SM Casey stated part information for order is as follows
Part #: CBUEN491AA
Part Description: Linkage Installation Package
Order #: N491
ETA: April 2014
Is customer in rental? No
If yes, who authorized rental? N/A
Is the vehicle off road? Yes
Order type: Special HandlingÙ (Daily/Special Handling/VOR)
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.
Assigned case to 96WÙ (96W (Parts Only)) or (88F) for handling.
**********96WTRIAGETEAM**********
****** Following Corporate Resource has been contacted ******
This is a campaign part. Assigning to parts agent CS1287 to contact customer to let them know about their campaign part and that all questions about their part should be directed to SA.
**********END OF TRIAGE**********
N26
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Mr[redacted] my name is [redacted] and I have been assigned as your Parts Escalation Case Manager. Mr.Self we do not have an ETA for the parts for Recall N62. [redacted] stated he was told there are 32,000 parts acailable at the PDC. CM advised the customer we are not aware of that information. [redacted] here is some information that will be helpful for you to have Chrysler Case Management telephone number: 1-855-525-5085 My direct extension: 4720269. As soon as more information becomes available, I will be back in touch. I understand how important it is to get this part. I m actively working with our Parts Expediting group on getting this part to you as soon as possible.
96w owns the case
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as open order
ETA for part is new model block
**********END OF UPDATE **********
**********96W PARTS STATUS UPDATE **********
CM left the customer [redacted] a message at [redacted] [redacted] this is Chris the Parts Case Manager. [redacted] we currently do not have an ETA. Mr.Self the parts should be released next week. I will continue to monitor this part for updated information and let you know when that information is available.
We appreciate your patience, Thank you and have a great day,
**********End of Status Update**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as released 01/06/14 to PDC
ETA for part is _____.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
CM spoke with PM Dillon in parts. The part arrived an vehicle repaired. Part issue resolved.
CLOSED LOOP UPDATE - no need for additional follow-up.
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
My name is Jenna, and I m doing a follow up with your backorder part case that was opened up on your 2007 Ram 3500.
I do see here that the parts have arrived and the vehicle has now been fixed. I want to ensure you have your vehicle back and you re happy with the repairs.
I will keep the case open for 2 days; in those 2 days if I do not hear back from you I will go ahead and assume that your have your vehicle back and you re happy with the repairs. If not please contact me directly at 855-675-9291 ext 4718558.
Thank-you
Jenna.
End of Status Update
CLOSE LOOP AS PER DCP15

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5NL4	CG[redacted]	***Open Date***	12/18/2013	***Built Date***	01/12/2012	
Model Year	2012	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	12/20/2012	***Mileage***	13,970	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	52382	ED PAYNE MOTORS LLP			
Dealer Address	2101 E EXPRESSWAY 83				
Dealer City	WESLACO	***Dealer State***	TX	***Dealer Zip***	78596

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAREDO TX [redacted]	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: Customer states that while in parking lot of store the tie rod end snapped on the vehicle. Customer states that they received notification of recall in the mail.
Briefly summarize what the customer is expecting: Customer seeks vehicle repaired, rental and confirmation of recall.
Customer VIN nor VIP show that customer is included in N49.
Agent advised customer that they are still under warranty and can have vehicle towed to dealership.
Customer declined advising that vehicle will not move until they have been told that issues with the vehicle will be covered under warranty.
Agent excalating due to circumstances of the concern.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: declined
Reassigned to: 88F
Customer called back to say the dlr is not wanting to do the N49 recall because there is a lift kit on the vehicle and VIN# is not tagged with the recall. Customer states the selling dlr is the one who installed the lift kit and is 3 hours away because he has now moved. Customer stated that if this is going to take very long, he is going to require a rental vehicle as well.
Agent advised file has been forwarded to a CM and they will further assist the customer with his concerns. Customer will wait for his callback.
* * * * * CASE MANAGER TEAM - District U * * * * * *
Srvc dealer: ED PAYNE MOTORS LLP
Ownership: [redacted]
Owned: 02

NEW: 01
USED: 01
Currently owns: 01
Service Contract: NO
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Writer spoke with customer. Customer stated that customer did the repairs on the recall N49. Customer stated that he would like to be reimburse for part. Writer advised customer that writer would do further research and see if writer is able to do that for customer. Customer agreed.
Writer spoke with customer. Writer advised customer that we will be reimbursing customer for N49 however if customer has an issue in the future we will not assist customer with cost. Customer stated that the reason customer did it himself was because the dealership did not want to assist customer with rental and or recall. Customer stated he would like to send documents via Email. Customer Email address [redacted].
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-20 @ 18:12
***** Customer Document Received *****
Writer spoke with customer. Writer stated that writer did receive documents and the total cost being reimburse is $64.94. Customer stated that was correct. Writer verify customers address [redacted] , TX- [redacted]. Writer also stated that check will take 7-10 business days and once check is sent out customer s case will close. Customer agreed.
[redacted]) accepts and verifies the check should be mailed to the following name and address:
[redacted] Ù
[redacted], LAREDO , TX- [redacted] Ù
What has the customer requested? Reimbursement on recall N49
If this is a Recall or Extended Warranty, enter the campaign number. N49
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair. N/A
Enter the Date when the repairs were completed. N/A
What is the total cost of the Parts to be reimbursed? N/A
What is the total cost of the Labor to be reimbursed? N/A
What is the total tax to be reimbursed? $64.94
What is the total amount being reimbursed? $64.94
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for recall N49.
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
n/a
Enter the Date when the repairs were completed.
n/a
What is the total cost of the Parts to be reimbursed?
n/a
What is the total cost of the Labor to be reimbursed?
n/a
What is the total Tax to be reimbursed?
$64.94
What is the total amount being reimbursed?
$64.94
****End structured narrative T2 - eReimbursement
Writer spoke with Assistant Manger Roland who advised writer that the reason they could not complete recall on customers vehicle was because they do not have the parts.
Writer spoke with customer. Writer advised customer that writer spoke with the dealership and if customer would like for the dealership to complete recall the dealership would have to order part. Customer stated that he completed the recall and does not want to go into the dealership. Customer stated that he already talked to writer about it and he just wants to get reimburse for part. Writer stated that was correct and customer is being reimbursed $64.94 for part but writer just wanted to

make customer the offer. Customer stated he was fine and all he wants is to be reimbursed.
Check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C5 7[redacted]	***Open Date***	12/18/2013	***Built Date***	07/14/2006		
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	03/30/2007	***Mileage***	69,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VANCOUVER WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states he tried to take his vehicle to the dealership to have the N62 recall completed and was advised he wasn t able to. Agent advised the customer that the parts are currently unavailable for this recall. Agent advised the customer of the information on the recall as per answer connect document 23924.
Briefly summarize what the customer is expecting: The customer is expecting recall information.
The part required to provide a permanent remedy for recall N26Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
KY98 - N62 is not a part of the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C9	5G[redacted]	***Open Date***	12/18/2013	***Built Date***	11/09/2004
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	03/31/2005	***Mileage***	180,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	45244	HALL CHRYSLER, JEEP, DODGE OF	FENTON, INC.
Dealer Address	15123 NORTH RD		
Dealer City	FENTON	***Dealer State*** MI	***Dealer Zip*** 48430

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BYRON MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer already had recall repaired

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he was in the dealership to repair his windshield wiper and the dealership advised the customer of the N62 recall.
Briefly summarize what the customer is expecting: Customer states he is looking to see if he can be reimbursed for a recall that he recently had repaired on his vehicle. Customer states he recently had the N62 repaired approximately 12/3/13 with last 2 weeks. Customer states an dealer redid the ball joints and left and right, upper and lower outer tie rod assembly. Agent advised customer of AC ID # 17420 and advised it will be for review. Customer understood.
Customer called back stating they lost the mailing information on accident. Agent provided case#, and mailing address, advised customer that it will take 60 days for processing. Customer stated best callback# is: [redacted]
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted]
Advised customer the reimbursement is dependent upon verification of all documents requested.
Reassigned to 86Y.
Waiting for Documentation.
Waiting for Documentation.
Status update provided via email to the following email address: [redacted]t
Good Afternoon,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.

Thank-you
Jenna
End of Status Update
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Customer s information matches HPIMS.
Any open recalls:N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in:DONALD G LYNCH
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for the N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 1364.23.
Parts: 816.49
Labor: 518.75
TX: 48.99
Total: 1384.23
Payment made by VISA showing on the invoice
Reviewed previous files: Yes
Reassigned to JI109
Reassign to WL148
Called Customer at [redacted] Agent advised that the Recall applies to vehicles that have had the Mopar Steering Linkage replaced. Customer was advised to bring the vehicle to the DLR to have the Steering Linkage inspected.
Customer was advised to call back if the vehicle had the Steering Linkage replaced.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	6G[redacted]	***Open Date***	12/18/2013	***Built Date***	08/19/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/25/2005	***Mileage***	75,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	BROWN, SARA L	***Contact Type***	TELEPHONE
Address	1744 FAIRVIEW FARMS CIR	***Home Phone***	(636) 332-0487
	WENTZVILLE MO 63385-2763	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall N62 completed

Briefly summarize why the customer is contacting Chrysler: Customer states left tie rod snapped when travelling down the road at 80 mph. Customer states he had an IRF repair using Moag parts. Customer wants to know if he can be reimbursed for repairs performed before recall issued.
Briefly summarize what the customer is expecting: Agent advised reimbursement not available for non-Mopar parts used to complete safety recall. Agent advised vehicle would need to be inspected by an authorized Chrysler dealer to ensure recall safety standards have been achieved based on NHTSA expectations. Customer requested to have recall completed by Chrysler dealer. Agent transferred caller to SA Ray at 45517 - CENTURY DODGE CHRYSLER JEEP for recall fulfillment.
Customer states that he had the recall competed previously. Customer is seeking reimbursement. Writer informed the customer of the mailing address to submit for reimbursement.
S.M. Kelly of 45517 contacts A.M. to advise vehicle is at dealership, has been inspected and based on recall N62 repair instructions vehicle does not and should not have needed tie rod end replaced. Had recall N62 been done prior to tie rod failure, per recall instructions tie rod end would not have required replacement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL5	AG[redacted]	***Open Date***	12/18/2013	***Built Date***	04/27/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/15/2010	***Mileage***	42,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HAWTHORNE FL[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking Reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Corporate - Recall - Default - Default - Default	Recall N49

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for reimbursement as he received a recall notice for the N49 recall.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the recall N49. Customer states he received a a recall notice. Agent verified by cross referencing answer connect document 24054 and VIP. Agent verified that the recall should be on the customers vehicle despite it not appearing in agent workbench. Agent advised to submit for reimbursement as per answer connect document 19074 to begin the process as our system may not have updated as the recall is new. Customer stated he had the mailing address and just needed the CAIR number. Agent provided the CAIR number and provided the customer instructions. Customer thanked the agent.
Reassigned to 86Y
Writer acknowledges assignment.
No documents.
No documents.
No documents. Writer will call Customer, Case will close in two days, get bypass.
CUSTOMER CONTACT: Writer called [redacted], [redacted]. Writer spoke to [redacted] directly. [redacted] advised his wife should be mailing papers out tomorrow. Writer advised case will close in two days, but can be accessed or re-opened as needed. Customer had ordered part and did it himself, but he had Chrysler dealership inspect that job was within specifications.
No documents.
No documents.
By pass please.
by pass added.
Writer closing case.
Customer called back in regarding his case and was wanting to know if any decision was made. Agent advised him that no documentation was received and the case was being closed. [redacted] did state that the documents were sent two weeks ago. Agent said she would reassign it once more and someone would get back to him.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Writer received case from 86Y, reassigning CAIR to CW653 for further handling.
No documents.
No documents.

No documents.
No documents.
CUSTOMER CONTACT: Writer called [redacted], [redacted]. Customer states he did send in the mail, Writer apologized , may be backlogged in the queue. Writer provided fax # and case # so Customer can fax in copies. Writer did advise case will close in two days but can be accessed or re-opened as needed.
No documents.
No documents.
May I have a by pass please.
by pass added.
Writer is closing case.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 123013; DATE RECEIVED: 012914
Customer is seeking reimbursement for the N49 recall.
RECALL N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Receipt shows Paid - Auth # [redacted]
Date of Repair: 6/30/13
Invoice #: Unable to Read whole #
Labor $Nil
Parts $58.99
Misc. Charges $Nil
Tax $3.54
Total $62.53
Writer is submitting check for approval in the amount of $62.53

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D2	6G[redacted]	***Open Date***	12/18/2013	***Built Date***	10/12/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/31/2007	***Mileage***	82,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE			
Dealer Address	1655 ROUTE 46				
Dealer City	LITTLE FALLS	***Dealer State***	NJ	***Dealer Zip***	07424

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FAIRFIELD NJ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer had N62 Previously completed
Corporate - Company Information Contact - Default - Default - Default	Reimbursement Request

Briefly summarize why the customer is contacting Chrysler: Customer is calling to get information for reimbursement request.
Briefly summarize what customer is expecting: Information on how to process a Reimbursement.
Agent provided Customer mailing address and case file and informed customer to allow for 60 days of processing
Reassigned to 86Y
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted]. Left message. Agent advised that the Documents have not been received and that the Case would temporarily close in 2 days if the Documents have not been received.
Agent advised that the Case will re-open when the Documents are received.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 09:07
Customer called to follow up. Agent advised the customer if nothing is recieved by mon-tues agent will contact customer back. Agent also sent a doc request for customer to email the reimbursment information if the mailing did not work.
Waiting for Documentation.
***** Customer Document Received *****
Called Customer at [redacted]. Agent explained that the Recall only applies to vehicles that have had the Steering Linkage replaced with a MOPAR Steering Linkage.
Customer states that he will check with the DLR to see if they have had replaced the Steering Linkage and will follow up with CAC if he has had the repair previously.
Closed CAIR.
POSTMARK DATE: 121913; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]

Concern: Customer is looking to be reimbursed for the repairs to his vehicle related to the N62 recall regarding the Left Outer Tie Rod Assembly.
Reviewed previous files: Yes, no concern
Reassign to JK671- Duplicate image was attached- Customer has been advised online 22-27.
Survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	12/19/2013	***Built Date***	05/20/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/01/2004	***Mileage***	109,689	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	BAYVILLE NY [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Corporate - Reimbursement - Default - Default - Default	reimbursed for recall repair
Recall - H46: STEERING LINKAGE - Information Request	seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking reimbursement address for recall repair paid for. Got a recall letter in mail, had car towed from something failing in front end. Ram 2500 truck, dealership did tie rods in front of vehicle, damper arm, dealership stated should be under H46 and N62.
Agent gave customer cair number and address to send.
Briefly summarize what the customer is expecting: reimbursement for recall repair
No documents. Writer acknowledges the assignment.
No documents
No documents.
No documents.
No documents.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised of Case # and US CAC. Writer advised case will close in two days, but can be re-opened or accessed as needed.
Customer called in stating they need to get a copy of the receipt for the towing company but to keep the file open. Customer states they are to be going away for New Years but they should have the paperwork here by the end of next week. Agent asked if they were looking to fax the information in. Customer was not aware of a fax number. Agent provided 877-768-5076 fax number. Customer thanked agent and will look to get the information to CAC as soon as they can.
Writer acknowledges customer contact, and request. Case can still close until documents get here, and then be reopened.
Writer is requesting by pass, no documents available.
by pass added.
Writer closing case.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010614; DATE RECEIVED: 010614
Writer acknowledges documents have arrived. Writer will review as soon as possible.
No time today to review.
No time today to review.
No time to review today.
H46 Chrysler is looking for replacement MOPAR parts, not factory original equipment.
N62 is similar, Chrysler is looking for replacement MOPAR parts, not original equipment.

Customer had steering linkage replaced (broken and towed in) 12/18/2013 with MOPAR parts, vehicle was at 109,689 miles. Repair was not performed at CDJR.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
********AGENTS: Customer s request to be reimbursed for recall reimbursement must be declined, as you may read the H46, and the N62 are recalls that are looking for replacement parts. As this is the first/only repair Customer has had on vehicle then it does not qualify as it would be original factory equipment.
Customercalled to follow up on the case. Customer stated she received a message to call. Agent advised as per lines 46-50. Customer stated she was going to discuss the matter with her husband and call back if needed. Writer is closing case . Customer has been informed.
Customer should have vehicle inspected at CDJR and have the recall closed. Customer now has replacement parts on the vehicle.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to [redacted] and again explained the recall and the vehicle should be inspected. Customer believes she understands, but if not her husband is more than welcome to call in and we will explain again. Writer is closing Case.
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	12/19/2013	***Built Date***	02/14/2008
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	06/09/2008	***Mileage***	80,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45266	BILL HARRIS CHRYSLER DODGE JEEP		OFASHLAND, INC.	
Dealer Address	2100 BANEY RD S				
Dealer City	ASHLAND		***Dealer State***	OH	***Dealer Zip*** 44805

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JEROMESVILLE OH [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called to advise he already had this repair done
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

Briefly summarize why the customer is contacting Chrysler: Customer called to advise that he had the work done for the L49 recall already back in October 2012. Agent advised customer that if he gets a recall notification on his vehicle then he will be able to submit his receipts to Chrysler for reimbursement.
Briefly summarize what the customer is expecting:Customer thanked agent
Customer called back for reimbursement information.
Writer informed customer of the documentation request to submit for reimbursement consideration.
Customer can not scan documentation but would like to fax documentation.
Writer provided fax number to customer 877-768-5076.
Reassign to 86Y
Agent reviewed documents submitted by customer and found customer had previously submitted documents showing repairs being completed at an IRF CAIR [redacted] in which the customer did not qualify for reimbursement at that time for recall L16 and is requesting reimbursement for the cost of the repairs because he received a letter in the mail for the N49 recall.
Agent reviewed documents submitted by customer and found customer had repairs completed and is requesting reimbursement over $500 for the N49 recall. Agent is reassigning to CM for further review.

Customer invoice
Smetz s
Invoice 12796
date: 9/20/12
Replaced upper and lower ball joints
Replaced RIGHT steering linkage 108.75 (labor)
Linkage kit 52122362ah- $350.00
Alignment- $59.00
PAID

IRF CONTACT [redacted] s- Agent called and spoke to [redacted] who stated they did put the entire updated left and right side on his vehicle. [redacted] stated that they brought it in for a noise in the front end.
CUSTOMER CONTACT [redacted] Agent called the customer and had advised him that she is able to reimburse him labor and the parts for the update kit and the alignment and tax. Customer confirmed the mailing address. Agent stated it should arrive in 7-10 business days. Agent advised the customer to get to the dealership to get the recall completed.
RESEARCH: Agent confirmed online that the part number listed included the left and the right tie rod end.
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: check
Date of Repair:9/20/12
Invoice #:12796
Labor $108.75
Parts $350.00
Misc. Charges $ 59.00
Tax 6.8% $ 35.20
Total $ 552.95
Writer is submitting check for approval in the amount of $ 552.95
****
CHECK SUBMITTED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2863	4G[redacted]	***Open Date***	12/19/2013	***Built Date***	11/28/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/20/2003	***Mileage***	140,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP	DODGE
Dealer Address	1901 GRASS VALLEY HWY		
Dealer City	AUBURN	***Dealer State*** CA	***Dealer Zip*** 95603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESAPEAKE VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Recall - H46: STEERING LINKAGE -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because he has heard that there may be a recall on his vehicle. Customer stated that he did receive the letter for the steering linkage but he would like to know if the tie rod assembly because the front end of his vehicle needs to be replaced
Briefly summarize what the customer is expecting: Agent advised customer that he does have the Outer tie rod assembly recall on his vehicle. Agent advised customer that the letters are being mailed out this week. Agent provided the customer with the dealerships information. Agent called dealer 44709 but the service department was in a meeting. Agent advised customer to call the dealership in about an hour. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	12/19/2013	***Built Date***	11/16/2010
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB		
In Service Dt	12/28/2010	***Mileage***	84,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAPULPA OK [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Reimbursement	Seeking Reimbursement
Product - Suspension - Unknown - Other - Front	front end repairs required
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler:Customer called and stated he had to have front end work done on his vehicle two weeks ago and then got a recall notice today. Customer stated he had to have vehicle towed to IRF on a Saturday. Customer stated he had the repair work order and a towing bill. Writer consulted AC19074 and gave customer mailing address for reimbursement. Customer stated he will get proof of payment and send that, too. Writer advised customer it can take about 2 months for reimbursement.
Briefly summarize what the customer is expecting: Customer wanted reimbursement for recall-related repairs.
Reassigned to 86Y.
No documents. Writer acknowledges assignment.
LOCAL USD 03/19/2012--9897558--S--N PAID
Dealer - 60509 CROWN AUTO WORLD BRISTOW
Claim Information
Claim Number: [redacted] Type: S Owner Last Name:
VIN: 3D7UT2CL6BG[redacted] Service Advisor: 6879BC
Odometer: 33974 M Authorization No. :
Date Received: 03/07/2012 Claim Notes: NO
Date Completed: 03/07/2012 Continuation: N
In-Service Date: 12/28/2010 Prior Claim Number:
Claim Currency: USD
Condition Summary
Condition LOP Description Status Type Total Amount
1 02L16182 Safety Recall L16 - Left Tie Rod End Paid S - Safety-Recall
No parts/Inspection.
No documents
No documents.
No documents.
No documents.
CUSTOMER CONTACT: Writer called [redacted].Writer provided case # and US CAC for contact. Writer advised case will close in two days but can be accessed or re-opened as needed.
No contact from Customer, No documents. By pass please.
by pass added.
Writer is closing case.
POSTMARK DATE: 123113; DATE RECEIVED: 010814
Document attached for review
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation

Documents received. Reassigning to CW653.
Writer acknowledges documents have arrived. Writer acknowledges this is above parameters. Writer reassigning to 86H.
Writer called IRF Sooner Tire phone 918-224-5470 time 16:50 ET. SA Eric answered.
He confirmed the tie rod broke.
He stated the repair was charged on account, should be paid, he will have business office call by tomorrow if not.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone [redacted] time 17:15 ET. Customer [redacted] answered.
He stated he has gotten the cancelled checks back for the repair and towing, will fax to Chatham Fax: 877-768-5076 with case number.
He stated reimbursement payee: [redacted]
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
No documentation at this time.
Confirmation of repair payment line 47, towing invoice is marked method of payment Check.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D7UT2CL6BG[redacted]
In-service Date: 12/28/10
Customer s proof of payment is: Infinity Towing receipt marked Method of payment Check. IRF Sooner Tire invoice printed PO number Doyle and Charge on account, confirmed line 47-48.
Date of repair: 11/29/13
Mileage: 84000
Invoice#: [redacted]
Labor: $95.00
Parts: $372.00
Towing: $65.00
Alignment: $59.95
Tax: $0.00
Total: $591.95
Writer is submitting check for approval in the amount of: $591.95
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D8	6J[redacted]	***Open Date***	12/19/2013	***Built Date***	03/06/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/18/2006	***Mileage***	78,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE			
Dealer Address	8675 COMMODITY CIRCLE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32819

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LECANTO FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall on VIN

Briefly summarize why the customer is contacting Chrysler: heard there may be a recall on the truck but did not get a letter about that.
Briefly summarize what the customer is expecting:is the recall on the truck?
Agent states N62 is on the vehicle. Need assistance to schedule appointment?
Customer states no will go tomorrow

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	5G[redacted]	***Open Date***	12/19/2013	***Built Date***	04/07/2005	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	05/20/2005	***Mileage***	50,001	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43710	MENDENHALL AUTO CENTER			
Dealer Address	8725 MALLARD STREET				
Dealer City	JUNEAU	***Dealer State***	AK	***Dealer Zip***	99801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KETCHIKAN AK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer Gordan Brooks Fleet Manager called in asking to have an email to evaluate his 42 VIN s to see what vehicle he can still use. Customer states that all his vehicles are parked right now until he knows what vehicle is not affected by these recalls (N49/N62). Customer states that he would like to know what vehicles out of the 42 VIN s he could still use that don t have these recalls.
Briefly summarize what the customer is expecting: To know what vehicles are going to have the N49 and N62 recalls so he can use the other vehicle that won t have these recalls.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88I
Message received from [redacted] to discuss the recalls on 42 vehicles - also email was received and forwarded to RM1225.
Customer called. Writer transferred customer to ext 66008.
* * * * * CASE MANAGER TEAM - District X Fleet * * * * * *
Writer received call from the customer, customer is concerned about Safety would like us go through
all his VIN he has and advise on which ones do not require recall repair, currently they are all parked.
Writer advised the Case was just assigned today and CM not in today.
Customer stated in the past he had recall L16 performed by his Mechanics . Received training and purchased tools needed from Mendenhall. Customer is in Alaska ,only one dealership in Juneau customer will need to ferry vehicles to DLR. Would like to know if same procedure can be done for N62 recall. Writer advised will research possibility of the repair being done by customer however Area Manager will need to be contacted follow up can take few days. Customer understood would like VIN checked today. WRiter will go through the VINS and send email to [redacted] has provided list of VINs.

Writer emailed the customer list of vehicles that have no recalls and list of Vins that require N62. which is 11 vehicles. Customer traveling for the hoilidays will communicate through email.
CONTACT UPDATE - 1st Contact attempt, customer contacted.
Writer emailed customer :
[redacted] :
We are out of the office tomorrow 12/25/13 .
Have you had a opportunity to locate where the trucks are that do need recall repair ?
I am reaching out to Mendenhall Auto for information on the best way to handle the repairs.
I will update you as soon as I have information. Enjoy the Holidays !
Travel Safe
Lisa
Writer email new list to customer:
Here is updated list as of 12/20/13.
N62:
5G[redacted] N49:
5G[redacted] B[redacted] 8G[redacted]/L16
5G[redacted] BG[redacted] 9G[redacted]/L16
5G[redacted] BG[redacted]
5G[redacted] BG[redacted]
5G[redacted] BG[redacted]
5G[redacted] BG[redacted]
5G[redacted] AG[redacted]/L16
5G[redacted] AG[redacted]
5G[redacted] AG[redacted]/L16
8G[redacted]
Writer received email from customer :
Thank you. I did receive my first recall card in the mail friday. I will ship those that are inexspenive and connected via the ak marine hwy system and we will work with mendenhall and my mechanics on the rest
Merry christmas and thank you
Writer received email form customer:
Thanks again ill be back in the office next tuesday
Writer emailed Area Manager KOL@Chrysler.com:
Re: [redacted] :
This customer has several vehicles that need recall repair. The customer has stated that in the past
we were able to provide training for L16 Recalls to his Mechanics so he could resolve his own Recalls.
The customer is requesting if this will also be possible for these Recalls N62 and N49, in the event some of these vehicles
would need to be sent by ferry to Mendenhall which the customer is trying to avoid.
Here is updated list as of 12/20/13.
N62:
5G[redacted] N49:
5G[redacted] BG[redacted] 8G[redacted]/L16
5G[redacted] BG[redacted] 9G[redacted]/L16
5G[redacted] BG[redacted]
5G[redacted] BG[redacted]
5G[redacted] BG[redacted]
5G[redacted] BG[redacted]
5G[redacted] AG[redacted]/L16
5G[redacted] AG[redacted]
5G[redacted] AG[redacted]/L16
8G[redacted]
Writer emailed KOL : have update?
Writer emaild customer[redacted]
[redacted]:
Hope you enjoyed your trip. I have notified the Area Manager for Mendenhall regarding the recall repair. Do you need assistance with these recalls?
If there is no concerns no contact back is needed and your case will auto close on 01/03/13.
If you require further assistance please contact us back and your case will continue.
Lisa
Writer received email from customer:

I scrubbed our list and will take another look Thursday and be ready to say where they are and which ones we ought to do ourselves
Writer received email form AM KOL:
I am not familiar with all the recalls mentioned below. Here is what I do know if a portion of the recall involves flashing, the vehicles will need to go to a dealership, as per current Chrysler policy. If the recall does not involve flashing, then we have sometimes approved recalls at IRF s in extremely limited cases.
Would suggest you reach out to PDB36 copied .
Writer received email form Fleet AM PDB36:
it is the customer s responsibility to bring the vehicle to the dealership for repairs. Especially the N49 recall if directions are not followed properly there may be damage done to the vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C1	4G[redacted]	***Open Date***	12/19/2013	***Built Date***	06/03/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/31/2004	***Mileage***	173,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE STEVENS WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer states he is considering on purchasing this vehicle and wanted to know about recall N62. Agent advised customer as per answer connect document # 24057. Agent informed customer the vehicle can be repaired after 01/06/14 as per the A/C doc
Briefly summarize what the customer is expecting: Information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL6	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	06/07/2011
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	10/29/2011	***Mileage***	45,765	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PUS	SADDLE BROWN PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WINTER HAVEN FL [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer received tie rod recall letter after having repair done
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Briefly summarize why the customer is contacting Chrysler: customer received recall letter after having repair done
Briefly summarize what the customer is expecting: Customer wants reimbursement for repair. Writer advised customer to send in documents of repair to Chrysler Recall Assistance center.
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted] No response from Customer.
Called Customer at [redacted] Wrong number.
12/30/13

[redacted]
WINTER HAVEN , FL-[redacted]
Reference # [redacted]
Dear Ronald Upton:
Thank you for your recent letter regarding your 2011 DODGE RAM LARAMIE 4X4 2500 MEGA CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) BG[redacted] available when you call.
Sincerely,
William,
Customer Service Representative
Letter sent 1/2/14.
Customer called in and asked to speak with William.
Agent referred to AC id 23321 and attempted twice to transfer

customer to WL148.
Phone line was busy.
Customer asked for contact information. Agent provided the 800 # and the extension for WL148.
Customer states he has called in several times to speak with WL148.
Customer requesting call back from WL148.
Agent advised his request would be documented.
CONTACT UPDATE [redacted]: spoke with [redacted]
Confirmed that the customer sent in all of the requested documents.
Advised customer that we appreciate their patience while we wait for the documents to arrive. Once the documents have been received they will be reviewed and the customer will be contacted.
POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information does not match HPIMS as the customer is no longer the owner.
Any open recalls: N49 LEFT TIE ROD
Name of person writing in: [redacted]
Does customer have an e-mail address:Not on file
Concern: Customer is seeking recall reimbursement for N49 LEFT TIE ROD recall in the amount of 569.62. Customer does not supply proof of payment.
Reviewed previous files: yes
Reassigned to WL148
Agent called the Quick Lane Tire & Auto Center (IRF) at 863-547-1170.
Unable to reach.
Agent called the Quick Lane Tire & Auto Center (IRF) at 863-547-1170.
Wrong Number.
Agent called the Quick Lane Tire & Auto Center (IRF) at 863-588-1099.
Spoke with Shawna (SA). Agent was advised that the Invoice was Paid in full.
Reassigned to 86H as over Agents Limit.
Note, first line of repair invoice states 'Customer states that the drag link broke', diagnosis states 'Dr side outer tie rod broke'. Related to N49.
Writer called customer phone[redacted] time 16:31 ET. Customer [redacted] answered.
Confirmed he no longer owns this VIN, did not advise N49 still needs to be completed.
Writer advised reimbursement in process, reimbursement will not include loaner vehicle, customer understood.
Confirmed reimbursement information.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D7UT2HL6BG[redacted]
In-service Date: 10/29/11
Customer s proof of payment is: IRF Quick Lane Tire & Auto Center invoice, confirmed line 67-68.
Date of repair: 09/13/13
Mileage: 45722
Invoice#: [redacted]
Labor: $102.00
Parts: $331.28
Alignment: $59.95
Misc. Charges: $10.53
Tax: (7%) $35.26
Total: $539.02
Writer is submitting check for approval in the amount of: $539.02
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D6	6G[redacted]	***Open Date***	12/20/2013	***Built Date***	02/27/2006
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4		
In Service Dt	10/10/2006	***Mileage***	94,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45347	JOHN JOHNSON DODGE, LLC			
Dealer Address	10 FANNY ROAD				
Dealer City	BOONTON	***Dealer State***	NJ	***Dealer Zip***	07005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPARTA NJ[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised the customer of the incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rod end dislocated

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states the tie rod end on the passenger side dislocated. The customer is looking to find out what was included in the N62 recall. Agent advised the customer of the information in answer connect document 24057. Agent also advised the customer of the other open recall on the vehicle.
Briefly summarize what the customer is expecting: The customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D8	6G[redacted]	***Open Date***	12/20/2013	***Built Date***	07/06/2005
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4		
In Service Dt	07/06/2005	***Mileage***	9,099	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	67392	AUTOSERV OF TILTON CHRY-JEEP-DODGE			
Dealer Address	40 E MAIN ST				
Dealer City	TILTON	***Dealer State***	NH	***Dealer Zip***	03276

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALEXANDRIA NH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer looking for information on N62 recall

Briefly summarize why the customer is contacting Chrysler: Customer called in wanting information about recall N62
Briefly summarize what the customer is expecting: Agent verified information listed in N62 recall notice customer received. Agent advised to take vehicle to a Chrysler brand DLR to have N62 recall repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3GL5	CG[redacted]	***Open Date***	12/20/2013	***Built Date***	09/01/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	10/29/2012	***Mileage***	11,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60161	LITHIA CHRYSLER JEEP DODGE OF	GREAT FALLS		
Dealer Address	4025 10TH AVE SOUTH				
Dealer City	GREAT FALLS	***Dealer State***	MT	***Dealer Zip***	59405

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLOWEREE MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is inquiring about recall notice he received
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stating he received a N49 recall notice and when he spoke to hid DLR they did not have any recall information for his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to find out if his vehicle actually has a recall. Writer advised customer his vin does show that he has the N49 recall. Writer advised customer as per the recall notice would need to wait until after January 6th to book an appointment with the DLR to have the repair completed.
Reassigned to MR1123

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48T2	9G[redacted]	***Open Date***	12/20/2013	***Built Date***	11/21/2008	
Model Year	2009	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	01/22/2009	***Mileage***	142,030	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42646	PALM CHRYSLER JEEP DODGE			
Dealer Address	1801 S TAMIAMI TRAIL				
Dealer City	PUNTA GORDA	***Dealer State***	FL	***Dealer Zip***	33951

Owner	[redacted]			***Contact Type***	TELEPHONE
Address	[redacted]	ATTN JIM WILLIAMS		***Home Phone***	
	CANONSBURG PA [redacted]			***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer is seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler:
Customer stated he received a notice in the mail for a FLEET vehicle through his company advising he has the N49 incomplete recall on his vehicle.
Customer stated he then went to the DLR to book an appointment to have the recall completed, and the DLR advised him the recall is not showing up on his VIN and the recall does not apply to his vehicle.
Customer stated he does not understand why Chrysler would send him a letter and the recall is showing up on the Chrysler website but the DLR is advising its not.
Briefly summarize what the customer is expecting:
Customer is seeking to have recall completed.
-
Agent advised customer it is currently showing as an incomplete recall on his VIN, it was just added on today within the last few hours.
Agent contacted DLR, DLR Code 42646 and spoke with SA David, who advised he previously spoke with the customer and advised the recall was not on his VIN. Agent requested that SA David look the customers VIN up again as it was just added. SA David was able to see after refreshing his screen the recall does apply to the customers vehicle. SA David transferred agent through to Liz for appointment scheduling.
Agent transferred customer through to Liz for further assistance in booking an appointment to have his recall completed.
Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6TD5CT9	CG[redacted]	***Open Date***	12/20/2013	***Built Date***	01/16/2012	
Model Year	2012	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	03/13/2012	***Mileage***	35,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WELLSVILLE OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer called regarding N49

Briefly summarize why the customer is contacting Chrysler: Customer called in regarding N49 recall.
Briefly summarize what the customer is expecting: Customer requesting his vehicle to be fixed promptly. Agent advised customer that the parts for tie rod end would be available at the dealership in January 2014. Agent tried to reach dealership but was unable to contact Service manager. Agent suggested to customer to call his current dealership and schedule an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	08/03/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	08/03/2010	***Mileage***	60,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORTALES NM[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer dissatisfied no parts to repair N49
Recall - N49: LEFT TIE ROD -	Customer seeks dissatisfaction N49 letters sent out before parts
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states they were sent a recall letter and the dealership is telling him no parts are available. Customer states he would like Chrysler to know how dissatisfied he is with the letter coming out before the parts. Briefly summarize what the customer is expecting: Customer seeks his complaint to be documented. Agent advised that Chrysler reviews all files internally and that his dissatisfaction would be documented today. Agent advised that Chrysler is working closely with the manufacturers to have this part out and to the dealership as soon as possible. Agent states that a call to the dealership and a waiting list could be started to make sure he is contacted the second the part arrives. Customer states he has a great relationship with his dealership and they already have him on the list and will contact him right away. Customer states he just wants Chrysler to understand his dissatisfaction.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	04/13/2011
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB		
In Service Dt	06/30/2011	***Mileage***	82,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PTW	RUGGED BROWN PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	36495	BURNS MOTORS			
Dealer Address	1300 EAST HIGHWAY 83				
Dealer City	MC ALLEN	***Dealer State***	TX	***Dealer Zip***	78502

Owner	[redacted] S	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ISIDRO TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Recall on VIN
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke off
Corporate - CNA Change - Default - Default - Default	Updated customer information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states when he was backing out of a parking lot the tie rod broke on the vehicle. Customer states he is very scared now. Customer states he brought it to the DLR and they fixed it. Customer states he received a recall letter in the mail.
Briefly summarize what the customer is expecting: Customer seeking concerns documented.
Agent updated customer information.
Agent apologized to the customer about the issue he had with the vehicle.
Agent contacted DLR code 36495 and spoke to SA Steve.
SA states they replaced the the left tie rod on the vehicle.
SA states the customer will need to check back with them to make sure the part numbers match up for the recall.
Agent advised customer of what was stated.
Customer states he is still scared to drive the vehicle.
Agent reassured customer that the vehicle is repaired.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	03/10/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/12/2011	***Mileage***	40,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM			
Dealer Address	1050 HIGHWAY 515 SOUTH				
Dealer City	JASPER	***Dealer State***	GA	***Dealer Zip***	30143

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELLIJAY GA [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking a rental vehicle.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on the N49 recall.

Briefly summarize why the customer is contacting Chrysler: Customer is seeking information on receiving a rental car while his part is on order.
Briefly summarize what the customer is expecting: Customer is expecting information on receiving a rental car. Customer states that he has already ordered the part to complete the N49 recall and was advised that it won t be in till after the holidays Customer is worried about his safety because of the recall. Agent contacted JASPER JEEP-DODGE-CHRY-PLYM 23825 and spoke with SA Marty Marty advised agent that he had never seen the vehicle before he just spoke with the Customer over the phone and ordered the part. Agent advised Customer that without a diagnosis on the vehicle we would be unable to provide rental assistance. Agent also advised Customer that due to time and mileage of the vehicle we would be unable to provide rental even with a diagnosis (Customer does not meet goodwill matrix).
Agent advised Customer that if he feels unsafe in his vehicle he can get a rental car until the part comes in but it would be at his own cost.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer called stating that the vehicle recently had the recall issue break on the vehicle and the customer is looking for information on when the part will be available to the dealership. Agent called dealership 23825 and spoke with Sherry who advised the agent that both she and the service manager were busy with the customer and could not answer the phone and agent was advised to call back. Agent is trying to find out when the part was ordered along with the part number and order number to be able to search out the order. Customer requested a rental vehicle as well but agent advised that we need to speak to the dealership first to find out how long they are going to have the vehicle and the ETA on the parts to send it up to our rental department for apporval. Customer also stated that his tire went sideways from Top to bottom when this happened and the customer wanted to know if the tire would be covered. Agent advised that again we need to hear from the dealership about

circumstantial damage and at that time we would be able to seek what assistance can be offered at that time.
Reason for Dealer Contact:when part for vehicle was ordered , part number and order number of the part because part was ordered before recall came out
Dealer Code:23825
Dealer Personnel Required:service manager
Customer s Preferred Method of Contact:
Customer Phone Number (Morning)[redacted]
Customer Phone Number (Evening)[redacted]
Customer Email address:Na
Reason for assigning to Resolution Team:not able to get call back time during shift
Assigned to 86T
DEALERSHIP CONTACT: JASPER JEEP-DODGE-CHRY-PLYM at 706-692-3434 Agent was advised that service is in a separate building and provided phone number 706-692-6512.
DEALERSHIP CONTACT: JASPER JEEP-DODGE-CHRY-PLYM at 706-692-6512 Spoke with SM Marty, who states the parts for the N49 recall are not available, but they were able to get the replacement parts to put on the vehicle until the N49 recall parts are available. SM Marty states his DM directed him to put the replacement parts no the vehicle now, and then when the recall parts are available, to bring the customer back in to put the recall parts on the vehicle. SM Marty states the parts are at the dealership and the repair will begin today, and the vehicle should be repaired tomorrow.
Agent thanked SM Marty for his assistance.
*****Reassigned to LB716*****
Vehicle repair should be completed tomorrow. As per lines 11-14, rental was declined, as the customer does not meet goodwill parameters. Please contact customer and advise.
Agent called customer and advised the customer of information on line 64-66 and had to leave a message for the customer advising him that the vehicle is supposed to be ready today and the information from lines 53-61.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L8	9G[redacted]	***Open Date***	12/20/2013	***Built Date***	11/07/2008	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	11/17/2009	***Mileage***	52,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRIDGE CITY TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information of N49 recall

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on N49 recall
Briefly summarize what the customer is expecting: Customer wanted to know what was causing the N49 recall as the customer noted that it is almost identical to the L16 recall they had fixed last year. Agent advised the customer that as of present Level 1 does not have to exact reasons as to why the N49 recall was issued. Agent advised customer to take vehicle to DLR for diagnosis and repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG4EL2	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	12/05/2009	
Model Year	2010	***Body***	DC3L63	DODGE RAM 3500 REG CHASSIS CAB 4X2			
In Service Dt	03/08/2010	***Mileage***	76,837	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BENTON L [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer paid for left tie road last year wants reinbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

Briefly summarize why the customer is contacting Chrysler: Customer called had left tie rod replaced last year at IRF but used Mopar parts on truck. Customer received recall this year and wants to be reimbursed.
Briefly summarize what the customer is expecting: Customer wants to be reimbursed for left tie rod.
Agent gave customer mail address
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Customer will mail in proof of payment and original repair order.
Writer will contact customer on 12/27/13 if documents have not been received.
Writer checked and documents have not been attached.
Writer contacted customer at [redacted]. Left message with contact information & fax#. Writer informed customer that case will be closed in 2 business days if documents have not been received however it can be reopened once they arrive.
Writer checked and documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.
by pass added.
POSTMARK DATE: 122313; DATE RECEIVED: 122713
Documents attached for reviewed.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Reassign back to MP1067
Writer reviewed submitted documents. Customer did not provided proof of payment for towing invoice.
Writer contacted customer [redacted]. Customer states the only receipt he has is what he submitted. Agent informed customer that we will verify payment with towing company.
Customer would like check made out in his name.
Writer contacted IRF Nolen s Towing & Recovery Inc. at 318-741-7240.
Writer spoke with dispatcher [redacted] who stated invoice # [redacted] was paid in full.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 10/17/12
Customer s proof of payment is: Visa/Balance $0.00
Invoice #: [redacted]
Labor $105.60
Parts $313.28
Misc. Charges $0
Tax $37.70 9%Ù
Total $456.58
****
Date of Repair: 10/16/12
Customer s proof of payment is: verified with IRF
Invoice #: 11762
Labor $0
Parts $0
Misc. Charges $85.00 towingÙ
Tax $0
Total $85.00
****
Combined Total$541.58
Writer is submitting check for approval in the amount of $541.58.
****
Writer verified that address for check matches address on submitted documents.

[redacted]

Customer Assistance Inquiry Record (CAIR)#

VIN	3D7KS28T5	9G[redacted]	***Open Date***	12/20/2013	***Built Date***	04/20/2009
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/29/2009	***Mileage***	54,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	41461	DOAN DODGE			
Dealer Address	4477 RIDGE RD W				
Dealer City	ROCHESTER	***Dealer State***	NY	***Dealer Zip***	14626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCHESTER NY[redacted]	***Country***	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer says snow plow dips
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	customer seeking N49

Briefly summarize why the customer is contacting Chrysler: Customer called to find out about N49 recall.
Customer also says snow plow dips when in use.
Briefly summarize what the customer is expecting: Customer needed to know about N49 also wants to see what is wrong with snow plow. Customer also wanted to know if any warranty left.
Agent told customer to take vehicle to dealer to have it diagnosed.
Told customer to ask dealer about warranty when he gets it diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL7	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	06/06/2011	
Model Year	2011	***Body***	D28P91	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/29/2011	***Mileage***	24,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60137	CROSSTOWN MOTORS			
Dealer Address	650 MEADOW STREET				
Dealer City	LITTLETON	***Dealer State***	NH	***Dealer Zip***	03561

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SUTTON VT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer requested expedition of N49 parts
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Other	Customer requires L38 Recall installed
Corporate - CNA Change - Default - Default - Default	Customers name missing from business record

Briefly summarize why the customer is contacting Chrysler: Customer requesting assistance in expediting delivery of parts required for Recall N49
Briefly summarize what the customer is expecting: Customer expecting estimated delivery date for recall service.
Writer contacted DLR, Crosstown Motors,650 Meadow Street Littleton, NH 03561 (603) 444-7771 and discussed customer with SA Kevin. Kevin familiar with customer. Writer suggested that customer be placed on waiting list and informed when parts arrive. SA Kevin agreed, and tagged request to Technician Joe to inform Customer.
Writer also informed Kevin of outstanding Recall L38 remains open. Kevin stated he would add that order to Tech Joes note.
Writer informed Customer that he was now on a waiting list and would be informed when parts might arrive after Jan, 06, 2014, by phone, and that outstanding Recall L38 was scheduled to be installed at the same time.
Customer stated he was pleased with the arrangement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	12/17/2009	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	01/20/2010	***Mileage***	48,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60139	IMPERIAL CHRYSLER DODGE JEEP		CORPORATION	
Dealer Address	6 UXBRIDGE ROAD				
Dealer City	MENDON	***Dealer State***	MA	***Dealer Zip***	01756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MEDWAY MA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Inquiring what to do about the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram to find out what needs to be done about the N49 recall. Customer states that he had an issue with tie rod. Customer states that in August in last year the tie rod snapped while on a trip. Customer states that he was charged a storage fee when the problem had occurred and was inquiring if anything could possibly be done.
Briefly summarize what the customer is expecting: Agent advised customer to bring the vehicle into his local dealership. Customer states that he had a previous issue with this part. Agent advised customer to have the dealership inspect the issue, and see if the problem was replaced or not. Agent advised customer that if he required further assistance, he can contact Ram again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	01/07/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/26/2010	***Mileage***	47,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67384	REGANIS AUTO CENTER INC			
Dealer Address	1901 E OVERLAND				
Dealer City	SCOTTSBLUFF	***Dealer State***	NE	***Dealer Zip***	69361

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAYARD NE [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer stated he received a recall letter and wants information.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he got a recall notice for N49 and he states he received one a few years ago and would like to know if it is the same one or different. Agent advised he had a L16 recall that came out 09/30/2011 that was already completed and the N49 recall that came out 12/20/2013 and they are different recalls.
Briefly summarize what the customer is expecting: Agent expected agent to provide the requested information.
Reassign NHTSA recall on VIN

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL3	CG[redacted]	***Open Date***	12/20/2013	***Built Date***	06/30/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	05/16/2013	***Mileage***	22,166	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24187	CABRAL CHRY-JEEP			
Dealer Address	1145 WEST YOSEMITE				
Dealer City	MANTECA	***Dealer State***	CA	***Dealer Zip***	95336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	OAKDALE CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer would like to complete the recall, Dealer parts unavailable

Briefly summarize why the customer is contacting Chrysler: Customer called in stating they received a recall notice in the mail regarding the tie rod ends. Customer stated she would like to have to repair completed. Customer stated she is pulling horses to a rodeo and needs the repair done now. Customer stated that the dealership was unable to complete the repair until mid January.
Briefly summarize what the customer is expecting: Customer seeking repair to be completed.
Agent advised customer that the second recall notice to get the recall completed has not yet been sent out. The recall is not currently available. Agent offered to call dealership on behalf of customer. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT9	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	07/28/2010	
Model Year	2011	***Body***	DJ7X91	DODGE RAM POWERWAGON 4X4 2500 CREW CAB			
In Service Dt	09/13/2010	***Mileage***	22,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43853	NEMER CHRYSLER-DODGE			
Dealer Address	728 QUAKER RD				
Dealer City	QUEENSBURY	***Dealer State***	NY	***Dealer Zip***	12804

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COMSTOCK NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking information on parts for recall
Product - Steering - Unknown - Misaligned - Default	customer states the steering wheel is not in centre spot

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he received a letter in the mail for recall #N490. Customer contacted Nemer dealership to see if or when the parts would be available. Customer stated the dealership said they do not have the parts at the moment.
Briefly summarize what the customer is expecting: Customer would like to know when parts will be available for the recall on his vehicle.
Agent advised customer there aren t any parts available at the moment. Agent looked at dealer connect website to find information on recall#N490. Agent advised customer to contact dealership on January 6th 2014 to schedule an appointment to have the recall fixed on his vehicle. Customer understood.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer also stated the steering wheel is not in the centre spot where it use to be. Add to lines 1 through 4

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL4	CG[redacted]	***Open Date***	12/20/2013	***Built Date***	03/02/2012
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	08/03/2012	***Mileage***	6	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	***Market***	U	US	
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	42013	WEAVER MOTORS INC OF KIRBYVILLE			
Dealer Address	603 SOUTH MARGARET				
Dealer City	KIRBYVILLE	***Dealer State***	TX	***Dealer Zip***	75956

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DERIDDER LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating she has a recall on the vehicle. Customer states the letter says that the tie rod may fracture under certain driving conditions. Customer is seeking clarification on what these driving conditions are. Customer states her husband pulls a utility trailer and is driving in the snow. Agent contacted a dealership and was unable to determine which driving conditions it is describing. Customer states she understands. Agent advised that appointments cannot be made until Jan 6 2014. Customer states her husband will be in Oklahoma then. Agent advised he can take the vehicle to any dealership there.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A2	7J[redacted]	***Open Date***	12/20/2013	***Built Date***	03/06/2007
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	03/12/2007	***Mileage***	163,000	***Dealer Zone***	66	ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	42689	STOKES CHRYSLER CO			
Dealer Address	2003 7TH ST N				
Dealer City	CLANTON	***Dealer State***	AL	***Dealer Zip***	35045

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLANTON A[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states he already had his steering linkage replaced out of pocket and now has the N62 on vehicle.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent advised of address in Answer ID 17420 and advised to sent in invoice with VIN, CAIR number and personal information.
Customer thanked agent.
Reassigned to 86Y.
Waiting on documentation.
Writer will contact customer on 12/30/13 for documentation request and to inform that case will be closed in 2 days.
OUTBOUND CALL TO CUSTOMER: [redacted] Messages states that customer does not have a voice mail box set up yet please try later.
OUTBOUND CALL TO CUSTOMER: [redacted] Message states that customer does not have a voice mail box set up yet please try later.
****

December 31, 2013

[redacted]

Clanton AL, 3[redacted]
Reference #[redacted]
Dear [redacted]
Thank you for contacting Ram Customer Assistance regarding your 2007 Ram 2500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension 4718296. No documentation has been received as of today. Please refer to the reference number above or have your Vehicle Identification Number (7J[redacted]) available when you call.
Sincerely,
Barbara
Customer Assistance Representative
****

Sending form letter, closing CAIR.
****

Disregard lines 18 - 33
****
December 31, 2013
[redacted]
Clanton, AL. 3[redacted]
Reference #[redacted]
Dear [redacted]:
Thank you for contacting Ram Customer Assistance regarding your 2007 Ram 2500.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-855-675-9291, extension 4718296. No documentation has been received as of today. Please refer to the reference number above or have your
Vehicle Identification Number (7J[redacted]) available when you call.
Sincerely,
Barbara
Customer Assistance Representative
Letter sent 1/10/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D5	3G[redacted]	***Open Date***	12/20/2013	***Built Date***	10/07/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/25/2002	***Mileage***	143,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	53768	COLL AUTO SALES CO			
Dealer Address	301 MAIN ST				
Dealer City	JACKSON	***Dealer State***	OH	***Dealer Zip***	45640

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JACKSON OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice in the mail for the N62 recall. Customer states he has already replaced this tie rods and would like to know what will be done with this recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent updated customer s information. Agent advised customer of incomplete recall H46. Agent advised customer that with the N62 recall, the steering linkage assembly must be inspected and replaced if required. Agent advised customer that he may send in for possible reimbursement and advised customer of information that he would need to send in. Customer then stated that he did the repair himself and only paid for a tow.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	12/20/2013	***Built Date***	06/24/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/06/2009	***Mileage***	65,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43716	JOHNSONS OF CHICKASHA INC			
Dealer Address	3121 SOUTH 4TH STREET				
Dealer City	CHICKASHA	***Dealer State***	OK	***Dealer Zip***	73018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	APACHE OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer confirming recall
Recall - L16: LEFT TIE ROD END - Information Request	Customer confirming recall not already done

Briefly summarize why the customer is contacting Chrysler:Customer called to find out if the recall notification he received is correct as he already had a recall previously on the Left tie rod end. Agent confirmed this is a different recall.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL8	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	04/29/2011	
Model Year	2011	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	08/20/2011	***Mileage***	67,511	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60223	MARC HEITZ AUTO VALLEY			
Dealer Address	200 BALLARD RD				
Dealer City	PAULS VALLEY	***Dealer State***	OK	***Dealer Zip***	73075

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DUNCAN OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer was seeking reimburement request

Briefly summarize why the customer is contacting Chrysler: Customer was seeking information about the reimbursement, customer wanted to send mail. Agent told customer the email address Chrysler Group Customer Care P.O. Box 21-8004 Auburn Hills MI 48321-8004. Agent told customer that it will take 60 day s to process.
Briefly summarize what the customer is expecting: Customer wanted the mailing address for reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	4G[redacted]	***Open Date***	12/20/2013	***Built Date***	08/14/2003
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP		
In Service Dt	09/10/2003	***Mileage***	110,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDR	GRAPHITE METALLIC CLEAR COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	66662	TOM AHL CHRYSLER DODGE, INC			
Dealer Address	617 KING AVENUE				
Dealer City	LIMA	***Dealer State***	OH	***Dealer Zip***	45805

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LIMA OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called about recall letter he recieved
Corporate - CNA Change - Default - Default - Default	updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall letter. Customer stated he leaves for Florida before January 6th and if he could have the recall completed sooner. Briefly summarize what the customer is expecting: The customer is expecting information on when he can have his vehicles recall completed and if his vehicle was safe to drive to Florida. Agent advised customer that parts for the recall are not released until the date stated in the recall letter. agent stated to customer that if he feels unsafe driving he could have his dealer ship inspect his vehicle. agent stated he could also have recall completed in Florida. Agent offered to contact customer s dealership. Customer declined and stated he could contact the dealership himself. client stated he had no other inquires.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	7G[redacted]	***Open Date***	12/20/2013	***Built Date***	06/20/2007
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	09/15/2007	***Mileage***	103,640	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	43084	BIG O DODGE OF GREENVILLE INC			
Dealer Address	2645 LAURENS RD				
Dealer City	GREENVILLE	***Dealer State***	SC	***Dealer Zip***	29606

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	GREER SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking information on parts for recall n62

Briefly summarize why the customer is contacting Chrysler:Customer is contacting Chrysler to see if parts are available for recall #N62. Customer is leaving in 2 days and needs his vehicle fixed and will not drive the vehicle because he is worried something will happen to his truck. Customer is asking if he drives his truck and something happens to it if the dealership will be paying for it.
Briefly summarize what the customer is expecting:Customer is expecting to see if there are parts for his vehicle.
Agent advised customer that the parts are unavailable right now. Agent called Big O dealership and spoke with Jamie in the parts department who informed agent the parts are not available at this time. Agent told the parts department that the customer stated he would like a rental so Jamie transferred to the SM Charles. Agent got voicemail. Agent disconnected. Agent went back to customer and informed him that the parts are unavailable and to call and make an appointment January 6th 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T6	9G[redacted]	***Open Date***	12/20/2013	***Built Date***	09/17/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/21/2009	***Mileage***	15,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41230	ROTHROCK MOTOR SALES INC			
Dealer Address	1648 PLAZA LANE				
Dealer City	ALLENTOWN	***Dealer State***	PA	***Dealer Zip***	18104

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALLENTOWN PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called about recall information

Briefly summarize why the customer is contacting Chrysler: Customer called into Chrysler for the N49 parts that will not be coming in until January 6th 2014. Customer is experiencing problems with his 4 wheel drive. Agent asked customer if he would like Chrysler to get in touch with his located dealer. Customer stated that he would make an appointment for diagnosis himself.
Briefly summarize what the customer is expecting: customer was seeking information on the N49 recall parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	12/20/2013	***Built Date***	03/25/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/11/2009	***Mileage***	50,866	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26755	CLASSIC JEEP			
Dealer Address	804 SOWELL LANE				
Dealer City	TEXARKANA	***Dealer State***	TX	***Dealer Zip***	75503

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DODDRIDGE AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke in July

Briefly summarize why the customer is contacting Chrysler: Customer called regarding the N49 recall that she just received.
Customer states that the tie rod broke back in July and had it repaired at a local mechanic.
Agent asked if she has the invoice or proof of payment for the repair.
Agent was going to provide customer with the address for possible reimbursement. Customer said she would call back.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
****
Customer called back for address and required information on possible recall and towing refund. Agent provided address from AC 17420. Agent also advised customer that recall in on the left tie rod ball stud.
Customer stated same issue they had repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	12/20/2013	***Built Date***	08/16/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	01/17/2005	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44894	CHRYSLER JEEP DODGE OF WILSONVILLE			
Dealer Address	27490 SW 95TH AVENUE				
Dealer City	WILSONVILLE	***Dealer State***	OR	***Dealer Zip***	97070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHERWOOD OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Unavailable until Janauary 6th

Briefly summarize why the customer is contacting Chrysler: Customer stated that he is having steering issues. Customer states that he believes the steering issues are linked directly to the recall N62. Customer is concerned and would like the recall to be completed as soon as possible.
Briefly summarize what the customer is expecting: Customer seeking recall to be completed.
Agent advised customer that the parts are currently unavailable and the second letter will have to be sent out before the repair can be completed. Starting January 6th the appointments can be made to book the completion of the recall. Agent advised customer that the dealer can hold the parts or the parts can be ordered prior to the appointment depending on the dealership policies. Agent advised customer that ever dealership is individually owned and operated and their way of completing things may be different.
Agent provided customer with information found on AC document 24057.
Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4EL1	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	02/16/2010	
Model Year	2010	***Body***	D28H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	10/25/2010	***Mileage***	195,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	63317	NEMAHA VALLEY MOTORS INC			
Dealer Address	703 NORTH STREET				
Dealer City	SENECA	***Dealer State***	KS	***Dealer Zip***	66538

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SILOAM SPRINGS AR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer checking on recall

Briefly summarize why the customer is contacting Chrysler:Customer called as he received x49 recall letter and it already broke two months ago. Customer paid to have it fixed. Agent advised the letter details how to submit the receipts for review of reimbursement.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	8G[redacted]	***Open Date***	12/20/2013	***Built Date***	09/06/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	11/15/2008	***Mileage***	77,713	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41458	SOUTHTOWN DODGE INC			
Dealer Address	7127 S LINDBERGH BLVD				
Dealer City	ST. LOUIS	***Dealer State***	MO	***Dealer Zip***	63125

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT LOUIS MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for recall.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states tie rod assembly was replaced.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he had left tie rod replaced at IRF Tom Bess Automotive. Customer states he was advised today of recall N62. Customer states dealership advised him to contact CAC for reimbursement of repair.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent advised customer of reimbursement process. Agent advised customer to include repair order and receipt/proof of payment as well as Name, Address, Vehicle owner name (if different), Vehicle owner, address (if different), Day and evening phone numbers, Vehicle Identification Number (VIN), Current vehicle mileage and mileage at time issue began, Name of dealership where vehicle was purchased / serviced, Date of purchase / service, Description of the concern and the requested action. Agent provided fax# and advised of CAIR#.
Reassign 86Y
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted]. Left message.
Agent advised that the Case will close in 2 days but will re-open when the Documentation has been received.
Reassign to JK671
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL6	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	01/12/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	08/27/2011	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57862	SOUTARS			
Dealer Address	631 WEST MAIN STREET				
Dealer City	BARSTOW	***Dealer State***	CA	***Dealer Zip***	92311

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BARSTOW CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking information on the recall

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking additional information on the recall. The customer is wondering why he can t book a service appointment until January 6th, 2014. Agent advised the customer of the information in answer connect document 24054.
Briefly summarize what the customer is expecting: The customer is expecting additional recall information.
Customer called back in about the N49 recall. Agent advised customer that at this time the part is not available. Customer states that he feels this is a major safety concern and that Chrysler should not send out recall notices unless the parts are there. Agent advised customer that the recall notices are mailed out to advise of the issue. Customer was unhappy with the information, and stated that he feels that Chrysler should provide some type of replacement vehicle until the part does come in. Agent advised customer that Chrysler is unable to do that at this time. Customer requested supervisor. Agent advised customer that supervisor would inform him of the same information but customer again requested to speak with a supervisor.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: Unhappy that the N49 recall part is not available until 01/06/2014.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*****Supervisor*****
left a VM stating that we are working on getting the parts as soon as possible. To contact his dealer on jan.6,2014 to make the appointment for the recall. Supervisor apologized for the inconvenience.
Reassigning to MH1376 to close
Closing case per line 31.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C3	4G[redacted]	***Open Date***	12/20/2013	***Built Date***	03/26/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	04/23/2004	***Mileage***	106,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GREELEY CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was inquiring about the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler inquiring about the N62 recall. Agent informed the customer that he can call the DLR after January 6 to schedule an appointment to have the recall completed. Customer said he bought his daughter a vehicle and it comes with keys. Customer wanted to know if a key fob would be compatible. Agent stated he would have to talk to the DLR and offered to transfer him. Customer said he would find out when he had his recall done.
Briefly summarize what the customer is expecting: Customer was inquiring about the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	01/20/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/09/2010	***Mileage***	102,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOSS BEACH CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler[redacted] states that he just recently had the left u-Joint, ball joint and tie rod replaced at IRF General tire in Redwood City. [redacted] states he spoke with the dealership and was advised that he would to go to the dealership for an inspection after January 6, 2014 as stipulated on the recall letter.
Briefly summarize what the customer is expecting: Recall N49
Agent advised Ken that he would need to have the tie rod inspected to ensure that it passes the inspection set out in the recall and if so he can call back and we would speak with the service department and provide him with instruction for reimbursement at that if need be. Agent asked [redacted] if the IRF used Mopar parts.
[redacted] wants to know as a consumer where would he find the information on using mopar parts to cover recall and warranty work. Agent referred to the warranty booklet.
Agent found some information on page 14:
installing non-Chrysler Group LLC ('Chrysler') parts, components, or equipment (such as a non-Chrysler radio or speed control); and
• using special non-Chrysler materials or additives.
This needs further investigation in order to answer the customer question.
Agent called customer back on primary line and left a message to call CAC.
Agent researched further and found in the warranty booklet page 14
3. What s Not Covered
3.1 Modifications Not Covered
A. Some Modifications Don t Void the Warranties But Aren t Covered
Certain changes that you might make to your vehicle do not, by themselves, void the warranties described in this booklet. Examples of some of these changes are:
*installing non-Chrysler Group LLC ('Chrysler') parts, components, or equipment (such as a non-Chrysler radio or speed control): and
*using special non-Chrysler materials or additives.
But your warranties don t cover any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle. Nor do they cover the costs of any repairs or adjustments

that might be caused or needed because of the
installation or use of non-Chrysler parts, components,
equipment, materials, or additives.
Performance or racing parts are considered to be
non-Chrysler parts. Repairs or adjustments caused
by their use are not covered under your warranties.
Examples of the types of alterations not covered are:
*installing accessories except for genuine
Chrysler / MOPAR accessories installed by
an authorized Chrysler, Dodge or Jeep dealer;
*applying rustproofing or other protection
products;
Agent left a message for [redacted] to contact CAC at 1-800-992-1997 and provied the CAIR number, as this is a courtesy call back to the customer as the line dropped from the call on 12-20-2013.
Next agent
Please advised [redacted] of lines 25-54 foundon page 14 of the owner s manual that stipulates what is not covered, non-Chrsler parts, this also applies to recalls.
Customer called back to answer the message left by Kelly. Agent referred to lines 25-54. Customer advised thats not the reason why he contacted Chrysler about. Customer advised he had a repair done on what is now the N49 recall. Advised customer the customer can send the repair information to Chrysler CAC for reimbursement for the recall. Customer did not have writing material to get the mailing information. Customer advised he will callback.
Customer called in to add notes to the file. Customer states that he had spoken to his local dealership who advised that the recall part will not be available for 2-3 months. Agent advised customer that the N49 recall part is on back order, and Ram is working to get more parts available to the dealership so that the recall part can be repaired. Customer understood and merely wanted to inform Chrysler of this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	12/20/2013	***Built Date***	03/13/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	06/02/2008	***Mileage***	113,656	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44124	EXPRESSWAY DODGE INC			
Dealer Address	5531 E INDIANA				
Dealer City	EVANSVILLE	***Dealer State***	IN	***Dealer Zip***	47715

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEWBURGH IN [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Reimbursement request
Recall - N49: LEFT TIE ROD -	Seeking reimbursement - completed at IRF after ball stud fractured
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he received a recall notice for the N49.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement. Customer states he had the ball stud on the tie rod split and had the repair completed around a week ago at an IRF. Agent advised the customer as per answer connect document 19074 to submit for reimbursement for the repair. Customer took down the information needed and the CAIR number provided by the agent. Customer understood and thanked the agent.
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted] Does not accept anonymous calls.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-31 @ 11:12
Called Customer at [redacted]. Agent advised that the Documents have not been received. Agent advised that the Case will Close in two days if the Documents have not been received but will re-open as soon as the Documents have been received.
Reassign to JK671
***** Customer Document Received *****
by pass added.
IRF Call - [redacted] and Son - [redacted]. Spoke with Jim and confirmed that the invoice was paid.
IRF Call - Feller Towing - 812-471-1177. Spoke with Tom and confirmed that the Tow was paid in full.
Called Customer at [redacted]. Does not accept anonymous calls.
Customer Call - [redacted]. Spoke with [redacted] and advised that the Invoices for the Tie Rod and Towing have been received.
Agent advised that the Customer bring the vehicle to the DLR to have the Recall completed. Agent advised that he will send for approval the check for $371.30 for the previous repairs.

RECALL - N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Confirmed with IRF see lines 22-23
Date of Repair: 12/10/13
Invoice #: No #
Labor $112.50
Parts $190.00
Misc. Charges $7.50
Tax $13.30
Total $323.30
****
****
RECALL - N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Confirmed with IRF see lines 24-25
Date of Repair: 12/09/13
Invoice #: 8575
Labor $Nil
Parts $Nil
Misc. Charges $48.00 (Towing)
Tax $Nil
Total $48.00
Combined Total $371.30
Writer is submitting check for approval in the amount of $371.30

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	05/05/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	06/08/2010	***Mileage***	72,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63509	BERGERON CHRYSLER-JEEP			
Dealer Address	3525 VETERANS MEMORIAL BLVD				
Dealer City	METAIRIE	***Dealer State***	LA	***Dealer Zip***	70010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	METAIRIE LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	reimbursement request
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer is calling about recall N49.
Customer states that he experienced the recall around thanksgiving.
Customer states that due to DLRs being closed that he had the repairs done at an IRF.
Briefly summarize what the customer is expecting: Customer expects reimbursement for the repairs.
Agent advised Customer as per AC 19074. Agent provided Customer with CAIR and call back number.
Reassigned to 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-20 @ 18:26
Waiting for Documentation.
***** Customer Document Received *****
Agent called the IRF [redacted] at [redacted]. Unable to reach Service Dept.
Agent will follow up with IRF later. Agent is looking to see if the parts that were used were Mopar Parts.
Agent called the IRF [redacted] at [redacted]. Spoke with [redacted] Owner). Rudy advised that he will call tomorrow to advise whether the replacement Tie Rod was a Mopar Part.
Agent called the IRF ([redacted] s) at [redacted]. Unable to reach the IRF.
Agent will call the IRF Back.
Agent called the IRF ([redacted] s) at [redacted]. Unable to reach the IRF.
Agent will call the IRF Back.
N49 IS NOT MOPAR REPLACEMENT PARTS
REIMBURSEMENT ON TIE ROD END REPLACEMENT.
RESEARCH
Customer had Left tie rod end replaced at an IRF Rudy s Auto Inc on 12/02/13 at 71872 miles. Customer then had a second repair done at Penny s Auto Chassis on 12/20/13 and had 2 tie rod ends replaced.
Agent will need to verifiy if the left tie rod was a Mopar recall to justify both replacement reimbursement.
If not mopar the first repair, Customer is only entitled for first left

tie rod, and the second right side.
IRF CONTACT [redacted] s [redacted] Agent called and advised that [redacted] was out and will be back on Monday. Richard stated that he is pretty sure that they were mopar parts that were used. Agent will need to get mopar part invoice.
Customer Document Reviewed.
Agent will follow up with the IRF.
IRF CONTACT [redacted] s [redacted]. Spoke with [redacted] was unsure whether the Part was a Mopar Part. Rudy states that he will follow up with the CP to get the parts information and advised that he will call back Monday or advised Agent to follow up on Monday.
IRF CONTACT [redacted] s [redacted] advised to call back in 10 minutes.
IRF CONTACT [redacted] s [redacted] was unavailable.
IRF CONTACT [redacted] s [redacted] was unavailable.
IRF CONTACT [redacted] s [redacted]. [redacted] was unable to Confirm the wether the Parts were Mopar or not.
[redacted] did confirm that the work was done there and was paid.
Amount for reimbursment is over Agents Limit - Reassigned to 86H.
Agent will research about the parts. If first one was a Mopar part custome is entitled to both if not a mopar part, customer is entitled to first left one and the right one.
IRF CONTACT PENNY S- Agent called and spoke to [redacted] who stated the customer came in because his front end had play and his tires were wearing and wanted it to be looked at. [redacted] stated that the drag link needed to replaced and there was damage to the tie rod needs as well and they needed to be replaced.
Due to the recall having the tie rod ends breaking due to the Mopar steering linkage being defective, it caused the tie rods to be replaced twice.
NOTE: [redacted] stated that they replaced the center drag link. Agent asked why they put tie rods on as well. [redacted] stated they did what they needed to do.
Agent googled the part numbers on invoice:
68039726AC- Center Link Drag link
68036940AD- Center Link- no Tie rod end
Agent confirmed on http://www.autopartsmopar.com that the parts at Penny s were not Tie rod ends and are not included in this recall.
Customer entitled to
Rudy s -$ 289.29
Alignment at Penny s- $109.00
Tax: 8.79%- 9.58 - alignment only
total: 407.87
Correction to line 59- [redacted] stated that they replaced the drag link and did the work they needed too.
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, No answer unable to leave message.
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, no answer left message wishing a call back.
CUSTOMER CONTACT [redacted]: Left message wishing a call back.
Status update provided via email to the following email address:
[redacted]t
Good Afternoon[redacted]
My name is Jenna your case manager. I have reviewed your file for your reimbursement request.
I would like to discuss the reimbursement with you. Please contact me directly at 855-675-9291 ext 4718558.
Thanks
Jenna.
End of Status Update
CUSTOMER UPDATE: Customer called agent back stating that he has been very busy. Agent stated to the customer that she wanted to discuss the reimbursement to ensure that we are on the same page. Agent stated she is able to do the reimbursement for Rudys and the alignment. Customer stated the drag link needed to be done because of the tie rods. Agent stated that she is not sure if she would be able to put that through as it is a few days later and at a different location, as well as that is not what was said to them. Customer stated that is fine. Customer confirmed the amount of 407.87 was okay. AGent confirmed the mailing address. Agent stated she would send the reimbursement check today and it should arrive in 7-10 business days. Customer thankful.

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: IRF confirmed
Date of Repair: 12/02/13
Invoice #: na
Labor $85.00
Parts $180.40
Misc. Charges $0.00
Tax $23.89
Total $ 289.29

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:yes
Customer s proof of payment is:
Date of Repair:12/20/13
Invoice #:00152826
Labor $0.00
Parts $0.00
Misc. Charges $109.00
Tax $9.58
Total $118.58
Writer is submitting check for approval in the amount of $118.58 +289.29= 407.87
****
CHECK APPROVED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D9	8G[redacted]	***Open Date***	12/20/2013	***Built Date***	05/12/2008	
Model Year	2008	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	11/09/2008	***Mileage***	56,537	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAVANNAH GA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	No diagnosis

[redacted] s best contact number[redacted]
Briefly summarize why the customer is contacting Chrysler:[redacted]
states on 05-26-2013 he had the left Tie rod replaced and at that time Chrysler would not replace his tires due to the tie rod. (See CAIR 23397086) Mr. Wilson states that the tie rod has broken and his tire is flat. Mr. Wilson states he just got home, as he is a truck driver and his wife gave him the recall N49 Left tie rod. [redacted] is wanting his vehicle fixed and would like Chrysler to cover the cost of towing.
Briefly summarize what the customer is expecting: Recall N49
Agent advised [redacted] that further research is needed to see what can be done for him at this time as the part is not available for the N49 recall.
[redacted] asked about transportation until his vehicle is fixed. Agent advised [redacted] that rentals are not provided for recalls and it is up to the customer to get their vehicle to the dealership, and that Chrysler will not pay for the towing.
Agent provided [redacted] with the CAIR# and call back number and advised that agent is emailing TL for assistance with further research into this matter.
After hanging up from customer Agent discovered that the customer had the L16 Left Tie Rod End recall repaired 04-26-2013.
Agent advised Mr.[redacted] of the two different recalls for the tie rod ion his vehicle and he needs to have the dealership look at this vehicle to see if the issue falls under either recall. [redacted] asked about his tire as it is now flat due to the tie rod breaking. Agent advised that there needs to be a diagnosis. Agent went to transfer [redacted] to the dealership to make an appointment, but the line dropped. Agent called Mr. [redacted] back and got the voice mail. Agent left the name and phone number to the dealership.
Reassigned to JT962, for survey by-pass, no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	5G[redacted]	***Open Date***	12/20/2013	***Built Date***	05/24/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/23/2005	***Mileage***	100,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60008	MANCARI'S OF DES PLAINES INC			
Dealer Address	77 RAND ROAD				
Dealer City	DES PLAINES	***Dealer State***	IL	***Dealer Zip***	60016

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ARLINGTON HEIGHT IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer wanted to know if there were any recalls on his vehicle.
Briefly summarize what the customer is expecting:Agent advised there was one open recall. Agent contacted the DLR so the customer could book an appointment to have that recall performed.
Customer called in for recall part inquiry for the N62. Agent advised the customer as per the recall notice, parts should be available as of January 6th. Customer stated he will contact the DLR on Monday to confirm. Agent advised the customer that if the DLR does not have the parts, to contact CAC for further updates.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A9	8G[redacted]	***Open Date***	12/20/2013	***Built Date***	08/11/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	01/26/2009	***Mileage***	55,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60136	FAIR OAKS CHRYSLER JEEP			
Dealer Address	4170 AUTO PARK CIRCLE				
Dealer City	CHANTILLY	***Dealer State***	VA	***Dealer Zip***	20151

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STERLING VA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer inquiring about recall

Briefly summarize why the customer is contacting Chrysler: Customer states he received recall notification and previously had an issue with the vehicle and issue was not fixed. Agent apologized for the delay and the concern was being documented. As well, agent advised customer that the recall parts are not available yet, and to wait until after January 6, 2014 to bring in and have serviced. Customer inquired about booking an appointment, agent advised customer to make an appointment with the closest or preferred CJDR DLR, or call in advance to assure they can facilitate a drive in. Customer thanked and disconnected.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	7G[redacted]	***Open Date***	12/20/2013	***Built Date***	06/20/2007
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/29/2007	***Mileage***	90,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	45165	WOLFE DODGE-CHRYSLER-JEEP			
Dealer Address	2801 WILBARGER STREET				
Dealer City	VERNON	***Dealer State***	TX	***Dealer Zip***	76384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VINEMONT AL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Reimbursement request

Briefly summarize why the customer is contacting Chrysler: Customer wants to know if they can file for reimbursement. Writer stated that they would need to provide documentation proving that the repair was completed before the recall was issued. Customer stated that they would be unable to provide the receipt. Writer stated that they would need the receipt. Briefly summarize what the customer is expecting: Customer wants to know about recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	12/20/2013	***Built Date***	11/25/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/05/2010	***Mileage***	18,813	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	07783	KUNTZ MOTOR COMPANY			
Dealer Address	4732 COLONEL DRAKE HIGHWAY				
Dealer City	MAHAFFEY	***Dealer State***	PA	***Dealer Zip***	15757

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	65 WITHEROW ST	***Home Phone***	([redacted]
	PUNXSUTAWNEY PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Customer states he would like an alignment covered under recall

Briefly summarize why the customer is contacting Chrysler: Customer states that he has an open recall to be completed after January 6, 2014. Customer states that the recall replaces a tie rod end and would effect his alignment and that would effect his new tires.
Briefly summarize what the customer is expecting: Customer seeking for the alignment to be covered under the N49 recall.
Agent advised customer that the alignment would not be covered under the recall. Agent advised customer that the alignment would be under maintenance. Agent advised customer that the complaint would be documented. Agent advised customer to seek cost assistance through dealership since he is a loyal customer. Customer understood and does not understand Chrysler not assisting or placing the alignment under the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL7	BG[redacted]	***Open Date***	12/20/2013	***Built Date***	12/22/2010
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	01/29/2011	***Mileage***	10,800	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44530	DIEHL CHRYSLER JEEP DODGE			
Dealer Address	258 PITTSBURGH RD				
Dealer City	BUTLER	***Dealer State***	PA	***Dealer Zip***	16002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUTLER PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler:wanted to know if this recall for the N49 has an alignment with the repair.
Briefly summarize what the customer is expecting:information on recall alignment.
Agent advised the dealership would be able to provide the steps on repair and if that is part of it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	7G[redacted]	***Open Date***	12/20/2013	***Built Date***	04/04/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/02/2007	***Mileage***	130,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45147	PERKINS EASTSIDE LLC			
Dealer Address	6424 WEST HIGHWAY 146				
Dealer City	CRESTWOOD	***Dealer State***	KY	***Dealer Zip***	40014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	VEVAY IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating he just got the recall for the left tie rod end in the mail. Customer states about a week ago his right tie rod went and he had to have it replaced. Customer wants to know if the recall covers the right one as well. Agent advised it looks like it does. Customer is seeking reimbursement. Agent advised to send in the original receipt or adequate proof of payment to the address on the bottom of the recall letter. Customer states he will do that.
Briefly summarize what the customer is expecting: To find out if the recall covers the right tie rod as well and where to send for reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL9	CG[redacted]	***Open Date***	12/20/2013	***Built Date***	10/28/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/17/2012	***Mileage***	27,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44725	TOWBIN DODGE LLC			
Dealer Address	275 AUTO MALL DRIVE				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	HENDERSON NV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information if there is a way he can check his vehicle to see if there will be an issue with recall of left tie rod ball stud, so he can use vehicle this weekend. Agent advised we are not technically trained and the customer would need to speak with the service department of CDJR dealership.
Briefly summarize what the customer is expecting: Customer looking for recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	7G[redacted]	***Open Date***	12/21/2013	***Built Date***	04/10/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/29/2008	***Mileage***	73,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HARVEST AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	already had left tie rod replaced
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Rebecca stated that she received the N62 recall notice. Customer stated that the left tie rod was already replaced.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement. Customer requested a document request link.
Writer advised the customer to include:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment
Writer advised the customer to please allow 60 days for processing.
Reassigned to 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-21 @ 10:12
******
Writer located the recall N62 is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 - Answer Connect ID: 24057
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be completed.
Writer searched claims the part had been inspected as per the recall showing no replacement had been completed.
******
Writer will wait for the documents to arrive.
******
Writer did not locate documents.

Writer did not locate documents.
Writer will contact the customer to advise the cair will be closed in two days.
Status update provided via email to the following email address:
[redacted]
Hello
This message is for Rebecca Lambruschi from Debbie of Chrysler. I have been waiting for documents to arrive for a repair completed on the 2007 Ram. I will be closing the file in two days time. The file will be re opened for review once the documents arrive. My contact number 855-675-9291, extension 4718492, please refer to file number [redacted].
Thank You
End of Status Update
******
Begin Customer Message reviewed:
Thiis is something different that is wrong with the truck I was told. We replace the ball joints front and back. So I will take it in for the recall. Thank You for getting back with me.
End of Reviewed Customer message
******
Writer will reassign to the TL for the addition of a survey by pass as the customer is not sending in documents.
by pass added.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4EL0	BG[redacted]	***Open Date***	12/21/2013	***Built Date***	01/29/2011	
Model Year	2011	***Body***	DD8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	09/05/2011	***Mileage***	7,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26777	BOB ALLEN CHRYSLER-DODGE-JEEP OF		FRANKFORT, INC.	
Dealer Address	925 VERSAILLES RD				
Dealer City	FRANKFORT	***Dealer State***	KY	***Dealer Zip***	40601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OWENTON K[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer called to determine when this recall was issued. Agent advised that the recall was issued December 20 2013. Customer states he had a recall for the left tie rod end before. Agent advised this recall is different than the previous one. Agent advised the customer he cannot take the vehicle to the dealership until January 6 2014. Customer states he understands and will contact the dealership in January.
Briefly summarize what the customer is expecting: Recall release date information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4EL5	BG[redacted]	***Open Date***	12/21/2013	***Built Date***	01/28/2011	
Model Year	2011	***Body***	DD8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	12/21/2011	***Mileage***	84,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43637	BUHLER DODGE INCORPORATED			
Dealer Address	105 HIGHWAY 36				
Dealer City	EATONTOWN	***Dealer State***	NJ	***Dealer Zip***	07724

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EAST BRUNSWICK NJ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	tie rod end

Briefly summarize why the customer is contacting Chrysler: Customer contacted stating he recieved a letter for the left tie rod recall.
Customer stated he had recieved a letter before about the same issue.
Customer stated he called a dealership that he previously purchased a chassi cab from and they told him that they did not have a lift to accomidate the vehicle, and that the parts wont be ready for 2 weeks.
Briefly summarize what the customer is expecting: Customer seeking a dealership that can do the recall.
Agent advised the customer of the difference between the two recalls.
Agent contacted the dealership Route 18 Chrysler Jeep Dodge Ram and asked about the lifts and they said they did not have any. Agent provided customer with another dealership with a chassi lift and he said he would give them a call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGLX	CG[redacted]	***Open Date***	12/21/2013	***Built Date***	08/22/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	11/09/2012	***Mileage***	3,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] S	***Home Phone***	[redacted]
	JACKSONVILLE FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wants his recall completed.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating he has the N49. Customer states he contacted the DLR and was told his vehicle needs to be inspected first. Customer said he tried to book an appointment to have the vehicle inspected but was told they don t even have the parts from Chrysler yet. Customer said he was tried of getting the run around. Agent went to call and the customer disconnected.
Briefly summarize what the customer is expecting: Customer wants the N49 completed on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	12/21/2013	***Built Date***	06/16/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	07/05/2010	***Mileage***	81,254	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPRINGFIELD MO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer wants reimbursement for recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-21 @ 10:31
Briefly summarize why the customer is contacting Chrysler: Customer stated that they have had the vehicle recall completed and want to have the recall reimbursed. Writer stated that they would need to submit the documents that state that the recall was completed. Customer stated that they could not confirm the DLR that had the vehicle serviced.
Briefly summarize what the customer is expecting: Customer wants to be reimbursed.
Writer will contact customer on 12/30/13 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2010 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	12/21/2013	***Built Date***	07/29/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/30/2005	***Mileage***	35,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ARREY NM [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Customer was inquiring about the recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was inquiring about the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding the N49 recall. Agent was verifying the customer s information and when asked to verify his address he said no the PO Box was good enough. The customer also would not supply a phone # and did his own service work on his vehicle. Customer also said he has the vehicle in storage because he rarely drives it. Agent advised the customer that he also has a H46 recall. Customer said he called a DLR about that and stated he thought it was done. DLR told him to look underneath and described what to look for. Customer said that was replaced. Agent informed the customer that recalls must be completed at a certified Chrysler DLR. Agent gave the customer 2 DLR s in his area. Briefly summarize what the customer is expecting: Customer was inquiring on his N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	BG[redacted]	***Open Date***	12/21/2013	***Built Date***	10/07/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/22/2010	***Mileage***	46,700	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC			
Dealer Address	900 S US HIGHWAY 35 BYP				
Dealer City	PORT LAVACA	***Dealer State***	TX	***Dealer Zip***	77979

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LA VERNIA TX [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	caller has not been to the dealership
Product - Suspension - Unknown - Other - Front	caller states vehicle does seem to be pulling
Recall - N49: LEFT TIE ROD - Information Request	provided recall information to caller
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller wanted information on recall. Agent informed caller of the open recall and that parts are not yet available. Caller states he does seem to be having problems with the vehicle. Agent informed the caller that if he is having issues other than the recall he can certainly bring the vehicle into the dealership. Caller states the letter informs him that he needs to wait until February for this to be completed. Agent informed caller that she would place the information on file.
Caller also mentioned that he got a letter in the mail from some lawyer about the 2011 Dodge Ram and law suit. Agent informed caller that she has no idea what he is speaking of. Agent informed caller that the only information she has is on recalls for vehicle.
Briefly summarize what the customer is expecting: Caller wanted recall information.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT3	AG[redacted]	***Open Date***	12/21/2013	***Built Date***	01/11/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	04/02/2010	***Mileage***	46,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44144	MILFORD CHRYSLER SALES INC			
Dealer Address	500 ROUTES 6 & 209				
Dealer City	MILFORD	***Dealer State***	PA	***Dealer Zip***	18337

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SHOHOLA PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer has an incomplete recall

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he has an incomplete recall and the dealership stated that they won t have parts till April. Agent called over to the dealership and spoke with parts manager. PM stated that he won t have parts till April. Customer is very anger with this part and is never buying a Chrysler again and he will repair this part himself.
Briefly summarize what the customer is expecting: To have parts for this recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D5	6G[redacted]	***Open Date***	12/21/2013	***Built Date***	11/09/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	02/24/2006	***Mileage***	126,553	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26285	TOWN&COUNTRY CAR/TRK CNTR INC			
Dealer Address	20 KRAFT EXTENSION				
Dealer City	ALAMOSA	***Dealer State***	CO	***Dealer Zip***	81101

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RNCH DE TAOS NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - CNA Change - Default - Default - Default	wrong name on file for the owner
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-21 @ 13:08
Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall notice but it is showing his father s name not his. Customer states he bought the vehicle and his father s name should not be on it. Agent advised to have the customer fax documentation to us supporting the claim of his ownership of the vehicle. Agent also sent a document request link as well. Agent advised the recall n49 is a different recall than the l16. Agent advised the vehicle can be taken to the dealership after January 6 2014 to have the recall completed. Customer states he understands and will send the information to us.
Briefly summarize what the customer is expecting: To have the name changed on the ownership and to find more information about the recall
Reassigned to 86Y
Writer acknowledges assignment.
Agent requested documentation.
Writer does not understand why Agent advised Customer to go to Dealership after January 6 2014 for recall (?)
L16:
2003 - 2004 (DR) Ram Truck 2500/3500 (4X4)
2006 - 2008 (DH) Ram Truck 1500 Mega Cab (4X4)
2006 - 2008 (D1) Ram Truck 3500 (4X4)
2007 - 2008 (DC) Ram Truck Cab Chassis
2005 - 2008 (DH) Ram Truck 2500 (4X4)
2005 (DH) Ram Truck 3500 (4X4)
****
Note: This recall applies only to the above vehicles that were built between July 12, 2002 and Feb 13, 2011 and had the steering linkage replaced with Mopar service parts between Feb 14, 2008 and Aug 9, 2011.
N62 AC ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)

2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised of two open recalls and to have Customer take his vehicle to any CDJR Dealer to have vehicle inspected for open recalls involving Mopar parts IF there was a previous steering linkage repair. Writer provided case # and US CAC for contact.
No documents. Writer will call Customer this afternoon.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact. Writer provided Fax 877 768 5076 in case Customer wanted to send in documents that way. Writer again advised Customer does not have to wait until after january 6 to get recalls inspected.
Writer will wait for documents.
No documents, request Dec 23rd. Call on Dec.31.
No documents.
Writer has seen the update and now understands the Customer letter advises not to attend to dealer until after January 6th.
CUSTOMER CONTACT: Writer called [redacted]. The January 6th date is for the N62 recall. Writer provided Case # and US CAC for contact. Writer advised Case will close in two days.
*
No documents ever received, to change name, requested back on dec.21,2013.
By pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	12/21/2013	***Built Date***	09/27/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	12/31/2010	***Mileage***	44,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25034	DISHMAN DODGE			
Dealer Address	EAST 7700 SPRAGUE AVENUE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPOKANE WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer wanted to know what to do about this recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer had received the letter stating that he could book an appointment after January 6th/14 for the recall.
Briefly summarize what the customer is expecting: Agent confirmed since the customer was going to be doing 2 longer road trips to stop into a dealership close to him in Idaho just to verify his vehicle would be safe to drive until the recall was complete. Customer said that he would be back in Washington in the new year and could take it to the dealership at that time.
Reassign to DF314 for incomplete recall survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX38L8	9G[redacted]	***Open Date***	12/21/2013	***Built Date***	03/03/2009
Model Year	2009	***Body***	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
In Service Dt	05/21/2009	***Mileage***	110,750	***Dealer Zone***	70	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68832	NEWBERG DODGE JEEP CHRYSLER, INC.			
Dealer Address	2809 PORTLAND ROAD				
Dealer City	NEWBERG	***Dealer State***	OR	***Dealer Zip***	97132

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	NEWBERG OR [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Recall - N49: LEFT TIE ROD - Information Request	possible reimbursement for recall

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-21 @ 14:45
Briefly summarize why the customer is contacting Chrysler: Customer stated that he had the N49 recall fixed at NEWBERG DODGE and is looking for reimbursement. Customer stated that the trouble started with at ticking noise, and resulted with the ball joints needing to be replaced as well.
Agent referred to Answer ID 17420 and advised customer of the proper documents that need to be sent in.
Agent provided the fax number , and the email documentation link as requested.
Customer stated that this is the third RAM he owns and is very pleased with all of his trucks.
Briefly summarize what the customer is expecting: Reimbursement for recall N49.
Customer has submitted documentation by fax. As per process writer is assigning to 86Y for further review.
POSTMARK DATE: 122613; DATE RECEIVED: 122613
Agent reviewed documents submitted by customer and found customer had tie rod along with other repairs completed at NEWBERG DODGE JEEP CHRYSLER, INC but did not submit proof of payment.
Agent called NEWBERG DODGE JEEP CHRYSLER and spoke with SM Terry Bryan about the customer s invoice. Terry states the customer was at the dealer recently and that he advised the customer that an inspection would be required to close the recall to determine if any more parts need to be replaced at this time. Terry states the customer paid the invoice in full at the time of the repair. Agent confirmed customer s address matches COIN.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with dealer as customer paid
Date of Repair: 11/01/2012
Invoice #: 95877
Labor $ 99.00

Parts $ 114.71
Misc. Charges $ 69.95 (alignment)
Tax $ 0.00
Total $ 283.66
Writer is submitting check for approval in the amount of $ 283.66
Agent called NEWBERG DODGE JEEP CHRYSLER and spoke with SM Terry Bryan about the customer s repairs. Terry states the ball joint repairs were not due to the tie rods needing to be replaced because the tie rods had not fallen off of the vehicle and the customer brought the vehicle into the dealer because of the noise.
Agent called customer and advised him of the reimbursement amount and the SM s opinion of the tie rod replacement not being related to the ball joint replacement. Customer understood and was satisfied. Agent confirmed the customer s mailing address is correct.
APPROVED
CLOSED LOOP
Customer called that he was not happy with not being paid for the Ball Joints that needed to be replaced. Customer also advised that he is very unhappy with Newberg Dodge Jeep as a Dealership and will not be returning to them. Customer advised that he only had the left tie rod replaced and the recall says he is to have both the right and left replaced. Customer has paperwork that states just the left was replaced. Customer is going to go to a different Dealership and have them confirm that the right was not replaced and have that done as part of the recall.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26C3	4G[redacted]	***Open Date***	12/21/2013	***Built Date***	04/07/2004
Model Year	2004	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP		
In Service Dt	05/20/2004	***Mileage***	240,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	66770	DON ELLIOTT CHRYSLER-PLYMOUTH-		DODGE	
Dealer Address	1225 NORTH RICHMOND STREET				
Dealer City	WHARTON		***Dealer State***	TX	***Dealer Zip*** 77488

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CAMBRIDGE O [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer competed recall out of pocket

Briefly summarize why the customer is contacting Chrysler: Customer is seeking reimbursment for the n62 recall. Customer states that he completed the work himself. Writer told the customer that he can mail in a submission for reimbursment. Writer provided information as per answer id: 17420.
POSTMARK DATE: 122313; DATE RECEIVED: 122713
Documents attached for review.
CUSTOMER CONTACT: Agent called the customer and explained that the recall is a MOPAR replacement recall. Customer stated he does use mopar parts. Agent stated the recall doesn t apply to his vehicle since he replaced factory parts. Customer stated he doesn t understand how it still doesn t apply. Agent explained several times to the customer that it is not on the factory components and if sometime durning the life time of the vehicle if MOPAR replacement parts were installed and it failed causing damage to tie rods then he would. Customer stated he doesn t want to dealership to touch his truck. Agent stated they most likely will not replace any parts on his vehicle but it still needs to be inspected and verified.
customer stated he also has a lift kit on his truck.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRNL7	CG[redacted]	***Open Date***	12/21/2013	***Built Date***	08/23/2012	
Model Year	2012	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	11/17/2012	***Mileage***	20,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42081	CROWN DODGE			
Dealer Address	6300 KING				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MARICOPA CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wants rental
Corporate - Reimbursement - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Product - Steering - Unknown - Misaligned - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that due to the vehicle having the tie rod recall N49 customer would be unable to drive home. Customer states that they have been having issues with the stability of the vehicle and if the vehicle s tie rod does break they would be driving over a montian pass and would like to request a rental. Writer was unable to contact SM. Writer stated that the customer would be contacted by the end of 1 business day. Customer stated that the vehicle will be left at the DLR 42081.
Briefly summarize what the customer is expecting: Customer wants to have a rental vehicle until the recall can be completed.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 86R
Escalation Override approved by jr1305Ù. Relatively low mileage, customer has owner 3 vehicles . Dealership has gone on record stating that the are unable to provide rental.
DEALER CONTACT:Writer called 42081 at [redacted] and spoke with Maria in service who advised that there is no record of vehicle being at dealer currently.
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left requesting call back to writer at 877-759-5427 Ext.4718150.
Customer called in seeking to speak to Lori. Agent called over to Lori and got her VM. Agent asked if the customer would like to leave a message. Customer left a message on VM.
CUSTOMER VOICE MESSAGE:Customer left VM for writer advising that her vehicle is not at dealer 42081 as it is 85 miles from her home and she could not get a rental vehicle, therefore she drove vehicle home and it is parked until she can confirm a rental vehicle will be provided and take it to a dealer to have the recall completed.
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message

left advising writer was returning call and requested customer call back.
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left requesting call back to writer at 877-759-5427 Ext.4718150.
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left requested call back to writer.
Customer calls to speak with their Case Manager.
Transferred the customer to LP717 at 877-759-5427 ext 4718150
-
Outbound call to 1[redacted] and writer left a message for customer MRS [redacted] Writer advised customer that LP717 would not be in the office until 1/2/2014. Writer provided her contact information of 1-877-759-5427 EXT#4718150.
-
Follow up to customer required on 1/2/2014.
-
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left requesting customer call writer back or leave VM for writer advising of dealer prefers to work with and then writer will assist further with determining part availability and assistance in arranging appt. to have recall completed.
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left requesting call back to writer as per lines 50-53 above.
Customer calls to speak with their Case Manager.
Transferred the customer to LP717 at 877-759-5427 ext 4718150
Customer states she has made several attempts to be contacted by her CM
Customer states she does not feel safe driving the vehicle and is no aware that the parts will not be available until Feb
Customer states she is having alignment issues, and worn tires
Agent advised customer we would be happy to leave a VM for the CM if not able to get her on the line and make the callback request with the appropriate call back number [redacted]
Agent contacted CM LP717 at 877-759-5427 ext 4718150 and left a VM on customer s behalf, requesting a call back
Agent provided Case # and best contact number
Agent advised customer that if the call back is not received by the end of business tomorrow to give us a call back and we will try and provide further information from another CM if necessary
Customer understood
CUSTOMER VOICE MESSAGE:Customer left VM for writer requesting call back to [redacted]
CUSTOMER CONTACT:Writer called customer at [redacted] and spoke with Ms.[redacted] who advised that 10,000 miles ago she had a front alignment and replaced front passenger side tire on her vehicle and again alignment seems incorrect and both front tires are worn. Customer feels that this concern may be related to M49 recall tie rod concern and is aware that parts are not currently available for the recall. Writer recommended vehicle should be diagnosed at dealer and customer identified dealer 42081. Writer conferenced call to dealer 42081 and SA Darrell assisted in arranging appointment for 1/9/13.
CUSTOMER CONTACT:Writer called customer at [redacted] and advised that writer would be working with the dealer and customer to address repair need for vehicle. Writer provided direct contact number of 877-759-5427 Ext.4718150 to customer.
CUSTOMER IN BOUND CALL:Customer called and advised writer that she is currently at the dealer and that vehicle dealer did have part available to complete the M49 recall and that both front tires are needing to be replaced on the vehicle and dealer has had to order them from another location as they did not have in stock and that dealer is still needing to put vehicle on alignment machine and will be keeping vehicle overnight. Customer is inquiring about obtaining a rental vehicle and writer advised would contact SA Darrell for more information regarding vehicle repair and rental assistance and would be back in contact with customer.
DEALER CONTACT:Writer called dealer 42081 at 805-656-6669 and spoke with SA Darrell who confirmed that M49 recall part was available at dealer and will be completed on customer vehicle. SA Darrell also advised that 2 front tires need replacement and has ordered from another facility and should arrive later today at dealer and then vehicle will need to be aligned. Writer advised that customer is seeking rental and SA Darrell advised that vehicle repair may be done late today depending on tire

arrival, but would likely be tomorrow morning. Writer advised would authorize 1 day of rental assistance and provided R/A#24344879 to SA Darrell who advised would arrange rental reservation with Hertz. SA Darrell advised that cost of 2 front tires is $356.00 and he cannot conclusively state that the wear is totally a result of the tie rod recall issue.
CUSTOMER CONTACT:Writer called customer at [redacted] and advised of 1 day rental assistance and customer advised that her husband has gone with SA Darrell to obtain rental from Hertz. Writer advised would be back in contact with customer on 1/13/14 to confirm that customer has no outstanding concerns.
Customer goodwill being offered:RENTAL
In-Service Date:11/17/2012
Original Owner: YES
Mileage:20000
Vehicle purchase Loyalty: 2 NEW 1 USED
Multiple Repairs/ Previous related repairs: YES
Dealer Goodwill Opinion: SUPPORTS 1 DAY OF RENTAL
MVP plans: NO
Other related information:N/A
Customer calling for Case manager Lorrie. Customer wanted to leave message for Case manager. Agent transferred customer over to LP717 voice machine.
CUSTOMER VOICE MESSAGE:Customer left VM for writer advising that she has been advised by dealer that her vehicle will be ready for pick up around 10:00 am PST and that has been advised that front tire wear is a result of the alignment and tie rod issue and customer is seeking cost assistance for the front tire replacement. Customer requested call back to [redacted].
Customer called in to speak to CM. Agent warm transferred to CM s extension
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message requesting call back to writer.
CUSTOMER CONTACT:Writer called customer at [redacted] and customer advised that they just picked up the vehicle from the dealer. Writer advised that would send document link via email for submission of documents for reimbursement consideration for front tire cost and once documents have been received will be back in contact with customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 15:11
Writer reviewed file an no documents have been received.
***** Customer Document Received *****
DEALER CONTACT:Writer called dealer 41198 at [redacted] and spoke with SA Tony regarding customer report that had alignment and front passenger tire replaced at 10,000 miles. SA Tony advised that front end alignment and passenger tire were replaced at dealer on 8/8/2013 at 15,400 miles and customer was not charged for the front end alignment. SA Tony advised that no manufacture defect was seen to cause alignment issue and that customer lives in rural area and is involved with horses, therefore road conditions may have contributed to alignment concern.
DEALER CONTACT:Writer called dealer 42081 at 805-656-6669 and spoke with SA Darrell who advised that he cannot conclusively say that the alignment and tire wear concerns on customer vehicle were related to the tie rod recall. However, SA Darrell advised that given the previous alignment issue and tire wear customer has experienced that in his opinion would support perhaps paying half of the tire cost in an effort of customer satisfaction.
Customer has submitted request for goodwill, for replacement of front tires, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement of 50% as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: COPY OF RECEIPT FROM DEALER SUPPORTS PAID BY VISA
Date of Repair: 1/9/14
Invoice #: 609641
In-Service Date: 11/17/2012
Original Owner: YES
Mileage: 23,091
Loyalty: 2 NEW 1 USED
Multiple Repairs: YES

Authorized Chrysler Dealership: YES
Dealer Opinion: SUPPORTS COST ASSISTANCE
Service Contract/Warranty: NO mvp, VEHICLE STILL UNDER WARRANTY
Out-of-Pocket:353.50
Labor $37.50
Parts $316.00
Misc. $0.00
Tax $0.00
Less 50% 176.75
Writer is submitting check for approval in the amount of $176.75
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left advising that documents have been reviewed and that check request has been submitted for 50% of customer out of pocket expense in the amount of $176.75. Writer advised check would be directed to mailing address on file. Writer advised that if has any further concerns to contact writer back at 877-759-5427 Ext.4718150.

[redacted]

Customer Assistance Inquiry Record (CAIR)#

VIN	3D73Y3CL6	BG[redacted]	***Open Date***	12/21/2013	***Built Date***	11/30/2010
Model Year	2011	***Body***	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	02/18/2011	***Mileage***	15,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PGT	HUNTER GREEN PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	26349	GOSSETT MOTOR CARS INC			
Dealer Address	1901 COVINGTON PIKE				
Dealer City	MEMPHIS	***Dealer State***	TN	***Dealer Zip***	38128

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CORDOVA TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer asked if there was another recall for his tie rod ends.
Briefly summarize what the customer is expecting:Agent advised there was. The customer said the last time they just inspected it. Agent advised they had to check it again this time but they would also replace the tie rods ends.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C7	5G[redacted]	***Open Date***	12/21/2013	***Built Date***	01/18/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	06/29/2005	***Mileage***	190,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	43549	BREWBAKER DODGE CHRYSLER JEEP			
Dealer Address	300 EASTERN BLVD				
Dealer City	MONTGOMERY	***Dealer State***	AL	***Dealer Zip***	36117

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KELLYTON AL 35089-2729	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Agent supplied customer with reimbursement information
Corporate - CNA Change - Default - Default - Default	Agent updated customer-s information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer stated he received a recall letter.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram stating he received a recall letter, and a few months back he had to replace the left tie rod on his vehicle.
Briefly summarize what the customer is expecting: Customer expecting reimbursement for the prior repair of the left tie rod.
Agent advised customer to bring the vehicle to the dealership to make sure the tie rod is okey that was replaced.
Agent supplied the customer with the information needed to put in for recall reimbursement per answerconnect ID#17420
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A4	7J[redacted]	***Open Date***	12/21/2013	***Built Date***	02/23/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/15/2007	***Mileage***	40,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRIGHTON CO [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Cold Weather Package on truck
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall confirmation on the truck

Briefly summarize why the customer is contacting Chrysler:
Customer asked for confirmation on the recall he saw on the internet. Agent confirmed that the N62 recall is open and needs to be completed on the truck. Agent referred to Answer ID 24057 and advised the customer that an official recall letter is being sent out to all affected RAM owners.
Customer asked if the truck was ordered with a Cold Weather Package. Agent referred to the sales codes; the sales codes did not show a Cold Weather Package.
Customer asked if he could get the recall done, without the recall letter. Agent advised customer that the dealership would have the exact recall information Chrysler/RAM has showing under the VIN.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL6	CG[redacted]	***Open Date***	12/21/2013	***Built Date***	08/13/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	12/15/2012	***Mileage***	19,712	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANGELO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer wanted to know what to do with this recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know if she could go to a different dealership to get the recall completed. Customer said that she pulls 200 cattle with her truck and feels it is not safe to drive her vehicle. Customer does not want to wait until january 6th/14 because she feels it should be fixed before.
Briefly summarize what the customer is expecting: Agent advised the customer that she could call the dealership monday and talk to someone in service and see if they could book her in sooner. Agent said she would document the customer s concern.
Reassign to DF314 for incomplete recall survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C8	4G[redacted]	***Open Date***	12/21/2013	***Built Date***	04/15/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/14/2004	***Mileage***	123,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARRIMAN TN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	advised customer of recall information

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and wanting information about the recall on his vehicle for N62 LEFT OUTER TIE ROD ASSEMBLY . Customer is stating that he received his letter and it is stating that he has to wait until January 6th to contact the dealership in regards to this recall . Customer is very upset about having to wait until Jan 6th . Customer is stating that he has to use his vehicle to pull a big load and is now concerned about driving his vehicle inregards to this issue . Agent apologized and advised customer that he will have to work with the dealership to get on a waiting list to get the parts ordered to complete this recall . Customer is not happy and feels that this is a big safety concern and feels that chrysler should pay for a rental vehicle because of this . Agent apologized and advised the customer that a rental vehicle would be a out of pocket expense for the customer .
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	12/21/2013	***Built Date***	10/14/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	09/10/2005	***Mileage***	250,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68141	BILLION DODGE-CHRYSLER JEEP			
Dealer Address	1 AUTO PLAZA DR				
Dealer City	BOZEMAN	***Dealer State***	MT	***Dealer Zip***	59715

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KISSIMMEE FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states the recall was completed earlier this year.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating he received a recall letter for the N62. Customer stated that this was repaired earlier this year. Agent stated that in his letter was the address to send in his receipts for a reimbursement.
Briefly summarize what the customer is expecting: Customer stated he had this work done for the N62 recall.
POSTMARK DATE: 010314; DATE RECEIVED: 011014
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at BILLION DODGE-CHRYSLER JEEP and had the H46 recall completed in 2010 and no parts were replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****

Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called stating that the parts were replaced at the Chrysler Dealership in Billings, MT.
Agent advised customer that she could see that he had the steering Linkage done and tried finding information from VIP to see if he had the tie rods done in MT as well.
Agent also advised customer that he would need to get the inspection done on the N62 recall to make sure that he has the correct parts.
Agent advised customer that she would ask them to review to review the letter because customer believes that it was done at the Chrysler Dealership in Billings, Mt.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.
Customer seeking information on the recall. Customer had the dealership inspected vehicle and dealership states that the vehicle does need to complete recall. Customer just wanted to verify recall and make sure he was doing the right thing and that the dealership is doing the right thing. Agent confirmed to customer that the dealership is correct in

wanting to complete recall as the parts used from previous repair are the parts that are a concern and relate to the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D5	4G[redacted]	***Open Date***	12/21/2013	***Built Date***	10/27/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/16/2003	***Mileage***	77,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT AUGUSTINE FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	requesting reimbursment.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-21 @ 16:27
Briefly summarize why the customer is contacting Chrysler: Customer called in because he just received the recall notice. Customer stated that he has had this repair done on his vehicle already. Customer stated that he paid cash for the repair and it was very expensive. Customer stated that he was told by the dealership that he could try to submit for reimbursement. Writer advised customer that he can try. Writer sent the customer a documentation link with the needed information as well as the mailing address. Customer stated that if he needs another copy of his repair order would the dealership have one. Writer advised customer that the dealership can pull up the repair order in their system. Customer stated that he has the receipt but doesn t know if he has the receipt. Writer advised customer that he needs both before he sends anything in. Customer understood.
Briefly summarize what the customer is expecting: reimbursement for the repair he had done that is not a recall.
Reassigned to 86Y.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 Answer Connect ID: 24057:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 is attached and completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 05/11/2010 COMPLETE
Writer located in claims this was an inspection with no parts replaced.
******
Writer will wait for documents.
******
Writer did not located documents.
******
Writer did not locate documents.

Writer will contact the customer to advised the cair will be closed in two days as no documents have arrived.
Writer will call [redacted].
Writer received a message the number dialed is not in service.
******
Writer searched 411.com:
[redacted] Saint Augustine, FL [redacted]
Home ([redacted]
******
Writer will call [redacted].
Writer received a message the number dialed is not in service.
******
Writer was not able to leave a message to advise the customer the cair will be closed.
Writer will send a letter asking the customer to call.
******
PLEASE CALL US
December 31, 2013
[redacted]
Saint Augustine, FL [redacted]
Reference [redacted]
Dear [redacted]:
Thank you for contacting us regarding your 2004 DODGE RAM.
I have been waiting for the documents to arrive and have attempted to contact you by phone but have been unable to do so. Please contact me at 1-855-675-9291, extension (4718492), to discuss your concern. Please refer to the reference number above or have your Vehicle Identification Number (4G1[redacted] available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
Letter sent 1/10/14.24342295
******
Writer received a voice message from the customer dated January 17, 2013 @ 12:30 pm leaving [redacted] advising he has the documents to send in.
******
Writer will call [redacted]13.
Writer spoke with [redacted]L. [redacted] thanked the writer for the letter about the vehicle. Writer advised the customer this is a recall for a replacement part. Writer asked if there had been a repair before. Customer stated the whole front end had been repaired. Customer stated the left front u joint wheel bearing speed sensor and joint kit. Writer advised the parts replaced are not part of the N62 recall and reimbursement will not be provided. Writer advised the customer the dealership will complete the recall this is a free repair. Customer stated he will never purchase another Chrysler product.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T7 9[redacted]		***Open Date***	12/21/2013	***Built Date***	04/13/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/30/2009	***Mileage***	39,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE			
Dealer Address	2425 WEST CAMELBACK ROAD				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CHINLE AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer calling for information on driving conditions in terms of recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer received notice for recall N49 and letter says to contact dealership on January 6, 2014. Customer wondering what are the 'certain driving conditions' the notice refers to.
-
Agent summarized the notice and advised there are no reports of anything untoward occurring with respect to the N49 recall and that Chrysler simply wants to make perfectly safe vehicle which is why Chrysler issued the recall. Customer is satisfied with the agent s response and says she will contact a dealership to make an appointment after coming back from her trip.
Briefly summarize what the customer is expecting:Customer understands she is reasonably safe driving vehicle even though there is a recall on it and will make an appointment for recall work after her trip.
Reassigning to LB546 for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL3	AG[redacted]	***Open Date***	12/21/2013	***Built Date***	04/21/2010
Model Year	2010	***Body***	D28P91	DODGE RAM 3500 LARAMIE CREW CAB 4X4		
In Service Dt	05/11/2010	***Mileage***	36,700	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DULLS GAP TN [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent corrected Koein to Klein
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states she recieved letter for recall N49. Customer states she would like information on recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
CAC advised customer of information on incomplete recall on vehicle.
Agent advised customer that any Chrysler/Jeep/Dodge dealership can complete recall repairs after January 6th.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	7G[redacted]	***Open Date***	12/21/2013	***Built Date***	05/21/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/21/2007	***Mileage***	118,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LOS LUNAS NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke and vehicle was repaired at IRF

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-21 @ 18:57
Briefly summarize why the customer is contacting Chrysler:
Customer called to ask if his vehicle is included in recall N62 as he had his tie rod break November 16 roughly, and had all tie rods replaced at an IRF. Agent advised his VIN is included in the recall and he should be recieving his notice in the mail soon.
Customer asked about getting reimbursed for the work done and the towing as he had to have his vehicle towed due to the tie rod breaking.
As per AC Answer ID 17420 agent advised the customer to send original documentation (repair order and proof of payment).
Agent asked that he please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
-
-
Agent sent customer document request link to speed up the process.
Briefly summarize what the customer is expecting:
Customer is seeking reimbursement for repairs that a recall was issued for after the repair was completed.
Agent also explained that in order to not get reminder notices, he should take his vehicle to his local RAM dealership to inspect his vehicle and input that the recall was completed.
Waiting on documentation.
Writer will contact customer on 12/30/13 for documentation request and to inform that case will be closed in 2 days.
Status update provided via email to the following email address:
[redacted]
My name is Barb and I have been assigned as your Case Manager. Your case

number is [redacted]. My contact information is 1-855-675-9291 ext 4718296.
No documentation has been received as of today. Your case will be closed in 2 days, however, a new case will be created once documentation is received. Our fax number is 877-768-5076. Please write the above case number on all pages submitted by fax. Original invoice and proof of payment are required. Proof of payment consists of credit card receipt, front and back of cancelled check or sales receipt if paid by cash.
Thank You
End of Status Update
Briefly summarize why the customer is contacting Chrysler: Customer wants to know about the recall for the tie rod. Customer states that the repair has been done by an IRF for the tie rods. Customer is looking to be reimbursed for the repair.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for the repair.
Agent advised that the dealership will have to diagnose the vehicle first to make sure that the recall has been completed properly and if it was not then the dealership would do the recall on the vehicle. Agent advised that the case was sent up for review for reimbursement but we are waiting on documentation from the customer.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 12/31/13 at 1:55 PM requesting a call back at [redacted]6.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer explained to customer that the N62 recall is for a mopar service part installed on the previous repair. Writer advised that the recall is not on the original equipment installed at the time of manufacture. Customer states that he had the repairs completed at an IRF and does not know if there were mopar or after market parts. Writer advised again the the recall is on Mopar service parts. Writer advised customer that N62 still shows as an open recall. Contact dealership to have inspected and/or corrective action taken at no charge. Writer advised that at this time case will be closed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5FL7	CG[redacted]	***Open Date***	12/22/2013	***Built Date***	10/28/2011	
Model Year	2012	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	06/29/2012	***Mileage***	20,962	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23867	ANCIRA MOTOR COMPANY			
Dealer Address	10807 IH 10 W				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78230

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CARROLLTON KY [redacted]	***Country***	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	A/C adaptor produces no power
Product - Body / Trim / Paint Finish - Seat Upholstery - Other - Unknown	Back seats wet
Corporate - Dealer Information - Default - Default - Default	Customer inquired about nearest dealer
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	Diplicate CAIR [redacted]
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown	Exterior mirrot turn signals not functioning
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel	Headliner wet and stained
Recall - N49: LEFT TIE ROD -	Wishes to have recall completed before deployment to San Antonio, TX
Recall - N40: REPROGRAM POWERTRAIN CONTROL MODULE - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer states he received letter for recall N49 and wishes to have it completed before he has to drive to his military deployment in San Antonio, Texas and does not want to drive with a potentially faulty tie rod.
Customer also has many other issues with vehicle which include faulty A/C adaptor, faulty exterior mirror turn signals, wet and stained headliner and wet back seats.
Customer is willing to bring vehicle to nearest dealer to have all issues looked after on Monday.
Customer requested location of nearest dealer.
Agent searched ramtrucks.com and gave customer contact information for dealer 42414.
Agent also informed customer of open recall n40 and that recall can be completed at any CJDR dealer at Chrysler s expense.
Briefly summarize what the customer is expecting:
Agent informed customer he is a part of ECS program as of 12/21/13 and told customer his case will be escalated to ECS department and they will be in contact with him and dealer to try and solve customer s various issues.
Reassigned to 88W.
Seth Hill called requesting to speak with CA. Writer advised that CAIR has not been assigned yet. Writer placed customer on hold and call disconnected.

Writer received call from SM Eric at MC CUBBIN CHRY transferred call to ext 66214 CM,se261.
Enhanced Customer Satisfaction Team*
Owner is being handled by the Enhanced Customer Satisfaction Team.
Warm transfer customer to 866-275-1420.
Dealer code: 42414
POC Name: Eric/SM
POC number/ email: dealer
Current mileage: 21081
Customer name: [redacted]
Customers concern: water leak, and recalls
Is customer in rental: no, Sm unsure if Enterprise will have anything available, writer requested SM check for availability
Is customer waiting: yes
All customer contact numbers: [redacted]
Best time of day to contact customer: anytime
Dealer diagnosis (if completed): not yet completed. Writer advised case would be escalated to TS. Writer advised SM to not complete any repairs until contacted by TS. SM stated parts may be delayed in relation to one of the recalls.
Enhanced Customer Satisfaction Team*
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to [redacted].
Writer contacted dealership at 812-273-5411. SM Eric stated customer letter states that parts will not be available until after 1/6/14. SM did state customer did have leak coming from 3rd brake light, dealership has to order part and customer also has a paint flaw that SM will be putting in DI claim for. Writer provided SM with writers contact information and informed SM that if customer needed rental, one can be provided and will be covered for customer. SM stated he would contact writer back when part information is available.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer spoke with customer. Customer stated he is in the military and would prefer to just leave the vehicle with dealership and get a rental vehicle as customer doesn t have a lot of time. Writer informed customer that writer has already advised SM to get a rental vehicle for customer. Customer also stated he has had issues with mirror turning lights not working as well as headliner being stained. Writer informed customer that all issues can be looked into. Writer confirmed with customer email address for writer to send contact information. Writer informed customer that follow up would be made once more information is gathered but if customer has any questions or concerns to contact writer.
Status update provided via email to the following email address:

[redacted]

My name is Nick with RAM Enhanced Customer Satisfaction, I have been assigned as your Customer Advocate on your 2012 RAM 2500. I would like to provide you with my contact information.
Enhanced Customer Satisfaction #: 800-763-8422
My direct EXT: 66113
My hours of work: 8:00 A.M.-4:00 P.M. Eastern Standard Time Monday-Friday.
I will contact you again once I have more information on your vehicle but if you have any questions feel free to contact me. Thank you for your service to our county and thank you for being part of the RAM family and have a great day sir.
End of Status Update
Writer received voicemail from customer.
Writer contacted customer at [redacted] Writer left voicemail for customer with contact information.
Writer received call from customer. Customer stated when vehicle was purchased it had anti theft system on it that was never removed. Writer informed customer that writer would look into what can be done for customer and contact customer when more information is gathered.
Writer took call from customer. Customer stated he was informed by dealership that vehicle would be ready for pick up tomorrow. Customer inquired about the anti theft system. Writer informed customer that

dealership would be contacted again to discuss the system.
Writer contacted dealership at 812-273-5411. SM Eric stated he was aware of issue with anti theft system and stated that don t the information as system was placed on vehicle at dealership customer purchased vehicle from. SM stated without any information on system installation and removal dealership wouldn t tamper with that system as dealership stated customer has already told dealership he tried to unplug system and vehicle wouldn t start. SM stated vehicle should be ready for pick up tomorrow.
Writer contacted customer at [redacted]. Writer left voicemail for customer with information from lines 96-103.
Writer contacted customer at [redacted]. Writer spoke with customer. Customer stated that paint issue has been resolved and repair looks great. Customer stated his only issues are still with turn signal in mirror not working and elctrical outlet not working. Writer informed customer that dealership would be contacted to discuss issues and see what can be done. Customer stated dealership has treated him very well and didn t wish dealership to get into any trouble. Writer informed customer that follow up with dealership would be to discuss electrical issues and nothing further. Writer informed customer that follow up would be made after more information is gathered.
Writer contacted dealership at 812-273-5411. Writer asked to speak with SM Eric. Writer informed SM that customer is currently having issues with electrical outlet and light in mirror. SM stated when vehicle was at dealership they did replace a fuse for electrical outlet and were unable to duplicate any issues with the light in mirror. Writer informed SM that customer is very happy with dealership and paint repair that was performed on vehicle. Writer informed SM that information would be relayed to customer. SM stated customer is possibly plugging to much power into outlet and blowing the fuse, and if customer has issue with light hes more than welcome to bring vehicle in when issue presents itself.
Writer contacted customer at [redacted] Writer spoke with customer. Customer stated he is currently in Texas and is working with dealership in Texas. Writer informed customer that dealership would be contacted to discuss customers issues. Customer provided contact # for dealership of 210-558-1500.
Writer contacted dealership at 210-558-1500. Writer asked to speak with Service Department. Dealership disconnected call.
Writer contacted customer at [redacted]. Writer infofmed customer that writer attempted to contact dealership. Writer informed customer that follow up would be made after dealership is contacted.
Status update provided via email to the following email address:
[redacted]
I am contacting you on behalf of your Customer Advocate Nick.
He is out of the office and will be in touch with you when he returns.
End of Status Update
Writer contacted customer at [redacted]. Writer left voicemail for customer with contact information.
Writer contacted customer at [redacted] Writer left voicemail for customer.
SM Eric called requesting to speak to CA NH217 . Writer warm transferred customer to CA for further handling.
Writer received call from SM Eric. SM stated claim was kicking back. Writer informed SM that DM notes would be put in for dealership to get paid.
Writer contacted customer at [redacted]. Writer left voicemail for customer that all repairs have been completed and confirmed, writer informed customer on voicemail if everything was okay there was no need for a call back, but if customer had any questions or concerns case would be left open 2 more days.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called back in and stated that he wanted to speak with Nick.
Agent obtained VIN, brought up this case, was asking customer to confirm name , mailing address; when our phones stopped working. Agent asked the customer to confirm again, agent could not hear customer. Perhaps customer could not hear agent. Call was dropped.
µPhones went down in CAC. Customer called back and customer states turn

signals still have not been fixed on vehicle. Customer requests to speak with his CM again Nick
Writer contacted customer at [redacted]. Writer left voicemail for customer.
Writer contacted customer at [redacted]Writer left voicemail for customer.
Writer contacted customer at [redacted]. Writer left viocemail for customer with contact information.
Status update provided via email to the following email address: seth.hill@me.com
We have been unsuccessful in our attempts to reach you by phone. At your earliest convenience, please contact us at: 800-763-8422.
End of Status Update
Status update provided via email to the following email address: [redacted]
We have been unsuccessful in reaching you regarding your 2012 DODGE RAM LARAMIE 4X4 2500 CREW CAB PICKUP please contact us at your earliest convenience at 800-763-8422 ext 66113.
End of Status Update
Customer called back in stating that he has not heard back from this department since the last time he called this department himself. Agent advised customer that there is a CM that has been trying to get in contact with the customer in regards to customers concerns. Agent advised customer that agent can contact CM to see if he is available and if not agent can put customer through to CM voicemail to leave a message, customer understood.
Status update provided via email to the following email address: [redacted]
We have been unsuccessful in our attempts to reach you by phone using [redacted] At your earliest convenience, please contact us at: 800-763-8422 extension 66113.
End of Status Update
Status update provided via email to the following email address: [redacted]
My name is Tammy and I have been re assigned as your Customer Advocate. Here is some information that will be helpful for you to have:
Enhanced Customer Satisfaction telephone Number: 800-763-8422 my direct extension: 66380
My work hours: 10:30 AM till 7 PM Eastern Standard Time. Monday-Friday.
I would like to speak with you at your convenience.
End of Status Update
Writer called [redacted] left message that case would close in 2 days.
Caller requesting to speak with Case Manager. Writer transferred customer to TP405 at extension 66380.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WDTCL2	CG[redacted]	***Open Date***	12/22/2013	***Built Date***	11/22/2011	
Model Year	2012	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	12/10/2011	***Mileage***	77,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	52075	BOB ALLEN CHRYSLER-PLYMOUTH-DODGE-	JEEP-EAGLE INC		
Dealer Address	711 MAPLE AVENUE				
Dealer City	DANVILLE	***Dealer State***	KY	***Dealer Zip***	40422

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	OWENTON KY [redacted]	***Country***	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Left tie rod broke
Recall - N49: LEFT TIE ROD - Reimbursement	reimbursement request
Corporate - E-Reimbursement - Default - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted].com on 2013-12-22 @ 11:51
****** Below Customer Contacted for Documentation Request ******
[redacted]n 2013-12-22 @ 11:59
Briefly summarize why the customer is contacting Chrysler:Customer called stating he had the LEFT TIE ROD repaired on his vehicle as it broke while he was driving the vehicle. Agent informed the customer that his vehicle does have the recall for the left tie rod and supplied customer with the reimbursement information and also the fax number. Agent send the information in a email and also informed the customer to use the case number she provided.
case# [redacted]
Fax # 877-768-5076
Mailing address Chrysler Customer Care
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Information needed:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Briefly summarize what the customer is expecting: Reimbursement
POSTMARK DATE: 122313; DATE RECEIVED: 122313
* * * * * CASE MANAGER TEAM - District (V) * * * * * *
Vehicle history: 0 New 1 Used
OOW: Yes

Service contract: No
Writer called dealer 52075, BOB ALLEN CHRYSLER, talked to Annie in Service who stated that the last time customer had his vehicle at this dealership was in May 2013. Writer will follow up with customer.
Writer called Tim s Auto Repair, 501-484-8041 talked to Tim who stated that he had to replace the tie rod, it had broken while the customer was driving and went through the customers tire. MOPAR Part for control arm is 4670383AB, Steering bar kit 52122362 AJ. Writer will follow up with customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer called customer told him that I received documents and that I would follow up with customer tomorrow once writer goes through documents and gets a total for refund.
Writer called customer, who told writer that dealership is about 100 miles from where he was when the tie rod broke. Customer also, stated that he called the dealership and they did not see too concerned with the situation, customer is frustrated with this dealership he was treated by them after this issue. Please refer to comment in documents for further information.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for tie bar repair
If this is a Recall or Extended Warranty, enter the campaign number.
N49 LEFT TIE ROD
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
83555
Enter the Date when the repairs were completed.
11/13/13
What is the total cost of the Parts to be reimbursed?
$823.30
What is the total cost of the Labor to be reimbursed?
$210.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$1033.30
****End structured narrative T2 - eReimbursement
[redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
OWENTON, KY [redacted]
approved
Approve and process
POSTMARK DATE: 012414; DATE RECEIVED: 012414
POSTMARK DATE: 022414; DATE RECEIVED: 022414
POSTMARK DATE: 032814; DATE RECEIVED: 032814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A7	8G[redacted]	***Open Date***	12/22/2013	***Built Date***	08/30/2007
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4		
In Service Dt	12/21/2007	***Mileage***	150,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	60280	BENNY BOYD BASTROP CHRYSLER-		DODGE- JEEP	
Dealer Address	3400 HIGHWAY 71 EAST				
Dealer City	BASTROP		***Dealer State***	TX	***Dealer Zip*** 78602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GONZALES TX [redacted]	***Country***	UNITED STATES

Recall - H34: DASH SHIELD - Advise Owner/Incomplete Recall	recall inquiry
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	recall inquiry
Referral - Other - Default - Default - Default	roadside assistance
Product - Steering - Unknown - Other - Default	steering assembly failed
Recall - H46: STEERING LINKAGE - Reoccurance or Related Problem	steering assembly failed
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod failed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	tie rod failed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: John stated that his vehicle is disabled after the tie rod and steering assembly failed. Customer stated that the vehicle needs to be towed to 60280 BENNY BOYD BASTROP CHRYSLER 512-303-4486.
Briefly summarize what the customer is expecting: Customer would like the number for roadside assistance.
Customer calls seeking recall information. Advised the customer of incomplete recall H34, H46, J35 and N62 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer advised the customer that no towing coverage is showing for the vehicle.
Writer transferred the customer to Jennifer in Roadside Assistance.
Reassigned to SG893 for a survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	AG[redacted]	***Open Date***	12/22/2013	***Built Date***	04/22/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	06/12/2010	***Mileage***	24,500	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60137	CROSSTOWN MOTORS			
Dealer Address	650 MEADOW STREET				
Dealer City	LITTLETON	***Dealer State***	NH	***Dealer Zip***	03561

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESTMINSTER MA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Blown tie rod
Recall - N49: LEFT TIE ROD - Reimbursement	Customer has had issue before recall letter was received
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states that his vehicle experienced blown left tie rod before customer received recall letter.
Customer states he cannot wait until January 6/14 as recall letter instructs him to do and is inquiring about reimbursement if he has repair completed at IRF.
Briefly summarize what the customer is expecting:
Agent informed customer that he can have vehicle repaired beforehand at IRF and can apply for reimbursement. Agent informed customer that reimbursement instructions are contained in recall letter.
Reassigned to BR379 - No Diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL6	CG[redacted]	***Open Date***	12/22/2013	***Built Date***	12/09/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	05/07/2013	***Mileage***	14,320	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68543	LOVE CHRYSLER DODGE JEEP LLC			
Dealer Address	1259 EAST MAIN ST				
Dealer City	ALICE	***Dealer State***	TX	***Dealer Zip***	78332

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALICE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information
Corporate - CNA Change - Default - Default - Default	updated address and phone number
Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default	vehicle is shaking badly

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a letter for a tie rod recall on his vehicle. Agent updated the address and phone number on file. Agent advised the recall will be to replace the tie rod assembly but he cannot contact the dealership until January 6 2014. Customer states he will contact a dealership then.
Briefly summarize what the customer is expecting: Recall information Customer states they are outside the dealer. Customer states their truck was shaking a lot before they went to the dealership today for the recall. Customer would like to know if an alignment would be covered. Agent advised customer that the recall only covers recalled parts and nothing else. Customer asked if they had warranty for an oil change. Agent advised that oil changes are maintenance not warranty items. Customer seeking rental. Agent advised the recall does not include a rental. Agent advised it is supposed to take an hour to complete. Customer asked if it takes longer would it be covered, agent advised that would have to be assessed once it is diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39L1	9G[redacted]	***Open Date***	12/22/2013	***Built Date***	10/09/2008	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	02/19/2009	***Mileage***	24,817	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67407	PAINTERS SUN CTRY CHR INC			
Dealer Address	1600 SOUTH HILTON DR				
Dealer City	ST GEORGE	***Dealer State***	UT	***Dealer Zip***	84770

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PARACHUTE CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod broken
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he was about to get on the highway and his tie rod snapped. Customer wanted to know what we could do to help.
Briefly summarize what the customer is expecting: Customer seeking assistance with his broken tie rod.
Agent advised that there is a recall related to the issue, and others on his vehicle. Agent advised we would need a dlr to diagnose the issue to see if it would be covered by the recall. Agent offered to contact roadside assistance for towing but customer asked for some time to think about arranging his own or going through us. Customer requested we send the contact information to his email. Agent stated we would do that.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-22 @ 17:01
Requesting survey bypass for undiagnosed with recall related issue.
Customer contacted Ram to confirm the VIN that the case was opened on. Agent provided customer with the VIN, and the customer thanked agent then ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3DL1	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	07/14/2011
Model Year	2012	***Body***	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	11/30/2011	***Mileage***	9,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43951	EXECUTIVE DODGE AND JEEP OF		WALLINGFORD	
Dealer Address	406 SOUTH ORCHARD STREET				
Dealer City	WALLINGFORD	***Dealer State***	CT	***Dealer Zip***	06492

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	DURHAM CT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	customer states no dealer has the parts
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tire rods broken

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice in the mail. Customer states the recall part is already broken and making noise.Customer states he contacted the dealership and they wont have the parts in until mid January. Customer states he called other dealerships as well and no one will have the part due to it being on backorder. Customer states he wants to go to the first shop that would do the repairs for him.
Briefly summarize what the customer is expecting: Customer seeking if he buys after market parts if Dodge would pay for it. Customer seeking if repairs done somewhere else if Dodge would reimburse him. Customer seeking towing assistance.
Agent advised customer the repairs should be done at a Chrysler dealership. Agent advised customer of roadside assistance number 8005212779. Agent offered to transfer customer . Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	05/04/2011	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	07/01/2011	***Mileage***	55,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44237	MUSSELMAN'S DODGE INC			
Dealer Address	5717 BALTIMORE NATIONAL PIKE				
Dealer City	BALTIMORE	***Dealer State***	MD	***Dealer Zip***	21228

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GWYNN OAK MD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer called because the left tie rod broke on his vehicle and had to be repaired at his local dealer. Customer stated he had the repair done and was told he would have to pay for the repair, customer stated the following morning he got the N49 recall letter. Customer stated he wants to be reimbursed for the repairs and called the dealer this morning. Agent called the dealer and spoke to SA Paul, agent confirmed the repairs done on the vehicle and that the dealer is going to reimburse the customer for the repair as it should have been done under the recall. Agent advised customer of the information from SA Paul. Agent advised customer that the repairs for the recall called for both tie rods to be replaced so the right tie rod should still be replaced under the recall on or after 01/06/2014.
**
Briefly summarize what the customer is expecting: reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/31/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	04/23/2008	***Mileage***	100,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44758	BAY DODGE			
Dealer Address	641 WEST 15TH STREET				
Dealer City	PANAMA CITY	***Dealer State***	FL	***Dealer Zip***	32401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SANTA ROSA BEACH FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler:
Customer called regarding the recall letter he received on vehicle, agent stated the part is not in as of yet for the recall. Customer stated he will call back regarding the recall for the N49 for the LEFT TIE ROD.
Briefly summarize what the customer is expecting:
Information about the actual recall and the part that will be replaced.
Custoemr contacting about the recall seeking chrysler to cover lost time and fuel.
Writer advised that these are not covered expenses.
Customer disconnected prior to writer advising further about required inspection.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	09/06/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/23/2003	***Mileage***	120,130	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLOVERDALE IN [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advised recall is on the vehicle
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer stated that they had recall completed at IRF
Referral - Dealer Call Transfer Pilot - Default - Default - Default	Transferred to DLR 44686

Briefly summarize why the customer is contacting Chrysler: Customer wanted to have cost or repair reimbursed for the N62 recall. Writer provided customer with Chrysler Recall Assistance Center P. O. Box 21-8007 Auburn Hills, MI 48321-8007 and stated that the customer must provide Address, Vehicle owner name (if different), Vehicle owner address (if different), Day and evening phone numbers, Vehicle Identification Number (VIN), Current vehicle mileage and mileage at time issue began, Name of dealership where vehicle was purchased / serviced, Date of purchase / service, Description of the concern, The requested action, Original Repair Order and original proof of payment. Writer advised customer of incomplete recall E17 was on the vehicle and offered to transfer customer to DLR 44686 to schedule an appointment customer accepted. Writer transferred customer to SA Ann.
Briefly summarize what the customer is expecting: Customer wants to be reimbursed for the recall completed. Customer changed phone number to [redacted] and added secondary phone number [redacted] also added [redacted].
Customer calls seeking recall information. Advised the customer of incomplete recall E17 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
POSTMARK DATE: 122413; DATE RECEIVED: 011014
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and recall H46 was completed in 2009 and no parts were replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****

Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer was returning previous Agents call.
Agent has informed the customer of lines 30-35 about being denied any reimbursement.
Customer was very upset that he was not being reimbursed.
Agent told him that if they had been replaced with Mopar Parts then there would of been a reimbursement.
Customer was not happy with this said that this was not a recall when it did break, this happened before the recall came out.

Agent once again told the customer that all recalls need to be replaced with Mopar Parts.
Customer also wanted Chrysler to know that they will be losing a very good customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26C5	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/02/2004	
Model Year	2004	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	09/30/2004	***Mileage***	100,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44995	SOLOMON CHRYLER JEEP DODGE	BROWNSVILLE
Dealer Address	409 NATIONAL PIKE W		
Dealer City	BROWNSVILLE	***Dealer State*** PA	***Dealer Zip*** 15417

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	UMATILLA FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Joe recieved a recall notice but is not having problems with the tie rod and is on holidays in Thunder Bay Ontario Canada and wanted to know if they need to find a dealerhsip right away to have it completed or could it wait until they return home.
Briefly summarize what the customer is expecting: Customer wanted to know if the recall was something that had to be done immediately.
Agent advised the customer if there are not difficulties with the vehicle the recall can wait until they make it home.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2861	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/24/2003
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP		
In Service Dt	10/06/2003	***Mileage***	275,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE				
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAYETTEVILLE TN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer called due to recall letter
Recall - H46: STEERING LINKAGE - Other	Customer called seeking information about recall

Briefly summarize why the customer is contacting Chrysler: Customer called due to the recall letter the customer received this morning.
Briefly summarize what the customer is expecting: Customer seeking information about the recall letter the customer received in the mail, customer is requesting to know if they replace the tie rod are they going to do a front end alignment. Agent then advised the customer of the recall on the steering linkage, agent then tried to call the dealership service department but there was no answer. Customer requested that if the agent could call the dlr and call the customer back before the end of the day with information. Agent agreed.
Agent called the dealer and spoke with Candy in service and advised that the front end alignment is not part of the recall, agent advised the customer that the alignment would be out of the customer s pocket.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL6	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	04/25/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	06/25/2012	***Mileage***	13,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44144	MILFORD CHRYSLER SALES INC			
Dealer Address	500 ROUTES 6 & 209				
Dealer City	MILFORD	***Dealer State***	PA	***Dealer Zip***	18337

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SANDYSTON NJ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer states he received notice of recall N49. Customer states dealer advised parts to repair vehicle are not available. Customer states he is upset as he believes Chrysler should be able to repair issue immediately. Customer states he was advised by dealer vehicle is not safe to drive. Customer states he wants repair to be completed with aftermarket parts until mopar parts are available.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent contacted dealer (44144) and spoke with SM Casey. SM states he wants approval to complete recall repairs with aftermarket parts until mopar parts are available.
****Supervisor****
Supervisor spoke with customer and advised that they would contact the dealership and inquire about direction regarding lines 11-12.
****Supervisor*****
Supervisor spoke with SM Casey and advised that the N49 is in the process of getting completed. Supervisor inquired if customer was an loyal customer. Dealership states that customer has an fleet vehicles and is very loyal to the dealership.
Escalation Override approved by jr1305Ù. Due to customer having an fleet account along with dealership loyalty. Vehicle has 13000, original owner.
Customer provided cell phone number [redacted]
Supervisor
Supervisor called dealership service SM Casey and advised that customer has an Mopar vehicle Protection. SM Casey advised that he was going to further work with customer . Customer has an appointment for an oil change this afternoon with dealership.
Survey Bypass, No Repair Reassigned JR1305

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3GL4	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	05/24/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	06/11/2012	***Mileage***	15,600	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RANSON WV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the N49 recall. Customer states he brought his vehicle to the DLR and the DRL stated they do no have the parts to repair this recall. Customer states he has had issues previously before with this DLR. Customer states it is unacceptable that this recall does not have any parts.
Briefly summarize what the customer is expecting: Customer wants to know if there is parts or not for thie recall.
Agent advised that the DLRs do not currently have the tool to repair the recall. Agent advised that the recall letter states not to make any appointments until 01/06/2014. Customer was still unhappy.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	08/04/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/22/2011	***Mileage***	32,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41234	TOM EDWARDS INC			
Dealer Address	1425 WEST MAIN STREET				
Dealer City	BARTOW	***Dealer State***	FL	***Dealer Zip***	33830

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MULBERRY FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Corporate - Rental Vehicle - Default - Default - Default	Rental inquiry
Dealer - By-Pass - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received a recall notice for the N49 LEFT TIE ROD. Customer stated he was backing out of his driveway and the part broke. Customer stated he called his local Chrysler dealer and was advised they had no parts.
Agent called DLR 41234 and spoke with PA Don who stated they are not able to order the part as of yet. PA also stated there are no parts in the area at this point.
Agent called DLR 60257 and spoke with PA Bill who advised the same that he is not able to order parts for this recall at this time. PA stated he does see some parts in Indiana but is not even able to put a request through the pipeline at this time.
Agent discussed the concerns with TL jr1305 and was advised to send the file to CM for further assistance with the customers concerns.
Briefly summarize what the customer is expecting: Customer seeking recall completed.
NIC of TL consulted: jr1305
Reason for special handling request: assistance in finding the parts to repair the customers vehicle.
What customer is expecting: Recall completion.
Customer s preferred method of contact: Phone.
Customer phone number (Morning): [redacted]
Customer phone number (Evening): [redacted]
Customer email address: [redacted]
Dealer code (if applicable): 41234
Dealer personnel involved (if applicable):
Assigned case to 88F for Special Handling
* * * * * CASE MANAGER TEAM - District M * * * * * *
Writer contacted dealership spoke with SM Chris who advised writer that part is on backorder and can t order until at least the first of the year. SM advised writer that customers vehicle is at the dealership broke down writer informed SM that writer will do what writer could do at Chrysler customer care. Writer advised of a follow up 12/26/13.

Writer contacted customer left VM. Writer informed the customer in VM that his CM will do additional research on his case and follow up on 12/30/2013
Status update provided via email to the following email address:
[redacted]c
Hello my name is Anthony and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Chrysler Case Management telephone number 1-800-763-8422
My extension is 66172, Your case number is [redacted]
My work hours are 7 am to 3:30 pm EST, I will contact you within one business day by telephone to review your case.
Thank you.
End of Status Update
Writer contacted dealership, writer spoke with SM Chris advised writer that part is on back order and dealership needs about 45 of these parts. SM advised writer that customer has vehicle and is able to drive SM informed that there was the original part put on vehicle. SM advised writer that there is still a recall on vehicle SM thanked writer for any help possible about getting parts that are needed.
Writer contacted dealership spoke with SM got the part # CBUEN491AA SM advised writer that SM would prefer to put the recall part on vehicle. If writer is able to get the part into dealership.
Writer left a voicemail message for customer advising customer that case is being escalated to a special team to try and get the recall part in.
Writer will follow up 01/06/13.
**********96WTRIAGETEAM**********
****** Following Corporate Resource has been contacted ******
This is a campaign part. Assigning to parts agent RW612 to contact customer to let them know about their campaign part and that all questions about their part should be directed to SA.
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
This is a campaign part. Re-assigning case to AC1506 to contact customer to let them know about their campaign part and that all questions about their part should be directed to SA.
**********END OF UPDATE **********
Writer contacted dealership spoke with SM Chris who advised writer that part has not arrived yet but could show up 01/06/14 or 01/07/14.
Writer contacted dealership writer spoke with SM who advised writer that. Part has not arrived yet writer thanked SM for the time taken today follow up 01/09/14.
Writer then checked GPOP and got an ETA for 01/09/14 there was also a UPS tracking number [redacted]
Writer contacted customer to inform customer that the new part needed for vehicle is on the UPS truck for delivery. Customer then advised writer that customer has vehicle and was wondering if dealership would call to set up appointment to get part replaced on vehicle. Writer informed customer that contact will be made writer thanked customer for the time taken then call ended.
Writer contacted dealership spoke with SM Chris who advised writer that part has arrived for customer. SM then advised writer that repairs can t start until 01/16/14 or 01/17/14. SM asked why so many parts are on back order and why this customer was able to get the recall back order part in so fast. Writer advised SM that writer was just able to send case to parts expediting to get the part in sooner then the ETA.
Writer left a voicemail for customer.
Writer contacted dealership spoke with SA john advised writer that vehicle is going to be at dealership on 01/18/14. Repairs will start then writer advised of a follow up 01/21/14.
Writer spoke with SM Chris who advised writer that customer s repairs were done on 01/18/14. Customer has vehicle and repairs are complete.
Writer contacted customer was advised by writer that vehicle was repaired on 01/18/14. Customer confirms that repairs were complete customer is happy with vehicle and repairs are good writer then asked if customers. Expiations were met customer agrees writer then asked if case could be closed customer agrees.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48AX	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/28/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	11/08/2008	***Mileage***	96,635	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66709	AKINS DODGE JEEP CHRYSLER			
Dealer Address	220 WEST MAY STREET				
Dealer City	WINDER	***Dealer State***	GA	***Dealer Zip***	30680

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EATONTON GA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Product - Suspension - Unknown - Other - Rear	front end shakes while hauling a load

Briefly summarize why the customer is contacting Chrysler: Margaret called stating she had the vehicle repaired at an IRF but she just recieved a notice for the tie rod and is feeling wobble in the front end.
Briefly summarize what the customer is expecting: Cusotmer wanted to know if the recall was already completed.
Agent advised the cusotmer there was an open recall for the tie rod but if the IRF had replaced the part then that part would not be covered under the recall at this time. if she paid for the recall part then she could apply for reimbursement for parts only. Agent advised the customer to find out if the part was repaired by her IRF for sure before sending for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T8	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	09/09/2008	
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	05/12/2009	***Mileage***	34,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42241	SHELOR CHRYSLER-DODGE			
Dealer Address	2340 ROANOKE STREET				
Dealer City	CHRISTIANSBURG	***Dealer State***	VA	***Dealer Zip***	24073

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PEMBROKE VA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	advised of recall information

Briefly summarize why the customer is contacting Chrysler: Customer in regards to a recall letter he received in the mail. Customer stated he thought he could bring his vehicle to a local chevy dealer to have it completed. Agent advised customer the recall is from Chrysler and per the letter it asks the affected customers to wait until Jan 6/2014 to call the dealer in regards to making an appointment. Agent is unsure if customer completely understood what he was advising in regards to the recall

**

Briefly summarize what the customer is expecting: recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48AX	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	04/17/2007	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	06/09/2007	***Mileage***	247,992	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44854	ED NAPLETON DODGE			
Dealer Address	1555 WEST INDIANTOWN RD				
Dealer City	JUPITER	***Dealer State***	FL	***Dealer Zip***	33458

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PALM CITY FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE -completed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:was in an accident in 08/2009 the tie rod broke.
Owner stated his insurance covered the cost. Also he stated he called 2 other dealership and they could not find any repairs for the tie rod previously.
Briefly summarize what the customer is expecting:information on the recalls N62 and H46 if there are the same.
Agent advised the dealership can do an inspection the recalls are 2 different components. Also advised owner to go to ramtrucks.com to check all recalls.
No diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT3 AG[redacted]	***Open Date***	12/23/2013	***Built Date***	01/12/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4		
In Service Dt	06/08/2010	***Mileage***	42,467	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45214	UBERSOX CHRYSLER, INC.			
Dealer Address	165 NORTH 4TH STREET				
Dealer City	PLATTEVILLE	***Dealer State***	WI	***Dealer Zip***	53818

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	DODGEVILLE WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer states got recall letter
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states left tie rod broke
Corporate - Reimbursement - Default - Default - Default	recall

Briefly summarize why the customer is contacting Chrysler: customer states that he was in a parking lot 2 weeks ago and the left tie rod broke off, customer had to have vehicle towed to the dlr and have it replaced and then a week later customer received recall letter
Briefly summarize what the customer is expecting: customer seeking reimbursement
Agent advised: Informed customer to fax in documentation of repair order, proof of purchase and fax to 1 877-768-5076 allow time to receive fax and process claim if meets the merits.
Writer will contact customer on 12/30/13 if documents have not been received.
Writer checked and documents have not been attached.
POSTMARK DATE: 123013; DATE RECEIVED: 123013
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 12/9/13
Invoice #: [redacted]
Labor $142.95
Parts $104.00
Misc. Charges $0
Tax $13.58
Total $260.53
Writer is submitting check for approval in the amount of $260.53.
****
Writer verified that address for check matches COIN.
APPROVED
CLOSED LOOP
POSTMARK DATE: 013014; DATE RECEIVED: 013014
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	02/16/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/20/2006	***Mileage***	16,800	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45196	AL DEEBY DODGE CLARKSTON, INC.			
Dealer Address	8700 DIXIE HIGHWAY				
Dealer City	CLARKSTON	***Dealer State***	MI	***Dealer Zip***	48348

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STERLING IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer was asking about his recall parts

Briefly summarize why the customer is contacting Chrysler:Customer was contracting Chrysler because he got a letter on a recall on his vehicle, the N62. Customer states that his vehicle broke on Saturday. Customer also states that his dealership is informed about the situation and the customer bought the part but the dealership said that they could not do anything until after January 6th. Agent asked customer if he wanted us to call his current dealership to see if they will do anything to pick up the vehicle and put the part in his truck. Customer states he will call us back.
Briefly summarize what the customer is expecting: Customer was expecting chrysler to try and to see what we could do with the N62 recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	08/29/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/27/2007	***Mileage***	88,010	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LAKE TAPPS WA [redacted]	***Country***	UNITED STATES

Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	Agent advises customer of Open recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeks repair for broken tie rod under warranty
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeks repair of right outer tie rod under recall

Briefly summarize why the customer is contacting Chrysler: Customer states he pulled into his work parking lot and the passenger side tie rod was broken and handing down. Customer states he heard about a tie rod recall on his vehicle and wondered if Chrysler would cover that under the recall.
Briefly summarize what the customer is expecting: Customer seeks information on the recall and whether or not his repair would be covered. Agent states the vehicle would have to be diagnosed and deemed to be due to the recall for any cost assistance from Chrysler.
Customer states if this is not due to the recall then he would have his mechanic do the work.
Agent states I will contact the dealership you would like to work with and speak with someone regarding your issues. Agent calls 425-336-0731 Spoke with service advisor Frank. Service advisor informs the recall parts are not available at this time. Agent asks if right tie rod broke would that be related to the left one. Service advisor states no.
Agent states to customer that if it is the right side broken it is not due to the left side recall, however if his mechanic deems the repair to be due to the recall he can call us back with this CAIR #. Agent states the parts for the left tie rod are not available and his patients are greatly appreciated. Once the parts are available he can get into any Chrysler dealership and have the recall completed. Agent states you have 2 open recalls J35 and N62. Customer states he will get in touch with the dealership himself to have the recalls done.
As you advised the customer the right tie rod is not related to the left tie rod recall, the customer was declined GW. Please disposition and close CAIR. Reassigning to SB1513

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	11/13/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/26/2008	***Mileage***	44,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68517	DEAN CHRYSLER DODGE JEEP INC			
Dealer Address	1305 E SHOTWELL ST				
Dealer City	BAINBRIDGE	***Dealer State***	GA	***Dealer Zip***	39817

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHATTAHOOCHEE FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in upset because he called the dealership to get on a waiting list or schedule an appointment and they were unwilling to assist.
Briefly summarize what the customer is expecting: schedule an appointment.
Writer contacted dealer 68517 and spoke to SA Kevin who was unwilling to schedule an appointment, and transferred writer to parts, parts advised that they are not aware of when the parts will be in, Writer advised customer that the letter states January 6th. Writer was transferred back to SA Kevin, writer got the customer an appointment for January 7th at 8:00 am.
Writer advised customer that he got him an appointment for 8:00am on January 7th and asked if that would be ok, if not he could switch it for him.
Customer states that would be perfect.
Reassigned to BR379 for survey bypass for recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL4	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	12/15/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	03/20/2013	***Mileage***	14,914	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68128	JAMES O'NEAL CHRYSLER PLYMOUTH	DODGE JEEP EAGLE
Dealer Address	1634 HIGHWAY 27 NORTH		
Dealer City	BREMEN	***Dealer State*** GA	***Dealer Zip*** 30110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKER FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Advised what is needed to repair the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about the N49 recall on his vehicle.
Briefly summarize what the customer is expecting: Agent advised customer that the parts are not available until 01/06/2014. Agent advised customer that even if the dealership s say they have the part, they may not be the same ones that are listed in the recall repair. Agent advised customer that the recall repair needs to have both the left and right tie rod replaced on the vehicle. Customer was unhappy with the information, and states that he feels that he should be able to order the parts at this point rather then waiting.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRHL4	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	09/13/2012	
Model Year	2012	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	10/04/2012	***Mileage***	18,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43138	ALL AMERICAN CHRY-JEEP-DODGE OF			
Dealer Address	4310 SHERWOOD WAY				
Dealer City	SAN ANGELO	***Dealer State***	TX	***Dealer Zip***	76901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAN ANGELO TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wants the recall completed

Customer calls seeking recall information. Advised the customer of incomplete recall N49 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler: Customer wants to know when the parts will become available to complete the recall.
Writer stated that the customer needs to continue working with the DLR 43138 to complete the recall and have them contact you as soon as the parts become available.
Briefly summarize what the customer is expecting: Customer wants to have recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/09/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	05/02/2005	***Mileage***	60,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	43024	BILL SPURLOCK DODGE INC			
Dealer Address	351 FOURTH AVENUE				
Dealer City	HUNTINGTON	***Dealer State***	WV	***Dealer Zip***	25701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PROCTORVILLE OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	inquiring if he needed to see a dealer for recall
Corporate - CNA Change - Default - Default - Default	removed secondary number

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to recall N62 notice he had received. Customer stated that by the sounds of the notice the part is only an issue if it had been replaced at some point. Customer stated that he has not had any problems with the vehicle nor has he had the part replaced before.
Briefly summarize what the customer is expecting:
Customer is expecting to know if he is fine or if he needs to take care of the recall.
Agent advised that based on the information given the vehicle should be fine however he should still have the vehicle inspected just as a precaution.
Customer stated that he will swing by the dealership at some time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/29/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/08/2006	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68655	COLEMAN MOTORS INC			
Dealer Address	510 ADDISON ST				
Dealer City	NEW BOSTON	***Dealer State***	TX	***Dealer Zip***	75570

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARION LA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Jarod called asking if he was to send in for reimbursement for the recall completed at an IRF if they would reimburse for the bumper and fender as well.
Briefly summarize what the customer is expecting: Custoemr wanted to have reimbursement for the repair he had done at the IRF.
Agent advised the customer only mopar parts are reimburesed and not consequenial parts. Agent advised the customer to send in the reciepts and a letter in to CAC for possible reimbursement for the parts.
Agent provided the fax number to send in the information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	06/24/2010	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	08/27/2010	***Mileage***	116,921	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	CINCINNATI OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	replaced
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	replaced ball joints
Product - Wheels and Tires - Front Wheel Bearings - Worn - Unknown	replaced bearing

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer seeking reimbursement.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for tie rod repair done at an IRF before recall notice was sent out. Agent advise the customer that he can fax in proof of repair and payment to 877-768-5076 for possible reimbursement.
Reassigned to 86Y
Writer will contact customer on 12/30/13 if documents have not been received.
Writer checked and documents have not been attached.
Writer contacted customer at [redacted]. No Answer. Unable to leave message.
Writer checked and documents have not been attached.
POSTMARK DATE: 010314; DATE RECEIVED: 010314
Writer attached documents received by fax.
Customer is seeking reimbursement under the N49 recall.
Writer reviewed submitted documents.
Repair was to replace upper/lower ball joints and wheel bearing.
Repair is not related to the N49 recall.
Reimbursement is declined.
Writer contacted customer at [redacted] Writer informed customer that the repairs are not related to the N49 recall and we are unable to reimburse.
Customer understood.
Customer states he took his vehicle to the dealer this morning and they have ordered the parts for the recall.
REIMBURSEMENT DECLINED
******CLOSED LOOP******
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 030714; DATE RECEIVED: 030714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/04/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/09/2010	***Mileage***	75,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45214	UBERSOX CHRYSLER, INC.			
Dealer Address	165 NORTH 4TH STREET				
Dealer City	PLATTEVILLE	***Dealer State***	WI	***Dealer Zip***	53818

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	BELMONT WI[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking information on recall N49
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement
Corporate - CNA Change - Default - Default - Default	Updated customers information
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on the recall N49, and possible reimbursement. Agent advised customer that he would have to send in documentation for possible reimbursement. Agent gave customer fax number 877-768-5076 as per answer connect id 18891.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Reassigned to 86Y.
POSTMARK DATE: 122313; DATE RECEIVED: 122313
Writer attached documents received by fax. Writer will reassign to 86Y as per process.
Agent will follow up with IRF to confirm that the Invoice is Paid 12/27/13.
Called Customer/IRF at [redacted]. Unable to leave a message.
Next Agent - Please advise that we need a proof of Payment to be able to process the reimbursement.
Called Customer/IRF at [redacted]. Unable to leave a message.
--- Due to the fact that it was the company that completed their own repairs, Part invoice are needed as well as proof of [redacted] 608-[redacted]: Agent called and spoke to Ryan. Agent stated since the repair was completed at the same location she will need to have an invoice showing the parts were purchased (regardless if they were mopar) and as well as a paid invoice or proof of payment for the invoice. Ryan stated he will fax over that information.
-- note that the date of the part invoice needs to be same or prior to repair date.
Waiting for Documentation.
CUSTOMER CONTACT/ IRF CONTACT [redacted]. Spoke with Ryan. Ryan advised that he is waiting for a copy of the invoice. Agent advised that he will review the File further when the Documents arrive. Ryan states that they cannot find the original so they are getting a copy from the supplier.

Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LX39CX	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	01/13/2006	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/04/2006	***Mileage***	250,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43652	ORANGE PARK DODGE			
Dealer Address	7233 BLANDING BOULEVARD				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32244

Owner	MAY, DAVID	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	JACKSONVILLE FL [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

****** Below Customer Contacted for Documentation Request ******
c[redacted] on 2013-12-23 @ 11:14
Briefly summarize why the customer is contacting Chrysler: Customer called because he had received a recall letter for the tie rod assembly. Customer stated that he had the tie rod replaced last year because it had broke and he had almost gotten into an accident. Customer stated that he would like to be reimbursed for the repair. Customer wanted to know if he had to have the recall completed again.
Briefly summarize what the customer is expecting: Agent advisesd customer that he can send in the documentation for the previous repair and it can be reviewed for reimbursement. Agent advised customer that he needs to at least take the vehicle to the dealership and have them inspect the tie rods and the dealership can decide if they need to be replaced. Agent called dealer 43652 and trasnferred customer to SA Clauid.
Reassign to 86Y

Writer notes that the customer is going to submit their documents to reflect their repair to the Tie-Rod, the component covered within the N62 recall.

As per ACDoc#24057 the following information applies:
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Writer also notes that the customer has the recall: H46 on their vehicle and it shows to be completed within our system.
As per GWA, claim[redacted], the Palm Dealership performed the inspection only on the H46 recall component on 06/15/2010 @ 126,829 miles in the amount of $5.00.

With this information, at that time, it was deemed that the components did not need to be replaced.

Writer also notes that the customer s currently show 3 new & 1 used as per Web COIN. This vehicle shows a WCC of 336, with no MVP and the current mileage of 250,000.
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted] This is Michelle, your Case Manager assigned to your request for reimbursement for the repairs to the tie-rod component on your 2006 Ram 3500. I was just following up with you to ensure that you are able to submit your repair invoices for review and you may fax the information to me at 877-768-5076 or I will supply you with an email link, in which you can scan, upload and attach your information to. Should you require further assistance, please contact me directly at 855-675-9291, EXT 4718097 or respond to this email correspondence. I will follow up with you again, within 7 business days for your submission.
Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-24 @ 11:20

Writer will follow up with the customer regarding their document submission within the appropriate time frame: Dec. 30th to ensure that they are sending their information to us for review.
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted] This is Michelle, your case manager and I am just following up with you in regards to the documents that you were going to submit for possible reimbursement consideration. You may fax the information to me at 877-768-5076, using your case number of [redacted] as the attention line at your convenience. The email link that was provided to you is only valid for 2 more days, so at this time, I wanted to advise you that should I not receive your information within those 2 business days, your case will be temporarily closed. However, as soon as you have a chance to submit the information to us, your case will be reopened and revisited. Should you have any other questions in the meantime, please feel free to contact me directly at 855-675-9291, EXT 4718097, or you may respond to this email correspondence. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update

Writer received a message from the customer, [redacted] @ 2:20pm in reference to the information submitted. She stated that she emailed the information, to no avail, so she also faxed the information requested to writer and was just letting writer know that the information should be arriving.

Writer received a message from the customer, [redacted] @ 3:17pm requesting a return call at [redacted].

Writer contacted the customer at [redacted] at 3:50pm and spoke with [redacted]. Writer advised him that I was returning the message left by him and his wife in regards to the faxed information requested and inquired if he needed further assistance. He stated that he was just making sure that we received his message regarding the information submitted. Writer advised him that once the information is received, writer will follow up with him and he thanked writer for the follow up contact.
POSTMARK DATE: 123113; DATE RECEIVED: 123113

Writer received a message from the customer, [redacted] @ 10:42am stating that he was just ensuring that we received his faxed information and requested a return call at [redacted] once the information has been reviewed.

Writer contacted the customer at [redacted] at 2:45 pm and reached his VM. Writer left a detailed message advising him that his information has

been received and reviewed, however, writer would like to further discuss the recall parameters with him and requested a return call. Writer provided all contact information with hours of availability for the return call.

Writer received 2 messages from the customer @ 3:40 pm & 3:50pm returning writer s message and requested a return call at 4[redacted]

CORRECTION: THE CUSTOMERS CONTACT NUMBER ON LINE 112 IS INCORRECT. PLEASE OMIT.

Writer received another message from [redacted] @ 4:23pm requesting a return call at [redacted]

Writer contacted [redacted] at [redacted] at 4:30pm and spoke with Mr. [redacted] Writer advised him that his repair documents have been thoroughly reviewed and unfortunately, the repair completed does not fall within the recall: N62 parameters. Writer explained the recall to him stating that the recall is for Mopar replacement parts, and hopefully they do not fail, but if they do, they would be covered under this recall for the customer. He inquired if he should be bringing the vehicle to the dealership to have the components inspected and writer strongly suggested this to be done, to ensure that the components installed are good Mopar replacement parts. [redacted] was very understanding and patient with writer s explanation and thanked writer for the follow up correspondence.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

CLOSED LOOP UPDATE - customer contacted today.
POSTMARK DATE: 013114; DATE RECEIVED: 013114
POSTMARK DATE: 030414; DATE RECEIVED: 030414
POSTMARK DATE: 040714; DATE RECEIVED: 040714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L3	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/12/2009	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	05/25/2009	***Mileage***	41,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54433	ROBERT H HINCKLEY INC			
Dealer Address	2810 WASHINGTON BLVD				
Dealer City	OGDEN	***Dealer State***	UT	***Dealer Zip***	84401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROY UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking recall completed
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice in the mail. Customer states he is going to haul a large load and be gone for a month. Customer states he would like the recall completed before he leaves. Customer states the DLR told him the parts would not be in until January 6, 2014.
Briefly summarize what the customer is expecting: Customer seeking recall completed.
Agent confirmed and updated customer information.
Agent advised customer that he would have to continue working with his DLR.
Agent contacted DLR code 60476 to inquire about parts.
SA Gillard states they are getting a date of February 10, 2014.
Agent advised customer to have the vehicle checked out before going on his trip.
Customer was happy with that.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5CLX C[redacted]	***Open Date***	12/23/2013	***Built Date***	09/13/2011		
Model Year	2012	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	06/08/2012	***Mileage***	25,800	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63509	BERGERON CHRYSLER-JEEP			
Dealer Address	3525 VETERANS MEMORIAL BLVD				
Dealer City	METAIRIE	***Dealer State***	LA	***Dealer Zip***	70010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAFAYETTE LA [redacted]	***Country***	UNITED STATES

Recall - N40: REPROGRAM POWERTRAIN CONTROL MODULE -	Customer is having recall completed
Recall - N49: LEFT TIE ROD - Information Request	Wanted to when the parts would be avaliable

Customer calls seeking recall information. Advised the customer of incomplete recall N49, N40 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler: Customer states that they were told by the DLR that the parts would need to be order by Chrysler and that the customer would need to call Chrysler to get the parts. Writer stated that at this time the parts are not available and that the customer would need to work with the DLR in order to get the recall completed.
Briefly summarize what the customer is expecting: Customer wants to have the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG4EL2	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	12/05/2009	
Model Year	2010	***Body***	DC3L64	DODGE RAM 3500 REG CHASSIS CAB 4X2			
In Service Dt	07/01/2010	***Mileage***	69,879	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORTALES NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking parts
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called upset stating that he just got a letter in the mail for a recall for one of their ambulances. Customer stated that he called the dealership and they are telling him that they can t get the parts. Agent stated she was not aware that there was an issue with getting the parts.
Briefly summarize what the customer is expecting: Customer seeking parts for recall.
DEALERSHIP CONTACT: Agent called the dealership and spoke to the Parts manager Mark who stated that he attempted to order the parts and it came back with a code and stated will re-enter March of 2014. Mark stated he is not sure what is going on.
-
agent advised the customer that she is going to send this off to see if she can get more information. Customer seemed frustrated. Agent stated she will call him back.
Customer contact [redacted].
Briefly summarize why the customer is contacting Chrysler:
Customer stated that the steering can go out without warning, because it is an ambulance vehicle.
The part is not available until January 6 2014, customer feels like this is unacceptable. He is glad that the recall has been found.
Agent stated that I can contact the BIG VALLEY AUTOMOTIVE, INC to make sure the ambulance is on the list.
Agent contacted BIG VALLEY AUTOMOTIVE, INC and spoke with Bruce SA to double check that he is the FIRST on line because of the situation that is an ambulance vehicle.
Briefly summarize what the customer is expecting:
Call to dealership to double check he is FIRST in priority for the N46 recall of the LEFT TIE ROD repair.
Waiting on Corporate decision/action
Reassign to JK671-No repair.
by pass added.
[redacted] states that he has been told by the dealership that parts to complete recall will not be available until April. Customer states that the vehicle is an ambulance and is one of four owned by the company. Customer states that he has taken the vehicle off the road therefore the company is now short one vehicle. Customer states that he is number one of the list at the dealership. Customer states that he will contact NHTSA as stated on the bottom of the letter. Customer states that he will also contact an attorney in regards to this issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	11/24/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/06/2010	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MODESTO CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall open on vehicle

Briefly summarize why the customer is contacting Chrysler: no parts for the recall on the truck.
Briefly summarize what the customer is expecting: going to be traveling over the holidays with my camper on the truck.
Agent called Turlock Chrysler Dodge Jeep Ram and spoke with Stephanie and she stated no parts released at this time
Customer states that is disconcerning because of traveling over holidays and the risk of the tie rod end breaking.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL1	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	08/26/2011	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/21/2011	***Mileage***	37,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	KITTY HAWK NC [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted dealer to see if they could inspect tie rod.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Recall - Default - Default - Default	No parts until January 6th, 2014.

Briefly summarize why the customer is contacting Chrysler: Customer states that he tried to have the N49 recall completed at HUNTER DODGE CHRYSLER JEEP but they advised him that the parts are not available until 01/06/2014. Customer states that he is currently traveling from trailer park to trailer park and is pulling an 18,000 pound 5th wheel. Customer states that he would like a dealer to inspect the tie rod because he is about to travel another 200 miles.
Briefly summarize what the customer is expecting: Customer is seeking a Chrysler dealership to inspect the tie rod on his vehicle to make sure that it is ok to travel.
Agent contacted HUNTER DODGE CHRYSLER JEEP and spoke to SA Tina. Tina advised the agent that they have no openings until next week but if the customer can leave his vehicle with them all day they can try to fit it in but cannot guarantee that they can. Agent advised the customer of this and the customer has no other vehicle to get around with. Agent advised the customer that there is a dealer in Valencia, CA they may be able to get him in. Customer states that he will pull up the ramtrucks.com website and look up a dealership and contact them himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	11/24/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/30/2007	***Mileage***	70,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42243	DAYTONA DODGE CHRYSLER			
Dealer Address	1450 NORTH TOMOKA FARMS ROAD				
Dealer City	DAYTONA BEACH	***Dealer State***	FL	***Dealer Zip***	32114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PONCE INLET FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer seeking to get recall complete

Briefly summarize why the customer is contacting Chrysler: Customer he got a recall notice. Customer states he contacted the dealership they stated they couldn t do anything until April. Customer states he doesn t feel comfortable driving the vehicle with the recall on it.
Briefly summarize what the customer is expecting: customer seeking to get the vehicle serviced.
Agent advised customer that we could try to contact a different dealership to see about getting that complete for him. Agent offered to call over to a dealership. Customer declined would call himself. Agent provided customer with two different dealerships 68888 NEW SMYRNA CHRYSLER JEEP DODGE 3864241300 and 68200 HURLEY CHRYSLER JEEP DODGE (386) 736-3000

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/05/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/24/2004	***Mileage***	77,100	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	23504	VASKO DODGE			
Dealer Address	3644 WASHINGTON RD				
Dealer City	MCMURRAY	***Dealer State***	PA	***Dealer Zip***	15317

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EIGHTY FOUR PA [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer is seeking information on his repair of the steering linkage
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information
Product - Transmission / Transaxle - Gear Selector / Linkage - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to inquire about recall codes 99306, 69406, 79900. Customer states that he went to the dealer to replace the front steering linkage, damper, pitman arm. Customer is seeking information to see if the parts he replaced were related to any recalls. The customer had recently taken his vehicle to the dealership and it did not pass inspection.
Briefly summarize what the customer is expecting:Customer is seeking clarification if a recall effects his vehicle. Agent advised the customer of the N62 recall on his vehicle and that the letters to the recall were sent on December 16, 2013. Agent advised customer of the recall process. Customer understood. Customer was satisfied with response.
Customer calling seeking recall information. Customer stated four days before recall N62 was issued, he brought his vehicle to DLR for an inspection. Customer stated DLR advised him that they would need to replace the tie rod. Customer stated he would like to find out if he could get reimbursement for the repair he paid for regarding the recall. Agent advised customer that he could mail his original receipt and proof of payment to the address listed on the recall notice. Customer stated he never received the notice. Agent provided customer with the address: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007. Agent advised customer that once we received and reviewed his documents to allow 60 days for his reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	01/30/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/30/2007	***Mileage***	52,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26777	BOB ALLEN CHRYSLER-DODGE-JEEP OF	FRANKFORT, INC.		
Dealer Address	925 VERSAILLES RD				
Dealer City	FRANKFORT	***Dealer State***	KY	***Dealer Zip***	40601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FRANKFORT KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	No repair.
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Brian states that he received the recall letter N62 LEFT OUTER TIE ROD ASSEMBLY. Brian states that he called the dealership and was told that the parts would not be in until February 2014. Brian states the letter states January 6, 2014 to make an appointment. Brian state he just had new tires put on and he was advised that the tie rods are loose and would need to be replaced soon. Brian states he is not driving the truck right now and it sits in his garage.
Briefly summarize what the customer is expecting: Recall N62 LEFT OUTER TIE ROD ASSEMBLY
Agent offered several times to call the dealership and make an appointment to have the tie rods inspected, or at least an appointment for January. Brian states he will wait until it gets closer to January 6 to make the appointment. Brian states that he needs to make sure that his truck does not sit out in the lot as he keeps tools in his truck.
Agent advised Brian that the documentation that agent has access to does not stipulate that the parts is not available, just that the letters have been mailed to the customer as of the week of 12-16-2013.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C7	6J[redacted]	***Open Date***	12/23/2013	***Built Date***	09/16/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/26/2006	***Mileage***	180,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	65015	BRANHAVEN CHRYSLER JEEP DODGE			
Dealer Address	348 WEST MAIN ST				
Dealer City	BRANFORD	***Dealer State***	CT	***Dealer Zip***	06405

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WOODBRIDGE CT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting if there is a recall on his vehicle.
Corporate - CNA Change - Default - Default - Default	Updated customer contact information

Briefly summarize why the customer is contacting Chrysler: Customer states that he needs to have the Left Outer Tie Rod repaired on his vehicle. Customer states that his vehicle is currently at an IRF and he called the Ram Dealership in his area who advised to contact Chrysler because there is a recall on his vehicle. Writer advised customer that if repairs have not yet been completed he should have it towed to a dealership in his area and if the repairs are caused by the recall that repair would be at no charge to the customer. Writer advised that however if repairs have already been completed at the IRF he can send in documentation for consideration of reimbursement. Customer advised he will try to have it towed to the closest dealership. No further assistance was necessary.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLXAG[redacted]		***Open Date***	12/23/2013	***Built Date***	06/23/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	09/26/2010	***Mileage***	32,500	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted] L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CANYON COUNTRY CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer requesting method of obtaining immediate recall parts
Corporate - CNA Change - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer requesting method of obtaining immediate recall parts.
Briefly summarize what the customer is expecting: Customer expecting Customer Care to aid in obtaining recall repair quickly.
Writer contacted SM at HUNTER DODGE CHRYSLER JEEP 661-948-8411 and asked for customer to be placed on a waiting list. SM indicated that they were not in a position to initiate list until first recall part is received.
Informed Customer that if he would call back to CAC after the date indicated on the N49 letter, that we would assist in placing him of the DLR waiting list at that time. Customer agreed.
NEXT AGENT: Customer may be expecting a recall remedy before the end of Jan 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39CX	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	12/21/2005	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	02/18/2006	***Mileage***	87,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43389	EARNHARDT'S GILBERT DODGE INC			
Dealer Address	1301 NORTH ARIZONA AVENUE				
Dealer City	GILBERT	***Dealer State***	AZ	***Dealer Zip***	85233

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MESA AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer wanted information about recall N62

Briefly summarize why the customer is contacting Chrysler: Customer called in requesting general information about recall N62 left outer tie rod assembly. Agent offered to call dealership, customer said he would schedule appointment so that he would know for sure if parts were in before bring in his vehicle.
Briefly summarize what the customer is expecting: Customer was just seeking reassurance that the parts would be in as soon as possible, so he could schedule an appointmnet.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T0	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	04/24/2009	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	07/25/2009	***Mileage***	46,941	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67999	HATCH MOTOR COMPANY			
Dealer Address	260 WEST DEUCE OF CLUBS				
Dealer City	SHOWLOW	***Dealer State***	AZ	***Dealer Zip***	85901

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SALIDA CO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer already had recall repaired
Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because they received a letter in the mail for the N49. Customer already had the repair done before the letter was issued and paid for it. Customer wants to be reimbursed
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for a broken left tie rod that the customer had repaired and paid for. Agent advised customer of AC#17420 and advised her it will be for review.
POSTMARK DATE: 122313; DATE RECEIVED: 010314
Documents attached for review.
RECALL N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Receipt included with Invoice
Date of Repair: 11/29/13
Invoice #:[redacted]
Labor $Nil
Parts $Nil
Misc. Charges $100.00 (deductible)
Tax $Nil
Total $100.00
Writer is submitting check for approval in the amount of $100.00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28CX	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	02/28/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/15/2003	***Mileage***	49,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-		JEEP LLC	
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAMPA ID[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Tim called in as he received a recall letter for the N26 LEFT OUTER TIE ROD ASSEMBLY
Briefly summarize what the customer is expecting: N26 LEFT OUTER TIE ROD ASSEMBLY
Agent advised Tim that he needs to contact the dealership as of January 6, 2014 to set up a time for inspection for the recall, as agent cannot tell what parts he has in his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/05/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	12/27/2008	***Mileage***	52,300	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TUCSON AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer inquiring about recall letter

Briefly summarize why the customer is contacting Chrysler: customer states that he has gotten a letter for a recall and contacted the dlr LARRY H MILLER CHRYSLER JEEP and they informed customer don t have parts at this time customer is concerns for what may happen while driving
Briefly summarize what the customer is expecting: customer seeking updates
Agent advised: AS per the letter the parts will be available after January 6th 2013, agent transferred customer to the dlr to book an appointment to have an inspection completed and order parts accordingly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L6	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	04/20/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/31/2009	***Mileage***	115,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	GRANTS PASS OR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	reallignment not covered
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recal
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I received a 'safety recall' notice for my truck vin 9G[redacted] wanting to replace the left tie rid end due to possibly fracturing. Yet with replacing this part you will not re-aligh the vehicle. That is not even right of ethical! You replace a key steering component, yet won t verify that the steering is correct & true before you send me in my way, because you had to replace parts that were unsafe in the first place. Ya gotta love hiw you are looking out for your customers!
*****End of Customer E-mail*****
Dear Daniel,
Thank you for contacting the Ram Assistance Center.
Our records show that you have contacted us by telephone on December 23rd and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
We thank you for your recent email, although it does not contain any information that would cause a change in the previous decision.
After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.
Any future communication related to this issue will be retained in corporate records.
Thanks again for your email.
Sincerely,
Hind
*****End of CAC Response*****
Reassign to JB1662 for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4EL1	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	05/12/2011	
Model Year	2011	***Body***	DD8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	06/27/2011	***Mileage***	39,909	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking to have recall completed.

Briefly summarize why the customer is contacting Chrysler: Customer seeking to have recall completed.
Briefly summarize what the customer is expecting: Customer seeking to make an appointment to have the recall completed on the vehicle.
Agent contacted HADDAD DODGE and customer is not able to make an appointment to have this recall completed until after January 6th 2014.
Agent provided information to customer and advised she can contact us back or contact the dealership to make an appointment to have the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/30/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/28/2008	***Mileage***	110,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68939	LITHIA CHRYLER JEEP DODGE OF	POCATELLO		
Dealer Address	2929 POLE LINE RD				
Dealer City	POCATELLO	***Dealer State***	ID	***Dealer Zip***	83201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FORT HALL ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer states the tie rod repair was already made
Corporate - CNA Change - Default - Default - Default	update customer phone number and email

Briefly summarize why the customer is contacting Chrysler: Customer states he has received the recall notification for the tie rods. Customer states he had to have a tie rod repair done about two weeks ago when his son was driving the vehicle and was in an accident due to the broken tie rod. Customer states the repair was $697 and feels he should not be responsible for the repair if it was due to a recall
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement
Agent advised customer we can make no guarantees but can provide the information on how to submit for reimbursement
Agent advised customer of the documentation required based on AC ID 17420
Customer understood and thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT2	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	11/03/2010
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB		
In Service Dt	12/04/2010	***Mileage***	64,700	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.			
Dealer Address	21027 I H 45				
Dealer City	SPRING	***Dealer State***	TX	***Dealer Zip***	77388

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall inquiry.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called stating he received a recall letter for the N49.
Customer stated his letter advises him to wait until January 6th before calling to book an appointment and just wanted to know what he needs to do.
Briefly summarize what the customer is expecting:
Agent advised that Chrysler will cover the cost of parts and repairs and advised he follow the instructions outlined in his letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU46C1	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	08/21/2003	
Model Year	2004	***Body***	DR8H62	DODGE RAM 3500 REG. CAB PICKUP			
In Service Dt	09/13/2003	***Mileage***	237,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	68711	ED CORLEY CHRYSLER			
Dealer Address	605 E SANTA FE AVE				
Dealer City	GRANTS	***Dealer State***	NM	***Dealer Zip***	87020

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILAN NM [redacted]	***Country***	UNITED STATES

Product - Engine - Pistons / Rods / Bearings - Defective - Default	Customer has replaced tie rods before
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about recall on vehicle
Recall - H46: STEERING LINKAGE - Information Request	Customer inquiring about recall on vehicles

Briefly summarize what the customer is expecting: Customer is inquiring about recalls on vehicle. Customer states that he has had problems with the tie rods before and has replaced them with NAPA parts because it is too far to take to dealership. Agent advised that tie rods were very important and needed to be taken to nearest DLR to have the recall completed. Customer was not happy about travelling but asked agent for DLR phone numbers. Agent provided numbers for Melloy Dodge 866 963-5569 as well as Larry H. Miller Chrysler Jeep Dodge 888 824 6606. Customer advised agent he would be in contact with DLR s himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL2	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/27/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	05/18/2012	***Mileage***	18,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60206	LAMPE DODGE CHRYSLER JEEP OF	TULARE		
Dealer Address	1950 S BLACKSTONE ST				
Dealer City	TULARE	***Dealer State***	CA	***Dealer Zip***	93274

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LINDSAY CA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer stated they received a recall notice. Customer seeking to schedule appointment for repair.
-
Briefly summarize what the customer is expecting: Customer seeking recall fulfillment.
-
Agent advised the customer of incomplete recall N49Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer starting January 6, 2014 to schedule a service appointment to complete recall repair. Agent offered to contact the dealership for customer. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRNLX	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	11/05/2012	
Model Year	2012	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	11/21/2012	***Mileage***	8,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93726

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	VISALIA CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because he had received a recall notice on his vehicle. Customer stated that he had read on the letter that he can contact the dealership on Jan. 6 2014 to have the recall completed. Customer stated that he would like to know why he has to wait to get the recall completed when the recall noticed says that he could be in a crash.
Briefly summarize what the customer is expecting: Agent advised customer that the release date for the parts is at the beginning of the year and that is why he can not have the recall completed at this time. Agent advised customer that he can contact the dealership and see if there is anything that they can do for him. Customer stated that he is going to contact legal representation
Briefly summarize why the customer is contacting Chrysler:
Customer very irate that the part is not available for the N49 recall and has been told this from Chrysler and his dealership.
Customer states that he has a trip planned and demanded that the part be available. Agent understood his frustration, and customer stated that he wished he did not look at his mail today because he is extremely worried about getting in a crash over the holidays. Customer requested a tow to the nearest dealership.
Agent tried to help customer understand that that Chrysler cannot make the recall part available today. Agent did state that a supervisor is empowered with the same information regarding the N49 recall.
Agent did say supervisor is empowered with the same information that the part is not in until January 6 2014.
Briefly summarize what the customer is expecting:
Supervisor call back regarding having to wait until January 6 2014 for the N49 recall.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Part not available for the N49 until January 6 2014
CAIR assigned to: (Supervisor NIC)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*****Supervisor*****

Supervisor contacted the customer who is very angry that we are not doing the recall until after Jan.6,2014. Customer states he will be contacting his attorney.
Reassigning to MH1402 to close

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/06/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/27/2008	***Mileage***	129,126	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP			
Dealer Address	3200 EAST MAIN STREET				
Dealer City	FARMINGTON	***Dealer State***	NM	***Dealer Zip***	87402

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GALLUP NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Informational
Corporate - Reimbursement - Default - Default - Default	Reimbursement Request
Product - Suspension - Tie Rods / Drag Link - Other - Front	replace inner tie rod

Briefly summarize why the customer is contacting Chrysler:Customer calling for Reimbursement Process.
Briefly summarize what the customer is expecting:Customer seeking assistance in sending in for reimbursement for a repair on tie rods that was competed and customer paid cash for. N49 is recall referring to.
Agent advised address and included information to process request.Answer ID 17420
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in:Shawna Skeets
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Agent is reviewing file
Agent has reviewed file and will reimburse customer
RECALL N49 Tie Rod End
****

Customer submitted request for reimbursement for recall N49 Tie Rod End
Recall applies to customer s vehicle:2008 DODGE RAM 3500 SLT QUAD CAB 4X4
Customer s proof of payment is: Mastercard [redacted]
Date of Repair:12/21/2013
Invoice #: 34453
Labor $0.00
Parts $123.70
Misc. Charges $0.00
Tax $8.82
Total $132.52
Writer is submitting check for approval in the amount of $132.52
****

Agent contacted the customer @ [redacted] @ 11:04 and informed customer that she still needs to take the vehicle to a certified CJD dealer and have the N49 recall inspected and repaired if necessary.

APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D5	6J[redacted]	***Open Date***	12/23/2013	***Built Date***	09/08/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/11/2006	***Mileage***	94,613	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE		
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	***Dealer State***	NM	***Dealer Zip***	87507

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PECOS NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states he paid out of pocket for this repair
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has had trouble with his steering linkage for a few years now. Customer states he had repaired using mopar parts at an IRF three years ago in the amount of approximately $1200.00-$1500.00. Customer states he started having trouble again 3-4 months ago. Customer states he purchased mopar parts package from DLR code 60167 but then had an IRF repair his vehicle. Customer states the second repair was $1068.00.Agent contacted Dominick to verify if an inspection was done. Dominick said no.
-
Agent advised customer that his vehicle would need to be inspected to be sure the repair done was due to recall and if so that it has been completed properly with the proper parts. Agent advised once the vehicle has been inspected by a certified dealership we would be happy too look into a possible refund. Agent advised no guarantees. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Reassigning to TL as vehicle must be diagnosed to be sure recall has been completed properly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D3	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/30/2007	
Model Year	2007	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	04/29/2007	***Mileage***	90,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44481	ED CORLEY DODGE			
Dealer Address	1000 HIGHWAY 491				
Dealer City	GALLUP	***Dealer State***	NM	***Dealer Zip***	87301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILAN NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about N46 recall
Recall - H46: STEERING LINKAGE - Information Request	Customer inquiring about recall H46

Briefly summarize why the customer is contacting Chrysler: Custome ris inquiring about both N620 and H46
Briefly summarize what the customer is expecting: Customer is expecting information on both recalls. Agent issued DLR Larry H. Miller 8888246606 and DLR Melloy 8669635569 as requested by customer. Customer will call on own time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	01/11/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	04/15/2005	***Mileage***	104,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	43664	KINGS DODGE CHRYSLER JEEP			
Dealer Address	4486 KINGSWATER DRIVE				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45249

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LOVELAND OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	advised of recall information for n62
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he has a recall letter for the N62 LEFT OUTER TIE ROD ASSEMBLY . Customer is stating that he still has the original steering linkage in his vehicle . Agent researched information and advised customer that if he is not having any issues then to disregard the letter unless he starts having issues then to contact chrysler back and we will then look into the recall further .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .
Reassigned for bypass no recall repair .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL4	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/23/2011	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	08/18/2011	***Mileage***	60,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	44530	DIEHL CHRYSLER JEEP DODGE			
Dealer Address	258 PITTSBURGH RD				
Dealer City	BUTLER	***Dealer State***	PA	***Dealer Zip***	16002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUMA LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Left Tie Rod

Briefly summarize why the customer is contacting Chrysler:
Customer called because he just received a recall notice.
Briefly summarize what the customer is expecting:
The customer is expecting to be reimbursed for his previous repairs on his tie rods before the recall was issued for his vehicle as well as have the current recall repair completed.
Agent advised customer to mail his request to our reimbursement team and attempted to contact Solomon dealership for an appointment and was unsuccessful advised customer to contact dealership and have vehicle inspected for the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	06/02/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/03/2011	***Mileage***	22,586	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	49983	MAROONE DODGE % CARTEMPS			
Dealer Address	8600 PINES BOULEVARD				
Dealer City	PEMBROKE PINES	***Dealer State***	FL	***Dealer Zip***	33024

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TAMPA FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall information. Customer states he received a letter advising him of the recall. Customer states the letter advised him to wait until January 6th, 2014 to call the dealership to book an appointment. Agent advised the customer he would need to wait until January 6th, 2014 to have the recall repair completed.
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C9	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	02/10/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/26/2004	***Mileage***	259,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60310	SUNBELT CHRYSLER JEEP DODGE OF	LIVE OAK INC.
Dealer Address	1307 HOWARD ST W		
Dealer City	LIVE OAK	***Dealer State***	FL
Dealer Zip	32064		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]3	***Home Phone***	[redacted]
	PERRY FL [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer replaced steering linkage.
Recall - H46: STEERING LINKAGE - Reimbursement	Customer seeking reimbursement for out of pocket repair.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for out of pocket repair.
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	Tie rod ends worn and were replaced.

Briefly summarize why the customer is contacting Chrysler: Customer states in March of 2013 he completed work for a tierod ends and steering linkage. Customer states he did the labor himself and bought the parts at o riley auto parts. Customer states he only got the letter about the tie rod end and was not aware he had one for the steering linkage.
Briefly summarize what the customer is expecting: reimbursement for steering linkeage and tie rod end recall repairs that the completed in 03/2013.
Writer advised cutomer of the recalls.
Customer advised customer he would need to submitt the claim for reimbursement review as per the recall letter If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days and ac 17420.
Writer advised customer his own labour would not normally be reimbursed nor items that are not Mopar parts but customer states he was not aware of the recalls and only just received a recall for the tire rod end.
Customer also stated he lives about an hour from any authorized DLR.
Customer will mail in is documentation for review.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/04/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/06/2005	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43531	POWER CHRYSLER JEEP DODGE			
Dealer Address	16406 N 26TH AVENUE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85023

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHOENIX AZ [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added primary phone number.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of completed recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice but has some questions in regards to the recall. Customer states that it only applies to vehicles that had Mopar service parts steering linkage replaced but he believes that this has never been replaced on his vehicle.
Briefly summarize what the customer is expecting: Customer is seeking N62 recall information.
Agent advised the customer that the recall does apply to his vehicle and advised the customer that he had a previous recall for the steering linkage completed on this vehicle. Agent advised the customer that we do recommend getting this recall completed on his vehicle. Customer understood and will schedule an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5FL7	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	01/09/2012	
Model Year	2012	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	04/28/2012	***Mileage***	17,330	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67962	POTAMKIN'S PLANET DODGE			
Dealer Address	9975 N W 12TH STREET				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33172

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIAMI FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking recall repair

Briefly summarize why the customer is contacting Chrysler: Customer states she has two recalls on the vehicle. Customer states the N40 is due to the dealer on Friday when an oil change is being completed. Customer states she would like to have the N49 recall completed at the same time but the letter states it could begin as late as Jan 6, 2014. Customer states they need to take the vehicle over the holidays and are concerned driving it.
Briefly summarize what the customer is expecting: Customer seeking recall repair for the N49 (Left tie rod)
Agent contacted 67962 Dealer Name : PLANET DODGE CHRYSLER JEEP Dealer Phone : 305-470-8000 and spoke with Dave SA
Dave SA states that he needs to check on the parts availability
Dave SA states that the N49 recall can be done Friday as well for the customer
Agent advised customer of the information from the dealership
Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/03/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/09/2010	***Mileage***	85,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	CANAAN CT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT TIE ROD
Corporate - Reimbursement - Default - Default - Default	recall
Corporate - Consequential Expenses - Default - Default - Default	towing/tire/alignment

Briefly summarize why the customer is contacting Chrysler: Customer stated he had his left tire rod replaced. Customer stated he received a letter for recall N49 and that he had already been declined for parts reimbursement; however the letter states that he could apply for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the recall N49. Agent advised customer that he could send in his original repair order and proof of payment for reimbursement consideration. Agent provided customer with address: Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8004. Agent updated COIN.
Writer has found that documents are attached to CAIR #: [redacted]
Writer contacted customer at [redacted]. Writer informed customer that we have his repair order & proof of payment. Customer states he also has a part invoice from the dealership because the tie rod damaged one of the tires and he had to purchase a new one.
Customer states the dealership gave him a copy of the part invoice today but it has today s date on it. Customer states that dealership told him if it was a problem that Chrysler could call them.
Writer provided contact information. Customer will fax part invoice.
POSTMARK DATE: 122413; DATE RECEIVED: 122413
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 8/9/13
Customer s proof of payment is: check #5489
Invoice #: 164214
Labor $307.00
Parts $68.07
Misc. Charges $0
Tax $23.82
Total $398.89
****

Date of Repair: 12/23/13 (date dealer printed invoice)
Customer s proof of payment is: paid stamp
Invoice #: 125000
Labor $0

Parts $366.00
Misc. Charges $0
Tax $23.24
Total $389.24
****

Combined Total $788.13
Writer is submitting check for approval in the amount of $788.13.
****

Writer contacted dealer at 860-824-5174. Writer spoke with SA John who stated the invoice was for the purchase of a wheel and it was purchased in August 2013.
Writer verified that address for check matches address on submitted documents.
POSTMARK DATE: 012414; DATE RECEIVED: 012414
POSTMARK DATE: 022514; DATE RECEIVED: 022514
POSTMARK DATE: 033114; DATE RECEIVED: 033114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3DL6	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	05/23/2012	
Model Year	2012	***Body***	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	06/04/2012	***Mileage***	25,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43245	SCHMIT BROS DODGE INC			
Dealer Address	905 E GREEN BAY ROAD				
Dealer City	SAUKVILLE	***Dealer State***	WI	***Dealer Zip***	53080

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAUKVILLE WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	information
Corporate - CNA Change - Default - Default - Default	updated phone number

Customer calls seeking recall information. Advised the customer of incomplete recall recall N49or this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer states that he spoke to a dealership about the recall and was advised not to drive the vehicle.
Agent stated that Chrysler has had no known issue and is not tech. trained to advised customer if he should drive the vehicle. Agent stated to customer that he could contact NHTSA for more information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	05/24/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	08/16/2010	***Mileage***	37,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67999	HATCH MOTOR COMPANY			
Dealer Address	260 WEST DEUCE OF CLUBS				
Dealer City	SHOWLOW	***Dealer State***	AZ	***Dealer Zip***	85901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RESERVE NM[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer wants to know if he will be rebursed full

Briefly summarize why the customer is contacting Chrysler: Customer called to see if he would be reinbursed money for fuel as he has to drive about two hours to get to his dealer to get this recall N49 done.
Briefly summarize what the customer is expecting: Customer expects to be reinbursed money for fuel.
Agent: I explained we do not reimburse money for fuel to have his recall N49 done.
Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice for the N49. Customer states that he was put on waiting list for the recall. Customer states that the tire is starting to wear on the vehicle. Customer wants to have the tire replaced if the recall
Briefly summarize what the customer is expecting: Customer expects to have the recall completed.
Agent advised that the dealerships are only allowed to get 1 tie rod every 15 days and customers are being put on a waiting list. Agent advised that damages caused to the tires from the recall are not usually covered. Agent advised that if he gats into an accident because of the recall then this would be investigated.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	02/15/2010
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4		
In Service Dt	03/13/2010	***Mileage***	36,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	44618	BURDICK DODGE CHRYSLER JEEP			
Dealer Address	5885 E CIRCLE DR				
Dealer City	CICERO	***Dealer State***	NY	***Dealer Zip***	13039

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LIVERPOOL NY[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for repair completed
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for repair completed
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he has just received the recall letter for the N49 concerning the left tie rod. Customer stated that he had just had the left tie rob replaced on his vehicle due to excessive noise. Customer stated that the repair was completed at an IRF.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for the repair completed in relation to the N49 Recall. Agent advised the customer as per Answer ID 17420, the mailing address to seek reimbursement and the needed information to be included. Agent asked that the customer also included the case number on all paperwork. Agent advised the customer that this could take up to 60 days for processing.
**********OUTBOUND CALL**********
Writer received the file regarding the N49 recall. Customer was advised to submit his documentation requesting Reimbursement for the repair. Customer was provided the address to the Chrysler Customer care. Writer is waiting on documentation from customer.
Waiting on Documentation from customer.
**********OUTBOUND CALL**********
Writer placed a call to [redacted] Writer advised that in 2 business days the case will be closed and when the documents are sent in the case will be reopened. Writer left her contact information as 855-675-9291 Ext 4718290 with case number [redacted] .
**********Case Closed**********
No documents.
sendisending file to JK671 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/18/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/29/2006	***Mileage***	200,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59029	JIM MANNING DODGE CHRYSLER JEEP			
Dealer Address	194 WEST TULARE STREET				
Dealer City	DINUBA	***Dealer State***	CA	***Dealer Zip***	93618

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FRESNO CA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added primary phone number.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer had left tie rod replaced already.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.
Corporate - Dealer Information - Default - Default - Default	Repair was completed by an IRF.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that on 11/12/2013 she had the left tie rod assembly replaced as it broke while she was driving. Customer states that she had this repair completed by an IRF and would like to be reimbursed for the cost of the repair. Customer states that she is aware that the recall part is a newer version of the tie rod and will need to have that part put on as well.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the left tie rod repair.
Agent advised the customer that we can have her submit for reimbursement and advised the customer that since it was completed at an IRF we will only possibly reimburse for the part not the labor. Agent provided the customer with the address to submit for recall reimbursement and advised the customer to submit the original invoice and the proof of payment. Customer understood and will send the information in.
Assigned to 86Y.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called customer and advised her that the documents have not arrived yet. Customer states she has not had time to send the documents because of the holiday and that she will be sending them in soon. Agent advised customer the case would be closed on 01/06/2014 if the documents have not arrived by then and once the documents arrive the case will be reopened and processed as normal. Customer asked when she could have the recall completed. Agent advised customer anytime after 01/06/2014 the dealer can perform the recall.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A1	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	09/04/2007	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	11/12/2007	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60164	KENDALL CHRYSLER JEEP DODGE			
Dealer Address	1824 MAIN ST				
Dealer City	LEWISTON	***Dealer State***	ID	***Dealer Zip***	83501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	JULIAETTA ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting information on recall on her vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that she recently received the recall notice in the mail for her tie rods. Writer advised customer we would need to get the vehicle into a dealership in her area to have the recall performed. Customer advised that she has an appointment at Kendall Dodge to have the recall completed but she just wanted to know if it was safe to drive. Writer advised that the steering linkage assembly must be inspected and replaced if required. Writer advised customer that if she feels anything wrong with the vehicle do not hesitate to bring it in to a dealership close to her.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	07/04/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	09/13/2011	***Mileage***	61,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLORADO SPRINGS CO[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Poor Handling - Default	Customer states the front end vibrates and makes clunking noise
Recall - N49: LEFT TIE ROD - Information Request	Customer wants to know if this will repair the issue with the front end

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the N49 recall. Customer states that he has been at the DLR 3 or 4 times in regards to the front end vibrating and making a clunking noise when he turns.
Briefly summarize what the customer is expecting: Customer wants to know if the recall will fix the front end issue.
Agent advised the Customer that the recall is not able to be completed until after 01/06/2014. Agent advised if the Customer wants to bring the vehicle to the DLR he is more then welcome too and he can contact us when the vehicle is at the DLR and we may be able to escalate this for unresolved issue. Customer stated they will wait until he goes to the DLR for the recall. Customer thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	04/11/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	10/16/2008	***Mileage***	61,200	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER		JEEP DODGE	
Dealer Address	4175 W 3500 SOUTH				
Dealer City	WEST VALLEY CITY		***Dealer State***	UT	***Dealer Zip*** 84120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer is seeking reimbursment

Briefly summarize why the customer is contacting Chrysler:Customer is contacting Chrysler because they received a recall notice in the mail for recall #N49. Customers tie rods had broken in September 2013. Customer brought the vehicle to an IRF to be fixed. Customer is seeking reimbursement for the tie rods he replaced on the vehicle.
Briefly summarize what the customer is expecting:Customer would like to be reimbursed.
Agent advised customer that since he had taken the vehicle to an IRF that Chrysler would not be able to assist for the cost of the tie rods. Agent advised the customer of the other 2 recalls on the vehicle. Agent offered to call nearest dealership to make an appointment o have the other two recalls on the vehicle fixed. Customer agreed. Agent called Bakersfield dealership 888 699-4355 while on hold with the dealership the customer disconnected the line. Agent released the line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	08/19/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/15/2003	***Mileage***	75,869	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67512	PARKWAY CHRYSLER INC			
Dealer Address	FIFTH & OLIVE				
Dealer City	BENTON	***Dealer State***	KY	***Dealer Zip***	42025

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HAMPTON KY [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised owner of H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall notice

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for assistance as he received a recall notice for the N62.
Briefly summarize what the customer is expecting: Customer is expecting to find information on a previous accident that may be related to the recall N62. Agent advised the customer of the H46 recall as well and provided the customer with information regarding both recalls. Agent reviewed the case with a TL. Agent was advised to refer to answer connect document 20071. Agent provided the customer with the mailing address in the document and advised the customer the send in pictures of the vehicle, a report of the incident, the CAIR number and the recall numbers H46 and N62. Agent advised the customer to allow up to 60 days for processing time. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/01/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/23/2008	***Mileage***	74,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68614	KING CHRYSLER/DODGE/JEEP			
Dealer Address	4330 KUKUI GROVE STREET				
Dealer City	LIHUE KAUAI	***Dealer State***	HI	***Dealer Zip***	96766

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LIHUE HI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left tie rod

Customer (driver) states that the tie rod has broken again. Customer seeking information as to why the tie rod has broken again. Writer advised that any technical assistance would be available at the dealership. Writer offered to contact dealership. Customer declined offer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	07/22/2010	
Model Year	2011	***Body***	D28P91	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/15/2010	***Mileage***	36,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CAMP VERDE AZ [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer that this recall is different then the L16.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states that he would like to know why he is receiving a recall letter for the left tie rod again because he had one in the past and they just inspected the vehicle. Customer states that the first time he received a recall there was no repair needed. Customer states that he loves his truck and will keep it forever.
Briefly summarize what the customer is expecting: Customer is seeking N49 recall information.
Agent advised the customer that the notice he just received is for a new recall that was just issued. Agent advised the customer that we redesigned the tie rods and we will replace the right and the left tie rod assemblies. Agent advised the customer that the new design is more robust and strong. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A2	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/26/2008	
Model Year	2008	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	06/28/2008	***Mileage***	51,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HICKMAN TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer inquiring about recall

Briefly summarize why the customer is contacting Chrysler: customer states that he has gotten a letter and customer tried to call the dlr to book the appointment and they are telling him that parts are not available until 4/2014.
Briefly summarize what the customer is expecting: customer seeking clarification on this
Agent advised: Contacted dlr BILL BORUFF AUTOMOTIVE, LLC and spoke with SA Bill and he stated that as per the SM and PM they tried to order these parts and they are not available until 4/2014 and that at this point it would make no sense for the customer to come in. Agent informed customer that as per letter make an appointment with dlr after January 6th and there may be a part delay since so many vehicles are effected by this however contact the dlr and make an appointment after this date.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	10/16/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/20/2007	***Mileage***	192,327	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44192	SHELBYVILLE CHRYSLER PRODUCTS INC			
Dealer Address	2121 MIDLAND TRAIL				
Dealer City	SHELBYVILLE	***Dealer State***	KY	***Dealer Zip***	40065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLISBURG KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement information

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he has a recall notice for N62 LEFT OUTER TIE ROD ASSEMBLY . Customer is stating that he already had this issue repaired awhile ago and is seeking reimbursement for this repair . Agent advised customer of the reimbursement address to send in his documentation for request .
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement information for recall repair .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	12/23/2013	***Built Date***	03/14/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/26/2006	***Mileage***	77,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44391	INTERSTATE DODGE INC			
Dealer Address	701 CONSTITUTION DR				
Dealer City	WEST MONROE	***Dealer State***	LA	***Dealer Zip***	71292

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BASTROP LA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking completion of N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he received notification to have the N62 recall completed on his vehicle. Customer stated that he had previous recall that he did not beleive were completed on his vehicle(L16). Customer states that his is not currently experiencing any issue with the vehicle in reference to the recall(s).
Briefly summarize what the customer is expecting: Customer is seeking as to whether the preveious L16 recall was infact completed on his vehicle. Customer seeking completion of the N62 recall.
Agent advised the customer that our records show the L16 recall being completed on his vehicle as of 10/04/2012. Agent advised the customer she would call the dealership to confirm this information. Agent was calling dealership INTERSTATE DODGE INC #44391 for the information and to look into a repair appointment for the recall needed on the vehicle when the customer disconnected the call. Agent was unable to reach anyone in service, was brought to a voicemail.
Reassigned to LB546 for survey bypass- Incomplete Recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C9	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/20/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/30/2003	***Mileage***	90,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44928	TANNER CHRYSLER PRODUCTS INC			
Dealer Address	85 EAST PENDELTON STREET				
Dealer City	STANTON	***Dealer State***	KY	***Dealer Zip***	40380

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OWINGSVILLE KY [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised of this recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	already had the recall done

Briefly summarize why the customer is contacting Chrysler: Customer called because she wanted to know what to do if she had already had the tie rods done. Agent stated that she can send in her receipt for reimbursement. Agent provided the address and information. Agent advised of the H46 recall on the vehicle too.
-
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
-
Briefly summarize what the customer is expecting: information about getting reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T1	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	11/26/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/14/2009	***Mileage***	37,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67439	ROYAL CHRYSLER, JEEP, DODGE &		DODGE TRUCK OF ONEONTA	
Dealer Address	6464 STATE HIGHWAY 23				
Dealer City	ONEONTA	***Dealer State***	NY	***Dealer Zip***	13820

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OTEGO NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states had previously had repairs done
Corporate - CNA Change - Default - Default - Default	Writer updated customers contact information

Briefly summarize why the customer is contacting Chrysler: Customer states that he recently received a letter in the mail regarding the Left Front Tie Rods that are needing to be replaced. Customer states a few months back he had had an issue with the vehicle where this exact component needed to be replaced at an IRF which was an out of pocket expense. Customer states he had previously sent in documentation (CAIR# [redacted], file has documentation from repairs) and was denied any type of cost assistance. Customer states he would like to be reconsidered. Writer advised customer would need to send in documentation to the address on the letter to be considered further for reimbursement. Customer agreed.
Briefly summarize what the customer is expecting: Recall reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/10/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	01/31/2012	***Mileage***	72,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67999	HATCH MOTOR COMPANY			
Dealer Address	260 WEST DEUCE OF CLUBS				
Dealer City	SHOWLOW	***Dealer State***	AZ	***Dealer Zip***	85901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT JOHNS AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Needs parts sooner for N49 recall

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler from Sheriff s office in AZ, stated their police vehicles have recall N49 LEFT TIE ROD and are having trouble getting the part in for all 11 police vehicles. Customer stated that she called 2 dealerships in her area and both said they can only receive 3 parts at one time over a few weeks. Customer stated she would like these vehicles fixed right away if possible because she would not like to lose anyones life in a crash. Agent advised case will be sent up to fleet department to see if they can assist in expediting the part.
Briefly summarize what the customer is expecting: Needs part for recall N49 for 11 fleet vehicles.
VIN(S): BG[redacted], BG[redacted], BG[redacted], BG[redacted], BG[redacted], BG[redacted]
BG[redacted], BG[redacted], BG[redacted], BG[redacted].
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88I
** Please contact number and EXT- 7578- leave a message if needed.
* * * * * CASE MANAGER TEAM - District X Fleet * * * * * *
Service dealer: 66561
Ownership:
Owned:
NEW: 2674
Currently owns:1120
Service Contract: n/a
Out of Warranty
Miles: 36,000
Vins: BG[redacted], BG[redacted],
BG[redacted], BG[redacted],
BG[redacted], BG[redacted],
BG[redacted] BG[redacted]

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Case Number, contact Information for callback. Will attempt call on 12/26/13 .
**Will customer be using same dealership for all recall repairs ?
2nd attempt made to contact customer. Left message.Contact Information for callback. Seeking information: Will the customer be using same DLR for all recall repairs so CM can follow Fleet recall parts Process ? Will attempt to reach customer on 12/30/13.
Writer received call from the customer will be using DLR 67999 due to Wayne Part Advisor stated will assist in repairing all vehicles at once as soon as possible.
Writer advised will follow up on 12/30/13. will be working with the DLR to expedite parts
Service Manager:rwalsh@hatchmotorco.com Emailed
Re : N49
Case [redacted]
Vin #3D7TT2CT0BG[redacted]
Fleet : Lillian Chavez Arizona
11 Vins Repairs to be done at your dealership:
Vins: BG[redacted], BG[redacted]
BG[redacted], BG[redacted],
BG[redacted], BG[redacted]
BG[redacted] BG[redacted]
BG[redacted] BG[redacted].
Please forward request to Mopar using Fleet recall parts ordering processed as outlined in May 2013 ARO dealer newsletter.
Thank you please keep me updated.
Writer spoke to Service Manager Henry , provided email erivero@hatchmotorco.com
SM stated has received email will be researching N49 and follow order process for parts.
Part Number #Cbuen491AA / CBuen492AA .
Writer looked up Parts showed Cancelled by Chrysler ,writer advised SM Henry will need to follow Fleet Recall Parts Ordering Process as seen in ARO newsletter SM not faliliar with process would like document he can give his Parts Advisor . SM stated Wayne is Service Advisor. Writer advised will reach out to Parts Fleet GSB11 for help. Provided SM Henry with contact information.
Writer emailed GSB11 for assistance.
Writer received email from GSB11: This part is not in restriction, it has been put on a new model part block and is not yet available for the dealers (*or anyone else including me) to order.
Writer emailed to SM Henry:
RE: N49
Parts are on New Model Part Block , parts can be ordered starting 01/06/13.
When you order parts at that time and need assistance please contact us for escalation assistance.
Thank You,
[redacted]4321Writer spoke to customer advised parts can not be ordered until 01/06/13. Writer has advised SM Enrique of all 11 Vins that need repair. If and when the DLR orders parts and needs expedited will contact CM to open cases. This case will close today customer understood , provided contact information and case number for future reference.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	10/07/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/26/2004	***Mileage***	192,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43652	ORANGE PARK DODGE			
Dealer Address	7233 BLANDING BOULEVARD				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32244

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MIDDLEBURG FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in for information on N62 recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that he has received the notice for the N62 recall. Customer advised agent that he had previously had the ball joints replaced due to an issue with them. Agent advised customer that he should visit a dealer for an inspection, as well as he has another incomplete recall on the vehicle. Customer understands. Customer asked about reimbursement for ball joint. Agent advised Chrysler would investigate the possibility of reimbursement and advised customer to send in his receipt as well as proof of payment. Agent provided fax number.
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for ball joints regarding N62 recall
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted]. Unable to reach.
Called Customer at [redacted]. Unable to Reach.
CUSTOMER CONTACT [redacted] : The number is not accepting calls at this time.
--- 1 more call attempt if not form letter to be sent.
Called Customer at [redacted] The number is not accepting calls at this time.
01/09/14
[redacted],
MIDDLEBURG , FL-[redacted]
Reference #[redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 2500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 5G[redacted] available when you call.
Sincerely,
William,
Customer Service Representative
Letter sent 1/13/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L3	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/11/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/13/2009	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68543	LOVE CHRYSLER DODGE JEEP LLC			
Dealer Address	1259 EAST MAIN ST				
Dealer City	ALICE	***Dealer State***	TX	***Dealer Zip***	78332

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAPLES TX [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Reimbursement request
Recall - N49: LEFT TIE ROD -	Replaced tie rod for related issue month prior
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for repairing the N49 recall a month prior to receiving the recall notice. Customer states that they have several vehicles under a business and was not able to confirm the name of the owner in COIN. Customer stated they will mail in the requested material as per answer connect document 19074.
Reassigned to 86Y
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted]. Left message.
Agent advised that the Case will close in 2 days but will re-open when the Documentation has been received.
5802456050 is a business # - unable to reach Customer.
Reassign to JK671
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	11/25/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	08/30/2010	***Mileage***	30,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45026	ABERNETHY CHRY-JEEP-DODGE INC			
Dealer Address	1442 E MAIN ST				
Dealer City	LINCOLNTON	***Dealer State***	NC	***Dealer Zip***	28092

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEARFIELD PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking recall information
Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default	The customer states the vehicle shakes

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states that he received the recall notice and called his dealership and they wouldn t let him book a service appointment. Agent advised the customer as per the owner letter attached in answer connect document 24054 that he can book his service appointment starting January 6th, 2014. The customer also states he was having issues with his vehicle. The customer states when he hooked up a trailer to the vehicle the front end had a horrible shaking. The customer states the he brought the vehicle to the dealership and they said there was nothing wrong. Agent advised the customer that if he has that problem with the vehicle again to have it diagnosed and then he can contact us and we will try to assist him further if the dealership can t find the problem.
Briefly summarize what the customer is expecting: The customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L0	9G[redacted]	***Open Date***	12/23/2013	***Built Date***	11/11/2008	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/04/2009	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45057	GULFGATE DODGE INC			
Dealer Address	7250 GULF FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77017

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer received recall notice
Corporate - Company Information Contact - Default - Default - Default	Customer seeking reimbursement for Left Tie Rod End recall

Briefly summarize why the customer is contacting Chrysler: Customer contacting as he had previously had recall work done on tie rod at the DLR before it was a recall and is now having the issue again.
Briefly summarize what the customer is expecting: Customer seeking reimbursement. Agent advised we could provide the information for mailing in for reimbursement consideration, but for recall completion at this point we are still getting parts available, and could bring in after January 6, 2014. Customer requested information be sent via email. Agent advised we would send mailing address and list of information required. Customer thanked and disconnected.
Status update provided via email to the following email address:
[redacted]
Here is the mailing information for reimbursement:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Here is the list of requested information:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Thank you for choosing Dodge!
End of Status Update
Customer contacted Chrysler CAC seeking a recall related rental. Agent advised the customer that Chrysler will not be providing a rental vehicle. Customer does not understand that they will need to pay out of pocket again as they are having repeat issues with their tie rod. Agent

advised the customer they will not be receiving a rental from Chrysler Group.
Customer inquiring about reimbursement request submitted. Agent advised the customer they will need to resubmit as it appears that the submission was never received.
Customer contacting in regards of ISD date of vehicle and mileage at the time of the issue.
Agent advised customer of ISD and the vehicle mileage at the time of the issue. Agent provided the fax number to customer so it would be easier for the customer.([redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C0	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/19/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	06/10/2005	***Mileage***	117,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KNOXVILLE TN [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeks reimbursement for recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeks reimbursement for recall repair
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-23 @ 16:27
Briefly summarize why the customer is contacting Chrysler: Customer states that Nov 9th -10th Left outer tie rod broke and he ran into a median. Customer contacted CAC for info on a recall Customer states an agent from this department told him no recall was on his vehicle. Customer states yesterday he got a letter in the mail for a N62 recall.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for tie rod repair. Agent states as per answer connect id # 17420 a link will be sent to [redacted] it is good for 7 days and a one time use. Agent contacted dealership and spoke with John service advisor. Agent states the customer has the receipt of payment but needs the repair order. Service advisor transfers me repair order agent. Repair order agent states the receipt is the original repair order.
Agent states to customer that the receipt is the repair order. Customer will be scanning all documents and sending them for review. Agent states this case will be sent up for review if deemed to be due to the recall the customer will be reimbursed.
Customer called in 11/20/2013 please review previous case #[redacted]
Writer acknowledges assignment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed

on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
No documents.
no documents.
No documents.
No documents.
No documents.
*
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we are waiting for your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Begin Customer Message reviewed:
I had responded to the original link within hours of it being established. I had sent you a pdf with all the documentation that was asked for. I just left a voice mail for you but I thought I would respond here as well. The case number is [redacted] Thanks for letting me know. Keith Montgomery
End of Reviewed Customer message
Writer will follow up with customer.
Status update provided via email to the following email address:
[redacted]
Good Afternoon Keith,
I m sorry that your documents have not gone through. I can resend the link or you may fax them to 877-768-5076. Which is easier for you?
Thank-you
End of Status Update
Begin Customer Message reviewed:
Let s try both. Please resend me a link and I ll try that way again.
Thank You!
[redacted]
(865) 679-6814
[redacted]
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-13 @ 16:26
Begin Customer Message reviewed:
I sent file via the link again this afternoon but got no confirmation of it going through. I also tried the fax number twice this evening at 7:55 pm EST, however, neither one went through. All the issues were on your end. What is it going to take to get reimbursed for this damage? I m way past being annoyed at Chrysler Customer Care.
[redacted]
End of Reviewed Customer message
01/15/14 9:24 am Customer left a voice mail message stating he has tried to fax in his information from 2 different fax machines and cannot get it to go through. Customer said he would like the address so he can mail in his documents.
Writer called customer at [redacted] and asked him if he would like her to email him the address to send his documents in for his possible reimbursement. Customer said he would appreciate it as neither him or writer understood why his fax was not going through.
Status update provided via email to the following email address:
[redacted]
As per our telephone conversation the address for you to mail your

documents to is:
Chrysler Assistance Center
P. O. Box 21-8004
Auburn Hills, Mi 483211
Thank you, Nancy
End of Status Update
Begin Customer Message reviewed:
Received it. Thank you and I will send it tomorrow.
End of Reviewed Customer message
Waiting for documentation
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive. Once the Documents do arrive your case will be re-opened and the reimbursement process will continue.
Thank-you
Jenna.
End of Status Update
Begin Customer Message reviewed:
Those documents were mailed to Nancy at that location eight days ago. Please check with her and let me know. Thank you.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Thanks for getting back to me.
The case is now in my name, so regardless the documents would get attached digitally.
Normally it takes about 15 days for the documents to be scanned and attached.
Thank-you
Jenna.
End of Status Update
Reassign to JK671- No documents.
POSTMARK DATE: 011614; DATE RECEIVED: 012314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	08/24/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/04/2005	***Mileage***	221,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44952	MARK DODGE			
Dealer Address	3118 GOVERNMENT BLVD				
Dealer City	MOBILE	***Dealer State***	AL	***Dealer Zip***	36606

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOBILE AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Seeking information about recall parts
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has tried to have the N62 recall completed and was advised by the dealership that the parts needed would not be available for 2-3 weeks. Customer states he would like to know if this is correct information.
Briefly summarize what the customer is expecting: Customer seeking information about the parts needed to complete the N62 recall.
Agent advised customer that the dealership has correct information. Agent advised customer that the recalls are a safety precaution and if he has had no problems, not to be worried.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	12/23/2013	***Built Date***	04/11/2011
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB		
In Service Dt	08/29/2011	***Mileage***	35,200	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIDLAND TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wants to make an appointment to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called wanting to make an appointment to have recall completed in January. Writer called DLR and scheduled an appointment for January 28th. Writer advised customer of the scheduled date to have recall completed. Briefly summarize what the customer is expecting: Customer expecting to make an appointment to have recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C8	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	09/29/2004	
Model Year	2005	***Body***	DH8L42	DODGE RAM ST 3500 QUAD CAB PICKUP			
In Service Dt	02/14/2005	***Mileage***	225,733	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68976	GUPTON MOTORS KY INC			
Dealer Address	1451 BOWLING GREEN RD				
Dealer City	RUSSELLVILLE	***Dealer State***	KY	***Dealer Zip***	42276

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEWISBURG KY[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer states that he had replaced the front end of his vehicle a couple of months ago. Customer states he did this repair by himself and does not have any proof of purchase for the parts. Customer states he would like to know if he can be reimbursed. Customer states he would like to know if this vehicle was involved in the N62 recall.
Briefly summarize what the customer is expecting: Customer seeking recall and reimbursement information.
Agent advised customer that the N62 recall is on this vehicle. Agent advised customer that if he can find any documentation for proof of purchase, he may send in for a possible reimbursement. Agent verified that customer has appropriate information for sending in a request for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	11/14/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/29/2004	***Mileage***	130,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43900	BRANDON DODGE INC			
Dealer Address	9207 EAST ADAMO DR				
Dealer City	TAMPA	***Dealer State***	FL	***Dealer Zip***	33619

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLUFFTON OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for N62 recall
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for completed recall

Briefly summarize why the customer is contacting Chrysler: Customer stated he has received the letter for the N62 recall repair involving the LEFT OUTER TIE ROD ASSEMBLY. Customer states that he has just had this repair completed at an IRF as the vehicle was experiencing issues with the tie rod.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the cost previously completed repairs involved in the N62 recall repair.
Agent advised the customer as per Answer ID 17420 the address to which he will mail for reimbursement. Agent advised the customer of the information he must include for reimbursement. Agent advised the customer to allow 60 days for processing. Agent provided the customer with his case number.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted]). Advised customer the reimbursement is dependent upon verification of all documents requested.
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted]. Agent advised that the Documents have not been received. Agent advised that the Recall applies to vehicles that had a Mopar Steering Linkage Replaced and advised that the Customer send in the Documents for the Replacement Steering Linkage as well.
Customer states that he had changed the Steering Linkage with Moog Parts and was not sure if the Steering Linkage was replaced previously.
Agent recommended that the Customer bring the vehicle to the DLR to have the recall completed and to get the advice of the DLR of whether the Steering Linkage had been replaced.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	07/17/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	02/26/2007	***Mileage***	170,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	64255	FRENZEL MOTORS INC			
Dealer Address	2110 VETERANS MEMOR				
Dealer City	ABBEVILLE	***Dealer State***	LA	***Dealer Zip***	70510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ABBEVILLE LA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer had to get the tie rods fixed 2 weeks ago

Briefly summarize why the customer is contacting Chrysler: Customer had to get the tie rods replaced 2 weeks ago because they fell off. Customer had to get the repair done and wondered about possible reimbursement. Briefly summarize what the customer is expecting: Agent confirmed with the customer all the information on the letter and the address containing the reimbursement information to send to. Agent advised the customer that it would be 4-6 weeks before he would hear any response. Customer understood and thanked the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	01/06/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	08/30/2010	***Mileage***	72,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42602	BRIAN BEMIS WORLD AUTO			
Dealer Address	1825 DEKALB AVE				
Dealer City	SYCAMORE	***Dealer State***	IL	***Dealer Zip***	60178

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FRIENDSHIP TN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer seeking reimbursement
Corporate - CNA Change - Default - Default - Default	updated owner information

Briefly summarize why the customer is contacting Chrysler: Customer states he had a recall fixed on his truck and he is seeking reimbursement. Agent updated owner information as he just purchased the vehicle. Customer states he had the left tie rod end replaced at an IRF. Agent advised the recall is for the left and right tie rod ends. Agent advised the customer cannot submit for reimbursement until after Jan 6 2014 as we do not have the parts available for the recall until then. Customer states this is ridiculous. Agent advised if he takes the vehicle to a Chrysler dealership the recall will be completed free of charge. Customer states he does not want to take it to a Chrysler dealership and wants to use his own shop. Agent again advised he has to have both tie rod ends replaced to get reimbursement and can submit after Jan 6 2014. Customer hung up.
Briefly summarize what the customer is expecting: Recall reimbursement Customer seeking reimbursement address. Agent gave address in Answer ID 17420 and advised what to include.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6TD5DT4	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	01/16/2012	
Model Year	2012	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	07/17/2012	***Mileage***	19,019	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBU	TRUE BLUE PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION					

Dealer	65860	ZEISLOFT BROTHERS INC			
Dealer Address	1409 MONTOUR BLVD				
Dealer City	DANVILLE	***Dealer State***	PA	***Dealer Zip***	17821

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CATAWISSA PA[redacted]	***Country***	UNITED STATES

Corporate - NHTSA - Inquiry - Default - Default	Customer inquiring about recall for integrated braking
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer replaced integrated braking system 3 times so far, not resolved
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on recall for Tie Rod

Briefly summarize why the customer is contacting Chrysler: Customer contacting inquiring about why the DLR cannot fix the recall on the vehicle until January 6, 2014. Agent advised we are still working on getting parts manufactured to facilitate the recall and the earliest we have them available is the 6th of January 2014. Customer is concerned and feels Chrysler is getting everyone into an uproar and do not have a solution. Agent advised we are mandated by the National Highway Traffic and Safety Administration that as soon as we have knowledge of a recall we are required to notify our customers, regardless of parts availability. After the recall was announced we have been working on making parts available, but the earilest it will be is 6th January 2014. Customer is concerned about safety of family in vehicle, agent advised if he were to have any kind of incident with the vehicle definitely contact us back as we do still have liability for the safety of the vehicle and have parameters to send for special handling in those situations. Customer inquired if there was any recalls for the integrated braking system he has required replacing 3 times so far. Agent advised as per NHTSA.GOV website there are no investigations going on yet, however there have been complaints, and the complaint was being documented here and our information is submitted regularly to NHTSA. Should it be a recall in the future we notify to the address provided on the account. Customer thanked and disconnected.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	02/05/2010	
Model Year	2010	***Body***	D28P91	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	03/01/2010	***Mileage***	26,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LITTLETON CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking inspection.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer has the left tie rod recall on the vehicle. Customer states he is going on a long trip and wants to have the recall completed but the customers servicing dealership cannot get the customer into the dealership to have the recall complete as of a few Weeks. Customer states he wants to know if he can look at the left tie rod to make sure it s in tact.
Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle looked at to make sure everything is running in order.
Agent Advised: Agent stated that the agent couldn t notify the customer of how everything is supposed to be intact in regards to the left tie rod assembly because the writer is not technically trained. Agent stated that the agent will call over to Brandon Dodge On Broadway 45500 and see if the dealership can inspect the vehicle to make sure everything is running in order for the customer. Agent stated that if the dealership will do the inspection for the customer the agent will transfer the customer on the line to speak with the SA to book an appointment for the customers earliest convenience. Agent called over to the Brandon Dodge On Broadway dealership and spoke with the SA Mike. SA Mike stated that the SA Mike would do the inspection on the vehicle. Agent transferred customer in to book the appointment with the SA Mike.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/06/2005
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	05/19/2005	***Mileage***	155,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44363	COURTESY CPD INC			
Dealer Address	1345 EAST MAIN STREET				
Dealer City	RAVENNA	***Dealer State***	OH	***Dealer Zip***	44266

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RAVENNA OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall letter in the mail. Customer states he just replaced the left outer tie rod assembly himself.
Briefly summarize what the customer is expecting: Customer seeking information.
Agent confirmed customer information.
Agent advised customer that he should still have the vehicle checked out for the recall.
Customer states he wants to know how to proceed if he fixed it properly.
Agent advised customer the reimbursement mailing address is on the recall notice.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	12/23/2013	***Built Date***	02/22/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/29/2007	***Mileage***	100,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	57778	NAPLES DODGE/CHRYSLER			
Dealer Address	6381 AIRPORT PULLING ROAD				
Dealer City	NAPLES	***Dealer State***	FL	***Dealer Zip***	34109

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAPLES FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall notice

Briefly summarize why the customer is contacting Chrysler:Customer is seeking information on recall letter she recieved in the mail and would like to know if it applies to her vehicle.
Briefly summarize what the customer is expecting:Customer would like to know if recall N62 applies to her vehicle.
Agent advised customer the recall #N62 does apply to her vehicle. Agent offered to transfer to dealership. Customer declined as she has to speak with her boss first. Agent told customer she would call the dealership to see if they will call her with a time to bring her vehicle in to have the recall done.
Agent soke with Debby

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D6	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	10/16/2006	
Model Year	2007	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	07/02/2007	***Mileage***	100,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	57778	NAPLES DODGE/CHRYSLER			
Dealer Address	6381 AIRPORT PULLING ROAD				
Dealer City	NAPLES	***Dealer State***	FL	***Dealer Zip***	34109

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAPLES FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall

Briefly summarize why the customer is contacting Chrysler:Customer is seeking information on recall letter she recieved in the mail and would like to know if it applies to her vehicle.
Briefly summarize what the customer is expecting:Customer would like to know if recall N62 applies to her vehicle.
Agent advised customer the recall #N62 does apply to her vehicle. Agent offered to transfer to dealership. Customer declined as she has to speak with her boss first. Agent told customer she would call the dealership to see if they will call her with a time to bring her vehicle in to have the recall done.
Agent spoke with Debby

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	4G[redacted]	***Open Date***	12/23/2013	***Built Date***	01/19/2004	
Model Year	2004	***Body***	DR7L41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/18/2004	***Mileage***	134,114	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68225	BRUNSWICK AUTO MART INC			
Dealer Address	3031 CENTER RD				
Dealer City	BRUNSWICK	***Dealer State***	OH	***Dealer Zip***	44212

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	GARFIELD HTS OH [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer seeking reimburstment for recall H46.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-23 @ 1[redacted]
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called seeking reimbursement information regarding his steerage linkage recall.
Briefly summarize what the customer is expecting: Customer seeking information for reimbursement for his steerage linkage system recall. Customer is worried about sending the original copy of his credit card statement and repair order to Chrysler for reimbursement. Customer states he needs it for his records and is worried about not getting it back. Writer informed customer that if customer gets reimbursement for this request the original documents will be sent back with a check; however, if the customer is declined for reimbursement, his original documents will still be mail back to him. Writer also informed the customer that if he had access to the internet and a scanner that he could send the documents through email. Customer requested this option. Writer confirmed his email address and sent him a document request link. Writer also informed the customer that this email link is good for seven days and that the documents have to be attached in one sitting. Customer understood and stated he will send it in as soon as possible.
****UPDATE*****
Please resend link, as email was wrong. It has been updated.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-23 @ 18:10
Customer states that he received e-mail and scanned all document but when he sent it message came back please enable cookies on browser again.
Agent provided customer with FAX: 877-768-5076
POSTMARK DATE: 122413; DATE RECEIVED: 122413
Customer has submitted documentation for reimbursement consideration under the N62 recall. N62 coverage is for a mopar service part not the original factory installed steering linkage. Writer researched H46 recall and found that there were no parts replaced at that time. Unless customer can submit additional documentation showing a previous repair to steering linkage reimbursement denied.

OUTBOUND CALL TO CUSTOMER: [redacted] Writer advised customer of lines 33-38. Customer requesting to know why there is a service bulletin on this issue. Writer advised that all dealerships are provided with service bulletins which provide technicians with instructions on completing repairs.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Disagrees with reimbursement denial
CAIR assigned to: JK671
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Call
OUtbound call to [redacted] and left message advising of attempted contact.
Supervisor Call
Outbound call to [redacted] and left message advising of attempted contact.
Supervisor Call
Outbound call to [redacted] and left message advising of attempted contact and that the file had been reviewed and handled appropriately.
POSTMARK DATE: 012414; DATE RECEIVED: 012414
POSTMARK DATE: 022514; DATE RECEIVED: 022514
POSTMARK DATE: 033114; DATE RECEIVED: 033114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A6	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	10/02/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	12/11/2007	***Mileage***	53,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45145	QUALITY DODGE			
Dealer Address	1141 N MAIN ST				
Dealer City	TOOELE	***Dealer State***	UT	***Dealer Zip***	84074

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GRANTSVILLE UT [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	recall N46
Product - Suspension - Tie Rods / Drag Link - Other - Front	recall N62
Recall - H46: STEERING LINKAGE -	reimbursement for IRF repair on recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	reimbursement for IRF repair on recall
Corporate - CNA Change - Default - Default - Default	updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer called to see if she can be reimbursed for recalls that she has received letters on but already had the work done.
Briefly summarize what the customer is expecting: Customer wants to submit documentation to be considered for reimbursement. Agent did confirm with Customer that there was the recall N46 and N62 recalls on her vehicle and the Customer advised that she had an IRF do the work already. Customer does have all the documentation for the repairs. Advised the customer we would look into the reimbursement but there was no guarantee there would be a reimbursement. Customer advised she would like to email the paperwork in and advised would be sending her a link.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-23 @ 17:30
Reassigned to 86Y
No documents.
No documents.
No documents.
No documents
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 14:33
Briefly summarize why the customer is contacting Chrysler:Writer verified all information. Writer resent email.
Briefly summarize what the customer is expecting:Customer seeking email link be resent.
Writer acknowledges update, will restart waitng for documentation process.
No documents.
*
***** Customer Document Received *****
Writer acknowledges document has arrived. Writer will review as soon as possible.
No time today to review.

[redacted]

No time today to review.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
Safety Recall H46 Mopar Steering Linkage Page 2
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
H46 was inspected 11/02/2009, original equipment.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Mrs. Prettyman and explained we cannot reimburse for her initial repair, but she should have vehicle inspected at dealership if replacement parts she now has needs replaced Chrysler will do so.
Customer hung up.
Writer closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	11/24/2009
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4		
In Service Dt	05/06/2010	***Mileage***	43,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MODESTO CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking information
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle has had a related repair don e on his vehicle and is seeing if the repair made is related to the recall issued .
Briefly summarize what customer is expecting: Information in regards to the recall on his VIN
Agent informed customer from the sounds of the work that had been completed that the work could be related and customer could send documentation for reimbursement consideration. Agent informed customer that there would be a 60 Day turnover in regards to contact back in recall related reimbursement requests.
Reassigned to 86Y
Writer will contact customer on 12/30/13 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2010 Ram 3500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. You may fax the documents to 877-768-5076. Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.
by pass added.
POSTMARK DATE: 122313; DATE RECEIVED: 010314
Documents attached for review.
*****Please refer to CAIR #[redacted] for additional information on customer s case.*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/03/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/23/2010	***Mileage***	42,775	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45406	COURTESY MOTORS, LLC			
Dealer Address	214 W NORTH ST				
Dealer City	DANVILLE	***Dealer State***	IL	***Dealer Zip***	61832

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CATLIN IL [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	SM seeking rental vehicle for customer
Recall - N49: LEFT TIE ROD - Information Request	tie rod has broken no parts available
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
SM Mary is calling and stating that customers vehicle is at there dealership and customers vehicle has recall N49 LEFT TIE ROD . SM is stating that the tie rod has broken and they are not sure when parts will be in for to complete this repair . SM is seeking rental assistance for customer in regards to this issue . SM is stating that she can be contacted in regards to possible rental .
Briefly summarize what the customer is expecting:
Who has possession of the vehicle?dealer
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 45406
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is [redacted] (SM Mary)
Preferred Afternoon/Evening call back number [redacted] (SM Mary)
Customer email address for case updates:
Reassigned to:88f
* * * * * CASE MANAGER TEAM District 88P * * * * *
Ownership: 2nd
Owned- New: 1 Used: 1
Service Contract: None
OOW?: (based on 42775 miles) BASIC Expired (Time) March 23, 2013. 15 Months or 57,225 Miles remaining on Powertrain.
Writer contacted dealer 45406. Writer left voicemail in general voicemail box for Service Manager (SM) requesting call back to discuss rental and asking for part information.
Writer notes no email on file.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 1.
Writer left voicemail informing customer: writer was assigned as new CM, the case number, contact information, writer waiting on information from dealership, $40.00/day will be approved for rental until 12-26-13 if rental is only needed due to vehicle being at dealership for recall, and set follow up 12-26-13.
Status update provided via email to the following email address:
[redacted]

My name is Kala and I have been assigned as your new case manager. Here is some information that you may find helpful:
The Chrysler Case Management telephone number is 1-800-763-8422. My direct extension is 66177 and my work hours are 9:30 a.m. 6:00 p.m. MST, Monday Friday.
End of Status Update
Writer contacted customer, [redacted]. Customer states that repair and dependable vehicle would be a fair outcome. No other issues to address at this time. Writer advised that this will be our goal and goodwill will be considered at case conclusion. Writer advised that reimbursement can be made up to $40.00/day until 12-26-13 for Chrysler brand vehicle. Customer states that he can get around without a rental until 12-26-13 but is going to need one after that because he is leaving for Florida 12-27-13 and cannot cancel reservations. Writer advised that rental might not be able to go out of state but writer will research options and follow up 12-26-13.
Caller Ben Knight from Courtesy Motors contacted Ram about placing a customer into a rental while the vehicle is down. Agent provided caller with the contact number of CM KM887 as per lines 37-38. Caller thanked agent for the information and ended the call.
Ben, Service Manager at dealer 45406 calling to speak with Case Manager KM887. Writer transferred dealer over to KM887 at ext 66177.
SM Ben states customer stopped by 1.5 hrs ago requesting rental. Original letter to customer 01-06-13 will be first of when customer can schedule an appointment for repair.
Steering rod, portion arm, and link bent due to left tie rod. SM states he will accept RA for this consequential damage.
Good customer with dealership.
SM Ben states that he has contacted several Enterprise s and that they do not have vehicles available. Writer advised that writer will research options.
Enterprise rental phone number 217-446-8000.
Writer contacted Enterprise, 217-446-8000. Kayla states that Branch Manager, John, will have to call writer back to discuss availability.
Writer left message with Kayla requesting call back.
SM Ben left voicemail stating tie rod broke.
JAMES MOODY called requesting to speak to CM KM887. Writer warm transferred customer to CM VB254 for further handling
Customer contacted CAC inquiring about rental. Agent informed customer that CM KM887 is still doing research and will be contacting customer later today. Customer informed agent that he really needs a rental at this point and is requesting that CM call him back.
Writer contacted Enterprise, 217-446-8000. Branch Manager John states that they do not have a comparable Chrysler vehicle available and that he thinks that the customer declined a Chrysler 300 earlier in the day due to needs. Writer advised that customer needs comparable vehicle to leave for Florida tomorrow.
John states that he will research and contact writer back tonight. John may be able to get Grand Caravan or RAM and believes that it is within contract to let the rental leave the state.
Writer contacted customer, [redacted]. Customer states that he will not be able to use vehicle Enterprise can make available due to time it is available. Writer apologized and informed customer that comparable vehicle was just not available. Customer was not happy and will borrow a vehicle. Writer advised that writer can reimburse up to $40/ day for Ram truck and $20/day for non Chrysler brand vehicle if he wants to seek his own rental. Customer states he will be back from vacation 01-02-13.
Branch Manager John contacted writer. John states that he is picking up a Ram truck tonight and it will be available 12-27-13 at 8 or 8:30 am. John agreed to inform dealer as this is before writers shift. Writer advised that writer will inform customer of rental availability.
Writer notes call from John came before call to customer.
Writer contacted Enterprise, 217-446-8000. Writer received message that branch is closed. Writer left voicemail informing Branch Manager John that customer will not be able to use vehicle due to time it is available.
*******Dealer contact number on file is incorrect. Contact service at (888) 873-9967. Parts, (877) 783-7145*******
Writer contacted dealer 45406, 877-783-7145. Line rang for a minute then disconnected.

Writer contacted dealer 45406, 877-783-7145. Parts Manager (PM) Mike states tie rods are available but not nuts that hold it on. Mike states no parts on order because Ben was waiting on goodwill decision. Mike transferred call to Ben.
Writer requested Warranty Pricing from SM Ben and parts information once it is available. Ben states he will gather pricing and contact writer back.
Agent contacted dealer 45406, phone number dialed, 877-783-7145. Agent advised SM that as repairs are related to the recall, SM needs to submit it under warranty as related to the recall. SM stated that parts are not available. Agent advised that would have to do more research on the current ETA for these parts, does not see that there is one yet. SM stated that customer is getting frustrated at the time this is taking and that he needs an update right now on when the parts are going to be there. While agent was researching this SM disconnected line.
SM Ben left voicemail stating that he has the part numbers and pricing. SM Ben requested call back.
Writer contacted dealer 45406, 888-873-9967. SM Ben states warranty pricing on consequential damage is:
Parts $633.00
Labor $160.45
Total $793.45
Ben suggests $0.00 co pay. Writer agreed to assist with $0.00 co pay. Ben agreed to present offer to customer.
Writer advised CAC cannot get ETA if parts are not ordered. Ben states he will order parts then advise writer of parts information.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $633.00
Labor = $160.45
Total = $793.45
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 51 45406 12/31/13 16:20 O [redacted]
Writer contacted dealer at 217-442-1840. The receptionist advised writer this number is for the FORD dealer and stated the number for CHRYSLER is 217-709-1200.
Writer contacted dealer spoke with SM Ben. SM stated they have all the parts needed except for two of the recall parts. SM stated he has been informed of an update by April. Writer requested the part# and order#. Advised SM the case will be sent to parts expediting.
Order#012431
Part#CBUEN491AA
Part#CBUEN492AA
JAMES MOODY called requesting to speak to CM KM887. Writer warm transferred customer to CM KC523 for further handling.
Customer stated that he needs a rental vehicle but will not take anything that doesn t match his vehicle. Customer stated that he needs something sorted out by tomorrow because of the weather. Writer stated that that there will be a call back by end of business with more information.
Writer contacted AM. AM stated that the AM is going to email the field part exploding team to see if the part can come in faster. AM stated that the AM is not going to authorize rental for the customer. AM stated that the customer hasn t purchased a service contract to get a loner or rental. Writer thanked the AM.
SM Ben left voicemail stating that parts ordered and part information provided.
Ben states that customer had told him that he was not contacted in a week and customer has contacted dealer to get 4 wheel drive rental vehicle and expects one by the end of the day.
Customer left voicemail requesting call back.
Writer contacted customer. Writer explained that the writer wouldn t be

able to give the customer a rental vehicle at this time. Customer stated that the customer was suppose to get a rental from the case manager and would be able to get it on Monday. Customer stated that it would be a ram 1500. Writer stated that business center rep has been in contact and that they are going to try to locate the parts a lot quicker. Customer stated that he wants to talk to a supervisor.
**********Supervisor Call**********
Said Kala was going to deliver a 1500 b 8:30 on Friday but he left on vacation before. Writer advised she would speak with KM887. Writer advised of the parameters of this case and that we would check as there is a decline for Rental assistance by AM regarding ths issues. Courtesy, SM said there was going to be a rental provided by Kala. Writer advised she will discuss with Kala.
Writer contacted AM. AM stated that he had to put the writer on hold. AM stated that the SM gave the customer the AM s number and was on the phone with the customer. AM stated that the writer could get the customer a rental vehicle but it could possibly not be 4 wheel drive or a truck. AM advised to have the writer to call the customer back as soon as possible.
Writer contacted SM Ben. SM stated that they don t have rentals that they work with enterprise. SM stated that the number is [redacted].
Writer attempted to contact enterprise at [redacted] Phone is no longer in service.
Writer contacted enterprise and spoke with Ben. Ben stated that they could get a CHRYSLER town and country.
Writer contacted SM Ben. Writer asked if they would be able to do an RA. SM stated that he would be able to.
Writer contacted customer. Writer stated that there was a Chrysler town and country that is available to the customer. Customer stated that he will wait until Monday to talk to the case manager.
**********96WTRIAGETEAM**********
****** Following Corporate Resource has been contacted ******
These parts Part#CBUEN491AA ,Part#CBUEN492AA are campaign parts. Assigning to parts agent CG1016 to contact customer to let them know about their campaign part and that all questions about their part should be directed to SA.
**********END OF TRIAGE**********
James stated that he requires a rental.
Writer relayed lines 182-203.
Customer calls to speak with their Case Manager.
Transferred the customer to CG1016 at ext 4720384
Customer left voicemail requesting call back. Customer states that another agent informed him that writer would be contacting him concerning writer finding customer rental truck.
Writer contacted Enterprise, 217-446-8000. Writer was informed that Branch Manager John was not available. Writer requested John s voicemail and was told by receptionist I do not have time for this. Call disconnected.
Writer contacted Enterprise, 217-446-8000. Writer heard a loud beep and call disconnected.
Writer held on the line for over 1 minute.
Writer contacted customer, [redacted]. Writer advised customer that writer attempted to contact Enterprise today to discuss options but call was twice disconnected. Writer informed customer that we will do what we can, but supply for what he is requesting is low. Writer advised customer that he can seek his own rental of Chrysler brand vehicle and be reimbursed up to $40.00/day and he also has the option accepting a vehicle that is not what he is looking for and use it until a more suitable vehicle is available. Customer understood.
Customer asked if program/sales personnel vehicles could be made available as he has been without his vehicle since 12-21-13. Writer advised that this is not likely but writer will inquire then follow up 01-09-14.
Writer contacted Enterprise, 217-446-8000. Management Trainee Ben states Branch Manager John was not available. Writer advised Ben that customer will be seeking to accept Chrysler brand vehicle and would like a 4 wheel drive vehicle once one becomes available. Writer advised Ben that writer made customer aware that, due to weather, there is a supply issue for what he is requesting and customer is willing to accept another vehicle until there is one available. Ben states that there is about a 20+ person waiting list but that they think that they can get him into a vehicle

later today. Writer advised that writer will only advise customer that Enterprise was informed of request for 4 wheel drive and Enterprise or dealer will let him know when it is available.
Writer contacted dealer 45406, 888-873-9967. SM Ben states he already informed customer that there is no option for getting vehicle from lot.
Ben states customer refused any vehicle other then a truck. Writer advised that customer is on the waiting list for a vehicle with 4 wheel drive. Ben states he will advise customer.
Ben informed writer that AM John advised him that part order was canceled. Order was placed again.
CM to note, customer needs to contact dealer in regards to part concern.
Writer contacted customer, [redacted]. Writer advised customer of lines 248-249 and currently writer does not have ETA on parts but will update him once a week.
Writer contacted dealer 45406, 888-873-9967. SM Ben states tie rod is in. Nut package was delayed due to snow but is en route.
Writer contacted dealer 45406, 888-873-9967. SM Ben states nut package arrived and he anticipates repair will be completed 01-17-14.
Writer contacted customer, [redacted]. Writer advised customer all parts delivered and line 262. Writer set follow up 01-21-14.
Writer contacted dealer 45406, 888-873-9967. Writer attempted number twice and there was trouble with getting the line to connect.
Writer contacted dealer 45406, 888-873-9967. SM Mary (who is a SM for another location) advised writer that SM Ben is out for several months. Mary states vehicle repaired and returned.
Writer contacted customer, [redacted]. Writer left voicemail requesting call back to verify repairs to his satisfaction. Writer set follow up 01-24-14.
Status update provided via email to the following email address: [redacted]
The dealership has advised me your repairs have been completed. I would like to verify the repairs are to your satisfaction before the case closes. Please contact me using the link provided or contact me by phone at 800-763-8422, ext 66177, 8:30 a.m. 5:00 p.m. MST, M F. at your earliest convenience.
If I do not hear from you by 01-27-14 I will attempt to contact you again.
End of Status Update
Writer contacted customer, [redacted]. Writer left voicemail requesting call back to verify repairs to his satisfaction. Writer set follow up 01-29-14.
CONTACT UPDATE - phone number dialed, [redacted]. Left message.
Writer contacted customer, [redacted]. Writer left voicemail requesting call back to verify repairs to his satisfaction. Writer set follow up 02-04-14.
Status update provided via email to the following email address: [redacted]
The dealership has advised me your repairs have been completed. I would like to verify the repairs are to your satisfaction before the case automatically closes on 02-06-14. Please contact me using the link provided or contact me by phone at 800-763-8422, ext 66177, 8:30 a.m. 5:00 p.m. MST, M F.
If you have any questions or concerns after 02-06-14 you may contact us at 800-4aDodge (800-423-6343) for further assistance.
Thank you for your time and for being a valued member of the Dodge family!
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.
Mary left voicemail requesting call back as she needs to know what she needs to do to get claim paid.
Mary states she is filling in for SM Ben who will be out for 6 months to a year.
Writer mistakenly contacted customer, [redacted].
Customer states that he was not happy with service.
Customer states that vehicle was pulling to the left and customer was advised by dealership that alignment would not be authorized.
Writer offered to create case so cost assistance could be considered.
Customer states that he traded the vehicle.
Writer notes main page shows claim for $1,392.95 was rejected. Also claim

was submitted under type: SAFETY/RECALL.
Mary states customer put in Chrysler brand rental vehicle 01-09-14 to 01-21-14 (12 days) and asked if this was approved. Writer advised that last update writer received was that customer had declined rentals offered but writer will put RA in for the 12 days.
Writer advised Mary that RA approved for consequential damage and RA will be put in for rental. Writer advised Mary to contact AM to discuss how claims should be submitted to assure that they get paid.
Addition to 316-322
Writer contacted dealer 45406, 888-873-9967. Writer advised SM Mary of lines 314-315 and authorization was approved for $793.45 as that was the amount provided by Ben.
Customer seeking rental assistance because there was consequential damage from recall and we were waiting on backordered parts. Contacted Service Manager, Mary at 45406 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 12 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by KM887 in CAC.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	12/23/2013	***Built Date***	10/22/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/12/2005	***Mileage***	160,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE			
Dealer Address	681 ORANGE DRIVE				
Dealer City	VACAVILLE	***Dealer State***	CA	***Dealer Zip***	95687

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAMPA ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that left tie rod broke.
Corporate - Dealer Information - Default - Default - Default	Dealer has not diagnosed vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer states that his left tie rod broke and the vehicle was towed to the dealership. Customer states that he is aware that there is a recall on the vehicle for this issue but his concern is that the new parts will not be in until 01/06/2014. Customer states that the dealer has the old tie rods in stock and was wondering if they could use these until the new ones come in.
Briefly summarize what the customer is expecting: Customer is seeking N62 recall information.
Agent advised the customer that the recall is on the vehicle and advised the customer that we do understand that the parts won t be in until 01/06/2014. Agent advised the customer that once the dealer has been able to diagnose that this is recall related then he can contact us back at that point and we can contact the dealer to see if they can use what they have in stock until the new ones come in so we can get his vehicle on the road. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G7[redacted]	***Open Date***	12/23/2013	***Built Date***	01/28/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/14/2005	***Mileage***	17,700	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68910	FALCONI'S CHRYSLER DODGE & JEEP			
Dealer Address	4803 ROUTE 51 NORTH				
Dealer City	BELLE VERNON	***Dealer State***	PA	***Dealer Zip***	15012

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MANSFIELD OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	inquired about recall n62 also h46 recall
Recall - H46: STEERING LINKAGE - Information Request	inquiring on recall n62 and h46

Briefly summarize why the customer is contacting Chrysler: Customer inquired about N62 letter he received.
Briefly summarize what the customer is expecting: Customer wants to know when to get it done.
Agent gave customer other recall H46 as not done on vehicle. He will contact dealership to see when he can get them both done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/08/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	05/13/2006	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44832	ORR CHRYSLER LLC			
Dealer Address	105 LOOP 59 SOUTH				
Dealer City	ATLANTA	***Dealer State***	TX	***Dealer Zip***	75551

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PLEASUREVILLE KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called for information on the N62 recall

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: customer contacted Chrysler because he recently received a recall notice and has already had the recall completed. Writer informed the customer of the reimbursement mailing address as per AC document 17420.
Customer called to gather reimbursment information on the recall N62.
Agent provided
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Briefly summarize why the customer is contacting Chrysler: Customer states he sent in documentation two weeks ago and is seeking information.
Briefly summarize what the customer is expecting: Customer states he sent in documentation two weeks ago and is seeking information. Writer advised customer that we have not received any documents at this time.
Customer understood.
Customer called in wondering if his recall reimbursement information has been received. Agent stated it may take up to 60 days for recall reimbursement information to be received. Customer understood and disconnected.
Customer called in stating that he sent in reimbursement paper work for this N62 recall. Customer stated that he had this replaced already and

would like to be reimbursed for it. Agent stated that there are no documents at this time and advised to wait till the end of February to have this paper work to be processed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/14/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/21/2005	***Mileage***	92,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	57865	SCHAFFER DANHOFF CHRYSLER DODGE	JEEP	
Dealer Address	312 EAST WALTON			
Dealer City	WILLARD	***Dealer State***	OH	***Dealer Zip***	44890

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]T	***Home Phone***	
	TIFFIN OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Reimbursement
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Reimbursement request
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for assistance with reimbursement information.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement. Agent provided the customer with the mailing address as per answer connect document 19074. Agent informed the customer to send in the repair order, proof of payment and a letter stating he is seeking reimbursement for the N62 recall. Agent provided the customer with the CAIR number. Customer thanked the agent and disconnected.
Reasigned to 86Y
Waiting on documentation.
Writer will contact customer on 12/31/13 for documentation request and to inform that case will be closed in 2 days.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail message stating calls is in regards to the 2005 Ram 2500. Writer states that no documentation has been received as of today. Case will be closed in 2 days, however, a new case will be created once documentation is received. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
ATTEN: JK671 Please add survey by pass as per disposition code #5 waiting on documentation.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2HT8	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	05/28/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	12/18/2010	***Mileage***	24,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CROWN POINT IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left tie rod
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he spoke with dlr about N49 recall and was advised parts won t be available until February.
Briefly summarize what the customer is expecting: Customer seeking information on when he will be able to take vehicle for the recall repair.
Agent reached out to dlr and confirmed with parts department that there is availability but are on restriction until January.
Agent advised customer that the parts will be available in January and offered to schedule an appointment but customer declined at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	12/23/2013	***Built Date***	10/11/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/02/2007	***Mileage***	78,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	68116	PARKS INC			
Dealer Address	11987 SW US HWY 54				
Dealer City	AUGUSTA	***Dealer State***	KS	***Dealer Zip***	67010

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]-
	ANDOVER KS [redacted]8	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer wanted to get reimbursed for his repair

Briefly summarize why the customer is contacting Chrysler: Customer was frustrated as he had to repair the steering linkage and then got a letter in the mail about the safety recall. Customer wants to get reimbursed for the repair
Briefly summarize what the customer is expecting: Agent confirmed with the customer that further down on the letter it had the reimbursement information provided for the customer to send his original documentation in. Agent said it would take approximately 4-6 weeks.
POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Reassigned to NP275. Issue is not recall related - Please see TL for feedback.
Agent called and left a message for the customer to call us back 1-800-247-9753 for his case #[redacted]7. ***Next agent*** please inform customer that the issues the customer was experiencing were deemed as not related to the recall.
Customer called back and did not agree with the decision. Agent explained the recall as per Answer ID 24057 and customer said he understood and thanked agent for the help

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D5	5J[redacted]	***Open Date***	12/23/2013	***Built Date***	05/05/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/15/2005	***Mileage***	82,506	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CALDWELL ID [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking recall reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking recall reimbursement.

Briefly summarize why the customer is contacting Chrysler:
Customer reports he previously experienced a failure of his steering linkage and paid for the repair. Customer reports he visited his preferred dealership today and he was told that these replacement parts also need to be repaired. Customer wants to know if he can apply for reimbursement.
Briefly summarize what the customer is expecting:
Customer is seeking to confirm recall process.
Writer confirmed that previous repairs do need to be inspected and may need to be replaced based upon the inspection.
Writer advised that the customer can apply for recall reimbursement, and provided customer with the process to do so. Customer is away of 60 day processing time frame.
As per Answer ID 19074 reassigned to 86Y.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called customer and was unable to leave a message at this time to advise that the case would be closed if the documents don t arrive by 01/06/2014. Agent will attempt to contact customer again on Monday.
Agent will attempt to contact customer this week.
Agent called customer and advised him that the documents have not arrived yet. Customer states he mailed them last week. Agent advised customer that the case would be closed in 2 days unless the documents arrive before that time and once the documents arrive the case can be reopened and processed as normal. Customer understood.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: Charles Chadwick
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 886. Customer did not provide proof of payment.

Reviewed previous files: Yes
Reassigned to 86Y
Reassigned to GG467
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and took his vehicle into DENNIS DILLON DODGE CHRYSLER JEEP for recall completion on 12/23/2013 but could not have the recall performed at that time. Agent found customer had recall H46 completed in 2009 and no parts were replaced at that time.
Agent called customer but was unable to reach her or leave a voicemail at this time.
Agent called customer but was unable to reach anyone or leave a message at this time.
Agent called customer but was unable to reach her or leave a voicemail at this time.
01/22/2014
[redacted]
CALDWELL , ID-[redacted]
Reference #[redacted]
[redacted]
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 2500. I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-853-1403, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number [redacted] available when you call.
Sincerely,
Greg
Chrysler Customer Service Representative
Writer notes there is an alternate phone # on repair invoice. Please attempt to contact customer using phone #[redacted]
Reassign back to BB940 if form letter still needed.
Agent called [redacted] and was unable to reach the customer or leave a message at this time.
****
Please submit form letter re lines 55 - 70
****
Letter sent 1/29/14.
Agent advised we need more documentation to further assist him.
The best number to reach him[redacted]
Customer returning call as per message he received. Customer states he does not know what other documentation to send it. Agent stated the the information will be sent to previous agent for clarification on documentation request.
Customer states he can be reached at[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	AG[redacted]	***Open Date***	12/23/2013	***Built Date***	03/08/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	12/17/2010	***Mileage***	47,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45380	BROWN CHRYSLER, DODGE, JEEP,		L.L.C.	
Dealer Address	1226 HOMER RD				
Dealer City	MINDEN	***Dealer State***	LA	***Dealer Zip***	71055

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GEORGETOWN TX [redacted]	***Country***	UNITED STATES

Dealer - Parts - Transaction - Delayed Receipt of Order - Default	parts not available for recall repair
Recall - N49: LEFT TIE ROD - Other	recall parts delayed

Customer called stating that that he took the vehicle in for L16 LEFT TIE ROD END SAFETY 09/30/2011 03/07/2012 COMPLETE to HEBERT S TOWN & COUNTRY CHRYSLER and they did not do an allignment after the repair.
Customer states that month s later he noticed that the left front tire was badly worn on the outside. Customer attributes this excessive wear to the dealership not completing an allignment.
Customer states that now he has received N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE and was told by the dealer that the parts are not available for the repair and that they will take appointments for after January 2014. Customer states that he will be pulling a trailer to California. Customer wants to know if this is safe. Agent suggested having the vehicle inspected before leaving.
Customer states that went to the dealer today and was told by service that it would be alright and to come back after the first of the year.
BROWN CHRYSLER
Customer states that these dealership don t care once a person buys a car.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3CL3	CG[redacted]	***Open Date***	12/23/2013	***Built Date***	11/19/2012
Model Year	2012	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	03/09/2013	***Mileage***	12,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HIXSON TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	no parts available to complete recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that she has received a letter for a recall N49 LEFT TIE ROD . Agent advised the customer that she is going to have to wait until after Jan 7, 2014 to call and make a appointment for this recall . Agent advised customer that at that point there may be a delay in parts .
Briefly summarize what the customer is expecting:
Customer is expecting recall information
Reassigned for bypass no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	01/24/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/20/2006	***Mileage***	323,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-	JEEP LLC		
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	NAMPA ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking reimbursement. The customer states he just received a recall notice and states he already had the repair completed prior to this. The customer states he was given an address earlier to submit the documents to and he just wanted to make sure he has the correct address. Agent advised the customer of the address in answer connect document 17420.
Briefly summarize what the customer is expecting: The customer is expecting to verify the address to send his documentation to.
POSTMARK DATE: 122413; DATE RECEIVED: 010314
Documents attached for review
Called Customer at [redacted]. Agent advised that the Recall applies to vehicles that have had the Steering Linkage replaced with a Mopar Steering Linkage.
Agent explained that if the Steering Linkage was Factory then the recall would not apply.
Customer understood.
Customer called stating that he had questions related to the last conversation he had. Agent explained multiple times that the recall was in direct relation to the h46 recall. Customer is stating that he should be entitled to the reimbursement because his tie-rod snapped. Agent advised customer that he does not qualify for the reimbursement. Agent requested repeatedly to speak with previous agent. Agent attempted to transfer customer and was unsuccessful. Agent then provided customer with the phone number (855-675-9291 and EXT 4718140 as per Answer ID 23321.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/02/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/23/2007	***Mileage***	87,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SAINT GEORGE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for completed recall

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have just received the recall letter for the N62 recall. Customer stated he has previously had these repairs completed.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for the completed repair relating to the N62 recall.
Agent advised the customer as per Answer ID 17420, the full mailing address and information needed to send in for reimbursement. Agent also provided the Recall Reimbursement Fax Number of 1-877-768-5076.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (24350439). Advised customer the reimbursement is dependent upon verification of all documents requested.
N62: AC ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
No documents.
No documents.
No documents.
No documents
No documents.
*

No documents. Writer will have to call Customer.
No documents, Writer will call customer as soon as possible.
No time today to review.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Customer directly and explained to him yes his original equipment may have failed, we are not compensating for that, but now that he has replacement parts on his vehicle, we strongly recommend that he have his vehicle inspected at any CDJR, and if any parts need replaced again Chrysler will do that complimentary.
Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A6	7G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/24/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/06/2007	***Mileage***	89,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE
Dealer Address	2929 SOUTH MAIN STREET		
Dealer City	BOUNTIFUL	***Dealer State*** UT	***Dealer Zip*** 84010

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	CLEARFIELD UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for the N62

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement information in regards to his recall the N62
Briefly summarize what customer is expecting: Customer would like reimbursement for the repair he had completed on multiple occasions in regards to the same concern.
Agent informed customer that he could submit his reimbursement request and to put the case number in the upper right corner. Agent informed customer to allow for 60 Days for processing.
Reassigned to 86 Y
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall Answer Connect ID: 24057
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 07/24/2009 COMPLETE
Writer searched claims for information.
An inspection had been completed as per the recall no parts replaced.
******
Writer will wait for documents.
******
Writer did not locate documents.
Writer did not locate documents.
Writer will contact the customer to advise the cair will be closed in two days.
Status update provided via email to the following email address:
[redacted]

Hello
This message is for [redacted] from Debbie of Chrysler in regards to a request for reimbursement for the 2007 Ram. I will be closing the file in two days as the documents have not arrived, once the documents arrive the file will be re opened for review. My contact number 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
******
Writer received a voice message from the customer dated December 31, 2013 @ 12:03 pm advising the information will be sent out after today they have been away for the holidays.
******
Writer will reassign to the TL for the addition of a survey by pass as documents have not arrived.
by pass added.
**********CLOSED**********
POSTMARK DATE: 010814; DATE RECEIVED: 010814
Document attached for review
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Reassigning to DW690, documents received.
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer sent in an invoice - [redacted] - 09/01/11 - 62872 Miles:
The inner and out tie rods had been replaced.
******
Invoice - 258918 - 08/27/13 - 84632 Miles:
steering upgrade, as the vehicle pulsates - customer paid a deductible.
******
Writer will contact the customer to advise reimbursement will not be provided as the repair completed 08/24/13 may be the recalled parts the repair completed 09/01/11 had been just the tie rods the dealership will replace the parts free of charge.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a request for reimbursement for the 2007 Ram. I have received the documents and would like to speak to you. My contact number 855-675-9291, extension 4718492 and please refer to file number [redacted].
Thank You
End of Status Update
******
Writer received a voice message from the customer dated Janurary 17, 2014 @ 7:12 pm leaving [redacted] as the contact number.
******
Writer will call [redacted].
Writer spoke with [redacted] advising the information has been reviewed apologizing for the concern. Writer advised reimbursement will not be provided as the recall is on a replacement part. Customer asked if the recall should be completed. Writer advised the dealership will inspect the connection and replace the part if needed free of charge. Customer stated this recall is for a replacement part and not the tie rod then. Writer advised this is correct. Customer understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C7	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	05/27/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	06/19/2003	***Mileage***	237,680	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRV	DK. GARNET RED PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42298	GAINESVILLE DODGE			
Dealer Address	3000 NORTH MAIN STREET				
Dealer City	GAINESVILLE	***Dealer State***	FL	***Dealer Zip***	32609

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	THEODORE AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	custoemr wanted to know more information on the recall

Briefly summarize why the customer is contacting Chrysler: customer states that he wanted to know if the vibration in his truck has anything to due with this recall.
Briefly summarize what the customer is expecting: customer seeking recall information.
Agent advised as per Answer ID 24057
The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0	4G2[redacted]	***Open Date***	12/23/2013	***Built Date***	07/08/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/25/2004	***Mileage***	107,221	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]1	***Home Phone***	
	JULIAETTA ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer wanted to get reimbursed for the repair

Briefly summarize why the customer is contacting Chrysler: Customer said that he already had to pay for the repair for this recall and also had to pay for the tow bill. Customer wanted to know if he would get reimbursed.
Briefly summarize what the customer is expecting: Agent advised that the customer could send in his original receipts into reimbursements. Agent also provided the customer the address for towing reimbursements as well. Agent let the customer know that it would be 4 -6 weeks.
Customer called back looking for additional information about receiving reimbursement for the towing costs. Customer wanted to know if he just needed his receipt or if he needed a document showing the reason that the towing company towed his vehicle.
Agent advised customer that the more documentation he could provide the better for getting reimbursed for towing and repairs.
POSTMARK DATE: 010214; DATE RECEIVED: 010814
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
****
Agent called customer at [redacted] and left voicemail advising customer to contact us at 1-800-853-1403.
****
******Next Agent*******
If customer calls (agent has no voicemail) please advise of lines 17-21 above.
Briefly summarize why the customer is contacting Chrysler: Customer called wondering if he was entitled to reimbursement.
Briefly summarize what the customer is expecting: To know if he can get reimbursed for the part.
-
Agent states that customer is not entitled for reimbursement because it is not the MOPAR replacement part that he had replaced.
-
Customer understood and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D6	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	06/01/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	10/21/2006	***Mileage***	145,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	OGDEN UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	agent advised customer could contact dealership
Recall - H46: STEERING LINKAGE - Information Request	customer claims recall never performed

Briefly summarize why the customer is contacting Chrysler:Customer called stating that he had two recalls on his truck. Agent advised the customer that the one recall for the steering linkage was taken care of all ready but the customer swore up and down it never happened. Agent advised the customer of the other recall and advised him to contact the dealership and they could take care of both of them for him free of charge. The customer wrote down the numbers and information and ended the call.
Briefly summarize what the customer is expecting: information on incomplete recalls

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	07/31/2007	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/04/2007	***Mileage***	38,343	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56440	WITHNELL DODGE			
Dealer Address	2650 COMMERCIAL SE				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97302

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SALEM OR [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for N62 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for recall repair already completed
Product - Suspension - Tie Rods / Drag Link - Other - Front	LEFT OUTER TIE ROD ASSEMBLY

Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted]). Advised customer the reimbursement is dependent upon verification of all documents requested.
Briefly summarize why the customer is contacting Chrysler: Customer stated that they have just received the recall completion letter for the N62 recall repair. Customer stated that they have previously had these repairs completed.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for N62 recall repairs previously completed on his vehicle.
Agent advised the customer of the mailing address and needed information as per Answer ID 17420. Agent also advised the customer of the Recall reimbursement fax number (1-877-768-5076). Agent advised the customer to allow up to 60 days for processing of the request.
Writer is waiting on documentation for the repair on the recall N62.
POSTMARK DATE: 122713; DATE RECEIVED: 122713
Customer submitted request for reimbursement for recall N62 for the LEFT OUTER TIE ROD ASSEMBLY .
Customer s proof of payment is: Discover card
Recall applies to customer s vehicle: Yes
Date of repair:
Invoice #: 434556
Labor $ 19.50
Parts $ 81.10
Tax $ 0.00
Misc. Charges $0.00

Total $ 100.60
Writer is submitting check for approval in the amount of $100.60
**********OUTBOUND CALL**********
Writer called MR [redacted] Number is not in service.
Writer called ([redacted] and spoke with [redacted] and advised that a check would be sent for approval and he should receive the check with in 3 to 4 Weeks. Customer was happy.
Check has been approved.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	5G[redacted]	***Open Date***	12/23/2013	***Built Date***	02/25/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/29/2005	***Mileage***	49,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44665	ED MOSES DODGE, INC.			
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	UNKNOWN,[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	UNKNOWN UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Left Outer Tie Rod Assembly

Briefly summarize why the customer is contacting Chrysler: Customer stated he has the N62 recall but was advised parts are back ordered. Customer is wondering what he should do.
Briefly summarize what the customer is expecting: Customer seeking assistance completing recall N62
Agent advised parts will be available in January and he could schedule the appointment now for sometime in the new year, rather than having an inspection now and going back for parts in January. Customer satisfied to have availability answered and will contact dlr to schedule an appointment sometime in the new year.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/01/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/23/2008	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68614	KING CHRYSLER/DODGE/JEEP			
Dealer Address	4330 KUKUI GROVE STREET				
Dealer City	LIHUE KAUAI	***Dealer State***	HI	***Dealer Zip***	96766

Owner	NA, NA NA	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LIHUE HI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that this is the second time the left tie rod has broken on the vehicle. Customer states that he took the vehicle to the dealership to have the tie rod fixed. Customer states that the dealership told the customer that they were not going to fix the left tie rod for the customer. Customer states he went and ordered the part from NAPA Auto Parts to have the part put on because the dealership told the customer they would not put the part on. Customer states that he received the recall notice and now the dealership tells the customer that the dealership to repair the tie rod assembly on the vehicle. Customer states he wants to know what can be done with the part that has been ordered.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the part the customer ordered.
Agent Advised: Agent stated that if the part is not yet been put on the vehicle, we cannot reimburse the customer for the part at this time. Agent stated that customer would have to ship the part back over seas and have the recall completed at the local RAM dealership. Customer was very upset and dropped the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C5	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	07/25/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/03/2005	***Mileage***	130,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POWELL BUTTE OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other

Briefly summarize why the customer is contacting Chrysler: Customer states he contacted his dlr after getting the n62 letter. Agent advised the eta for parts is Jan.6 and to contact dlr after that.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# ***24350604***

VIN	3D7LU38C0	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	08/08/2002	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	10/12/2002	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	68909	JOHN MECHAM DODGE-CHRYSLER-JEEP			
Dealer Address	2700 RASMUSSEN ROAD				
Dealer City	PARK CITY	***Dealer State***	UT	***Dealer Zip***	84098

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]D	***Home Phone***	[redacted]
	TOQUERVILLE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle has a recall in regards to the left tie rod. Customer states that the customer knows that the customer cannot have the vehicle repaired until the earliest of 01/06/2013. Customer states that the customer plans on taking a trip for Christmas.
Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle repaired and make sure eveything is running in order for the customers trip.
Agent Advised: Agent stated that the customer can bring the vehicle into the dealership to have an inspection completed before the customers trip to make sure that the left tie rod assembly is all running in order.
Agent stated that the dealership would not be able to say the vehicle is completely safe due to liability issues, but the dealership can make sure everything is running in order for the customer. Agent offered to transfer the customer to the dealerships line to book an appointment to have an inspection completed. Customer stated that the customer would just call over to the dealership to book the appointment and have the inspection completed before going on the customer trip.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D9	3G7[redacted]	***Open Date***	12/23/2013	***Built Date***	08/30/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/30/2002	***Mileage***	76,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF	KLAMATH FALLS
Dealer Address	2675 WASHBURN WAY		
Dealer City	KLAMATH FALLS	***Dealer State***	OR

Dealer Zip	97603		

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LAKEVIEW OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN

Briefly summarize why the customer is contacting Chrysler: Customer stated that they had to have the N62 recall completed on their vehcile before it became a recall. The customer stated that they just received a letter today to advise them of the recall. The agent updated the customer s information in COIN. The agent advised the customer that we do show that the vehicle has an incomplete recall N62 on the vehicle. The customer stated that she would be sending in her documents for reimbursement consideration as per the letter that she had received. The agent updated the customer s informtion in COIN.
Briefly summarize what the customer is expecting: Assistance to see if she had any recalls on her vehicle.
POSTMARK DATE: 122413; DATE RECEIVED: 010314
Documents attached for review.
Agent has reviewed the documents and the repair is not part of the N62 recall as the customer had the ball joints and brake pads replaced
REIMBURSEMENT DECLINED
Agent contacted the customer @ [redacted] and there was no answer. This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Agent reassigning to WB254 per TL
GB417 has called customer and left message.
The agent called the customer at [redacted] and the call went to voicemail. The agent left a message to advised the customer that the documents had been received and reviewed by a Case manager who had determined that reimbursement would be declined as the recall only applies to certain Mopar service parts steering components installed. The agent advised the customer that the CM determined that the repairs completed on the vehicle were not part of the N62 recall.
The agent left the phone number for CAC should the customer need further information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D5	6G[redacted]	***Open Date***	12/23/2013	***Built Date***	09/14/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	12/17/2005	***Mileage***	130,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRANTS PASS OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about symptoms of recall
Product - Drivability - Unknown - Other - Default	Vibrating/loss of steering

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they received a recall notice in the mail.
Customer stated that while driving down the road 45MPH and up the vehicle will start vibrating. Customer stated that with the vibrations there is a loss of steering capabilities.
Briefly summarize what the customer is expecting: Customer inquiring about recall.
Agent advised customer that the symptoms she is experiencing can be directly related to the recall and she should book an appointment as soon as she can starting January 6th 2014. If the vehicle issues persist or worsen to bring it to the dealership immediately to get the repair completed and submit it for possible reimbursement at a later time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D6	8G[redacted]	***Open Date***	12/24/2013	***Built Date***	05/14/2008	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	06/11/2008	***Mileage***	120,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	49939	CHAMPION CJD/ ENTERPRISE FM			
Dealer Address	4505 W 96TH STREET				
Dealer City	INDIANAPOLIS	***Dealer State***	IN	***Dealer Zip***	46268

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	PITTSBURGH PA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	seekijng reimbursement
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	seeking reimbursement for N49 recall
Recall - N49: LEFT TIE ROD - Information Request	states he repaired recall part before receiving letter
Corporate - Survey By-Pass - No Documentation - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Re-call
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I recueved a recall notice, last week in the mail. I, own a 2008, 2500 HD, Power Wagon and purchased it used last spring. Since that time the part in question failed and I was luck!! Very lucky! Because, The part broke as I was exiting the parking space! My concerns are real! How many people died because of this failure??? I had my truck towed and repaired at my expense! When I called in regardto recall. I, was told that Dodge was not responsible! What the hell is going on??? I, want reemburst for towing, parts and labor! or I will contact my attorney and give Dodge/Chrysler I very bad Blog!!! How many died before the recall????
Russ
*****END OF CUSTOMER EMAIL*****
Dear Russell
Thank you for contacting the Ram Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.
To request reimbursement on repair work done on your vehicle prior to the recall notification, send your original documentation (repair order and original proof of payment) to the following address for review:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Include the following information (where applicable) so we can respond to your issue promptly:
Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers

Vehicle Identification Number (VIN)
Note: Original receipts from the repair facility are needed for reimbursement. If original receipts are not available, contact the service provider and request a duplicate original. Copies are generally not acceptable. Keep a copy for your records.
You may also submit your information via documentation link. We will send you the link via the email address provided in your email. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received.
Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder.
Please be aware that the link can only be clicked on once.
After your letter is reviewed, we will contact you by phone with a prompt response. Please allow 3-4 weeks for check processing.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-24 @ 05:43
reassign 86Y
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Writer acknowledges assignment.
Requested documents are not yet present.
No additional documents.
No documents.
No documents.
No documents.
*
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we are waiting for your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Reassigning to JK671 for Survey Bypass - No Documents received.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU28D1	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	10/30/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/30/2002	***Mileage***	161,546	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ANCHORAGE AK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that she has a recall on the vehicle. Customer states that the customer had to replace the left tie rod previously to the recall as the tie rod did break. Customer states that customer is looking into possible reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the following recall related repairs.
Agent Advised: Agent stated that the customer will have to send in the invoices as well as the VIN attached in regards to the repairs the customer had completed on the left tie rod assembly. Agent stated that the customer can take the vehicle into the dealership as of 01/06/2013 and or after that date to have the vehicle looked at in regards to everything running in order amongst the recall specifications.
Agent provided customer with the reimbursment address as follows,
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	3G[redacted]	***Open Date***	12/23/2013	***Built Date***	03/17/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/06/2003	***Mileage***	103,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	56440	WITHNELL DODGE			
Dealer Address	2650 COMMERCIAL SE				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97302

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TURNER OR [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	updated
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler:
Cystiner called stating he would like some information on recall N62. Agent advised 'A Mopar service parts steering linkage may have been installed on some of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions.' Agent advised we recommend him contacting the dealer and getting in for an appointment to look into seeing if he has had the linkage replaced to see if he would fall under the recall. Agent provided customer dlr # 503 364 0184. Customer thanked agent and ended call.
Briefly summarize what the customer is expecting:
Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C6	6G[redacted]	***Open Date***	12/24/2013	***Built Date***	01/26/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	07/03/2006	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	PEST CONTROL LLC, CRANMORE	***Contact Type***	FAX
Address	17460 COUNTY ROAD 36	***Home Phone***	
	JULESBURG CO 80737-9709	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

POSTMARK DATE: 122413; DATE RECEIVED: 122413
Customer has submitted documentation by fax. As per process writer is assigning to 86Y for further review.
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes (N62)
Name of person writing in: Lonnie Cranmore
Does customer have an e-mail address: No
Concern: Customer seeking reimbursement for Tie Rod Repair.
Called Customer at [redacted]. Called the Customer and advised that the Recall Repair was not covered as the Steering Damper is not the same as the steering linkage and the recall is for vehicles that have a steering linkage replacement.
Agent advised that the Customer take the vehicle to the DLR for further assistance determining if the vehicle is part of the recall.
Closed CAIR.
POSTMARK DATE: 012414; DATE RECEIVED: 012414
POSTMARK DATE: 022514; DATE RECEIVED: 022514
POSTMARK DATE: 033114; DATE RECEIVED: 033114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRNLX	CG[redacted]	***Open Date***	12/24/2013	***Built Date***	08/09/2011	
Model Year	2012	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	09/15/2011	***Mileage***	38,761	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELBERTA AL [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Broken front tie rod.
Recall - N49: LEFT TIE ROD - Information Request	customer had broken tie rod due to recall
Corporate - Roadside Services - Warranty - Towing - Default	

Briefly summarize why the customer is contacting Chrysler: SA John from Steven Chrysler contacted Ram to advise that a customer had come in with a broken tie rod on the vehicle. John states that the vehicle is down due to the recall issue. John states that the customer is currently in a rental vehicle, but they are inquiring about possibly getting into a rental truck. John wanted to be certain that Ram was informed, as he is uncertain what he needs to do to start the repair process for this.
Briefly summarize what the customer is expecting: Agent advised John that a case had been set up. Agent provided John with the case number to give to the customer. Agent advised John to have the customer contact Ram once they have decided on what they want to do so that the case managers could get involved in this issue.
Reassign to KM788 for survey bypass dealer contact.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By-Pass: Dealer Call
Customer called in stating that the vehicle is currently at STEVEN CHRYSLER JEEP DODGE, INC and the customer is being informed that they don t have the part available to fix this recall so customer is wanting RAM to pay for a rental for the exact same truck customer has and if not give the customer a rental right off the lot. Agent informed cannot do that, unable to authorize the dlr to give the customer a truck off the lot of the same make. Customer is stating that wants his truck fixed according to the dlr they have a part there to fix the truck however it s an aftermarket item. Agent contacted the dlr STEVEN CHRYSLER JEEP DODGE, INC and spoke with John the SA, John is familiar wit the customers situation and stated that he is not sure if they can good will an aftermarket item, SA John transferred me to the SM Chris and he stated that he is not sure if he can goodwill aftermarket parts and will have to get in touch with his DM and warranty administrator, SM took agent case number and phone number and will call when has more information. Agent informed customer that the dlr does have an aftermarket part that could restore the truck today however if that is done then it could void the recalled part because it s an aftermarket. Agent informed customer did ask if the dlr could provide assistance on the repairs and so forth and the SM Chris is looking into it and need to allow time for a cal back being the holidays may not be for a couple of days. Customer got irate and stated that RAM is not standing behind their product and agent informed that as per letter parts are not available until after 1/6/2014 the fore the truck would be un drivable until the parts come in however since it is a work vehicle it needs to get back on the road informed customer if he needs the truck today need to authorizes the repairs for

the aftermarket item and experience the out of pocket expense however if customer seeking assistance needs to allow time to see what can be done if anything. Customer started to use fowl language and agent warned if it continued would release the call. Customer then stated he would contact the dlr and customer disconnected the line.
Reason for Dealer Contact: Speak with SM Chris to see if he has spoke with his DM and or warranty administrator
Dealer Code: 60469
Dealer Personnel Required: Chris Service Manager
Customer s Preferred Method of Contact: phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: end of shift unable to reach
Assigned to 86T
Issue is being addressed in CAIR # [redacted], reassigning CAIR to KE166.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A6	8G[redacted]	***Open Date***	12/24/2013	***Built Date***	04/30/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	12/15/2008	***Mileage***	151,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60348	FERMAN CHRYSLER JEEP DODGE AT	CYPRESS CREEK
Dealer Address	24314 S.R. 54		
Dealer City	LUTZ	***Dealer State*** FL	***Dealer Zip*** 33559

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESLEY CHAPEL FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states he already had his recall repaired

Briefly summarize why the customer is contacting Chrysler: Customer has called to seek information on how to get his money back for a recall that he already had repaired before his noticed arrived.
Briefly summarize what the customer is expecting: Customer is expecting to have his money reimbursed for the recall. Customer states that he had his defective ball joint repaired sometime in May. Customer also states that the N49 left tie rod recall is part of the ball joints and wants his money back. Agent advised customer of AC # 17420 mailing information and all proper information needed for review of reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6G[redacted]	***Open Date***	12/24/2013	***Built Date***	08/25/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/29/2005	***Mileage***	200,050	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44394	TEMPE DODGE			
Dealer Address	7975 S AUTOPLEX LOOP RD				
Dealer City	TEMPE	***Dealer State***	AZ	***Dealer Zip***	85284

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	MESA AZ 8[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	Customer seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer has already had recall done on H46 and N62 at IRF.
Briefly summarize what the customer is expecting: Customer wants to be reimbursed for work already done.
Agent: Gave address for customer to forward original repair order and proof of payment.
Writer acknowledges assignment. No documents.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)

IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
Safety Recall H46 Mopar Steering Linkage Page 2
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
no documents
No additional documents.
No additional documents.
No additional documents.
*
No additional documents.
no additional documents. Writer will have to call customer as soon as possible.
No time today to review.
CUSTOMER CONTACT: Writer called [redacted] . Writer spoke to Mr.[redacted] directly. Writer explained what the H46 and N62 recalls are, and that Customer should have his vehicle inspected at CDJR Dealer, so recalls can be closed. Writer explained that all recalls and warranty work should be performed at CDJR. Writer provided toll free fax number 877 768 5076, as Customer states he has had several repairs on front end. Writer advised case will close, but can be re-opened or accessed as needed.
By pass please, no documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	12/24/2013	***Built Date***	03/28/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	09/02/2005	***Mileage***	141,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44395	SUNFLOWER DODGE INC			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OSAWATOMIE KS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring about recall letter

Briefly summarize why the customer is contacting Chrysler: customer states that she has gotten a letter but had to replace a tie rod back in 2010
Briefly summarize what the customer is expecting: customer seeking what to do
Agent advised: After Jan 6th 2014 contact the dlr to book appointment to have a inspection completed, if the dlr feels the tie rod is okay they will leave it and have you come back in a few months for an inspection however if need by they will replace it based upon part availability.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WDTCL3	CG[redacted]	***Open Date***	12/24/2013	***Built Date***	05/01/2012	
Model Year	2012	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	11/23/2012	***Mileage***	800,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ANAHUAC TX [redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default	Customer needs new pinion seal/flange
Product - Electrical - Unknown - Other - Default	Customer states they need a new wheel speed sensor
Corporate - Warranty Coverage - Default - Default - Default	Customer wanted to know if speed sensor was covered under warranty
Recall - N49: LEFT TIE ROD -	Customer wanted to know why this could not be completed

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he was advised by the DLR that they could not complete the N49 recall as they do not have the intructions on how to do so. Customer also advised that he needs a new speed sensor.
Briefly summarize what the customer is expecting: Customer wants to know why the DLR would not repair the recall and if speed sensor is covered under warranty.
Agent advised that the letter states not to make any appointments with local DLRs until 01/06/2014. Agent advised she will contact the DLR to see where the speed sensor is located and see if it is ciovered under warranty. Agent contacted DLR and spoke with SA Lori. SA stated that the Customer needs a wheel speed sensor and that is not covered under powertrain. SA stated that Customer does need a pinion and pinion flange which is covered under the powertrain warranty. Agent advised the Customer that the wheel speed sensor is not covered but the other repairs are covered under the powertrain. Customer thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL0	CG[redacted]	***Open Date***	12/24/2013	***Built Date***	12/06/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	06/10/2013	***Mileage***	23,731	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45214	UBERSOX CHRYSLER, INC.			
Dealer Address	165 NORTH 4TH STREET				
Dealer City	PLATTEVILLE	***Dealer State***	WI	***Dealer Zip***	53818

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BERNARD IA [redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer wants to place a complaint against dealership.
Recall - N49: LEFT TIE ROD - Other	Dealership scheduled appointment prior to parts being made available
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer looking to place compliant against UBERSOX CHRYSLER, INC.
Briefly summarize what the customer is expecting: Customer states that he contacted CAC about having the recall completed. Customer states that he was transferred to the dealership to make an appointment to have the recall completed. Customer states that his appointment was for this morning. Customer states he drove an hour to the dealership to be advised that parts are not available and the parts he had on order are still not in yet either. Customer states he saw on the letter appointments to be made after January 6, but he did as he was told and had the appointment for today. Customer seeking why he was advised to have his appointment today if they knew parts were not available.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
No email address available for customer.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111. Randy referred CM to SA (Josh). Customer (Mr.[redacted]) had someone else (unknown who) called on 12/18 or 12/19 to schedule maintenance and hubcap replacement. Recall (N490) was not put into place until 12/20/13. Ram will notify customer when parts are available to resolve recall issue.
Should have been line 23
* * * * * CASE MANAGER TEAM - District P * * * * * *
OOW - Original warranty
Loyalty - This is only vehicle, purchased new

Service Contract - BUSINESS LINK ALTERNATE TRANSPORTATION
CUSTOMER - CM called Mr. [redacted] claims Dodge made contact to set up appointment for recall. When recall issue could not be resolved, customer decided to get maintenance and hubcap issues resolved.
CM advised customer that consideration for inconvenience will be put in place after all issues have been resolved. Customer s key frustration regarded different vehicle. CM advised that each case would be handled independantly.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, per line 33-35
DEALERSHIP- CM called SM (Randy) @ 608-348-5111. Lisa advised can only order 1 per week.
CUSTOMER - CM called Mr. [redacted]. Left message that parts not available.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111 - Parts are back ordered. Part will not be available until after 1/6/14. This is not affecting the performance of the vehicle.
DM will be contacted by Randy to see if DM has access to parts at this time.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111 - parts not available. AM cannot request unless VOR.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111 - Left message to have call returned.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111. Parts update provided by Parts (Tom). Tom just got pallet of tie rods. About 200. Lisa (SA) - requested customer make appointment for tie rods.
CUSTOMER - CM called Mr. [redacted]. Advised customer to call and make appointment for repair.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111. Spoke to SA (Lisa). Customer has not called in for appointment.
CUSTOMER - CM called Mr. [redacted]. Customer will call 1/27/14 to schedule appointment for recall repair.
DEALERSHIP- CM called SM (Randy) @ 608-348-5111. - referred to Josh - No appointment scheduled at this time.
CUSTOMER - CM called Mr. [redacted]. Left message to call DLR for appointment. CAIR being closed since no appoint scheduled.
CLOSED LOOP UPDATE - no need for additional follow-up.
Survey by pass. No appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	4G[redacted]	***Open Date***	12/24/2013	***Built Date***	04/23/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/10/2004	***Mileage***	76,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60163	FREMONT MOTOR ROCK SPRINGS, INC			
Dealer Address	1900 FOOTHILL BLVD				
Dealer City	ROCK SPRINGS	***Dealer State***	WY	***Dealer Zip***	82902

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCK SPRINGS WY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquired about parts

Briefly summarize why the customer is contacting Chrysler: Customer called asking about the N62 recall and the DLR stating it will take a year for the part to come in. Writer advised customer parts are showing available. Writer called DLR and spoke with SM Clayton, SM stated customer would have to bring vehicle in to see if recall is needed. Writer transferred customer to DLR to speak with SM.
Briefly summarize what the customer is expecting: Customer expecting to know why it will take a year for parts to come in for the N62 recall. Customer called because the dealership had dtold that the dealership does not have the parts. Agent advised customer that the parts are going to be released to the dealerships in the new year. Agent advised customer to call the dealership in the new year to make an appoint ment to have the recall completed. Agent advised customer that if he has any more questions or concerns. Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRNLX	CG[redacted]	***Open Date***	12/24/2013	***Built Date***	08/09/2011	
Model Year	2012	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	09/15/2011	***Mileage***	38,761	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ELBERTA AL[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	John SA from Stevens Point CJD
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - Rental Vehicle - Default - Default - Default	Rental requested as well
Corporate - Roadside Services - Warranty - Towing - Default	
Corporate - Survey By-Pass - Dealer Call - Default - Default	

John SA at STEVENS POINT CHRYSLER DODGE JEEP calling
Briefly summarize why the customer is contacting Chrysler:
John SA called frustrated that there are no parts for the N49 recall, and has no choice but to put an aftermarket LEFT TIE ROD as vehicle needs to be repaired. He also mentioned OEM component that has to be VOR. There is no other option other that to put an aftermarket LEFT TIE ROD.
John also wanted an answer by 2pm today as the dealership will be closed by then. Customer is also requesting a rental vehicle comparable to the truck.
Briefly summarize what the customer is expecting:
Dealership is expecting to get an answer today regarding rental for customer (it is 2761 miles over the 3/36 Basic).
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is : [redacted]
Preferred Afternoon/Evening call back number is : [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? STEVENS POINT CHRYSLER DODGE JEEP 66680
Reassigned to 88F
* * * * * CASE MANAGER TEAM District 88P * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, Writer contacted dealer [redacted], op 2. Writer left voicemail for Service Manager (SM) advising that request for aftermarket part for repair and rental will need to go through AM. Writer advised that writer will follow up 12-26-13.
Correction to line 25 writer contacted dealer 66680.
Writer contacted dealer 66680. Service Manager (SM) Jim states that he does not have a SA John and that he does not have this vehicle in his system.
Writer contacted dealer 60469, STEVEN CHRYSLER JEEP DODGE, INC, 316 773-2002. Service Manager (SM) Chris states vehicle repaired and returned 12-23-13 or 12-24-13. Dealer contacted his regional manager and received approval to use aftermarket part. Aftermarket par used for repair.
Customer is satisfied.
Survey by pass. Dealer Call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	7G8[redacted]	***Open Date***	12/24/2013	***Built Date***	05/17/2007
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB		
In Service Dt	09/17/2007	***Mileage***	170,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44881	SOUTH POINT DODGE			
Dealer Address	5210 SOUTH I.H. 35				
Dealer City	AUSTIN	***Dealer State***	TX	***Dealer Zip***	78745

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CONROE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states that he did not get letter but would like to know if the tie rod recall is on vehicle
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised that this recall is on the vehicle and to call the DLR after Jan 6th for appointment as parts are not yet available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MU48C4	4G[redacted]	***Open Date***	12/24/2013	***Built Date***	06/24/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/07/2004	***Mileage***	176,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42751	CHUCK PATTERSON DODGE			
Dealer Address	257 EAST AVENUE				
Dealer City	CHICO	***Dealer State***	CA	***Dealer Zip***	95926

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	SPOKANE VLY WA [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	recall information
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - CNA Change - Default - Default - Default	updated primary phone number and an email address

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-24 @ 11:17
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the Tie Rod as he received a recall notice for the Tie Rod. Customer states that he had the Tie Rod break on this vehicle when he drove into a ditch. Customer states that he went to an IRF called West Swap Tires to have the tie rod repairs done.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent advised customer that there are 3 open recalls for the OUT-OF-PARK ALARM SYSTEM, the STEERING LINKAGE and the LEFT OUTER TIE ROD ASSEMBLY. Agent sent a documentation link to the [redacted] email address and advised customer that this case will be sent to the reimbursement department for further review.
Writer is waiting on documentation.
Writer is waiting on documentation.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] and advised him that at this time his vehicle would need to have the open recalls completed on the vehicle . Writer also advised that at this time Chrysler will not be reimburse for the repair on the tie rods as it was for the mopar service parts. Customer understood.
Case closed no reimbursement at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C3	3G[redacted]	***Open Date***	12/24/2013	***Built Date***	11/01/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	02/18/2003	***Mileage***	190,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HURRICANE UT[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler: Mr. [redacted] called in as he received the recall N62.
Briefly summarize what the customer is expecting: N62 LEFT OUTER TIE ROD ASSEMBLY
Agent advised Mr.[redacted] as per Answer ID 24057, N62 combo.pdf:
Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	12/24/2013	***Built Date***	01/14/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/13/2005	***Mileage***	134,800	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68488	RAIRDON'S DODGE CHRYSLER JEEP OF	SMOKEY POINT
Dealer Address	16610 SMOKEY POINT BLVD		
Dealer City	ARLINGTON	***Dealer State***	WA	***Dealer Zip***	98223

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARYSVILLE WA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Customer Seeking recall information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he received a recall notice in the mail for the N62 recall. Customer states that about 3 Weeks ago before he got the letter the steering linkage snapped and he replaced it. Agent advised customer of the 2 recalls on the vehicle. Agent stated he would need to bring the vehicle to the dealer to be inspected for both recalls. Agent also stated if he is expecting reimbursement he would need to wait till the recall is out and he receives the actual notice in the mail telling him to take the vehicle to the dealer. Customer states reimbursement is not a big deal he would just like to have it inspected to make sure it will not happen again. Agent offered to transfer the customer to the dealer. Customer refused.
Briefly summarize what the customer is expecting: Customer was expecting agent to tell him what to do in this situation.
Reassign customer refused to be transferred to the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	12/24/2013	***Built Date***	05/17/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/08/2005	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44391	INTERSTATE DODGE INC			
Dealer Address	701 CONSTITUTION DR				
Dealer City	WEST MONROE	***Dealer State***	LA	***Dealer Zip***	71292

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLLINSTON LA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised customer of recall H46
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	agent advised customer of recall E17
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information for N62

Briefly summarize why the customer is contacting Chrysler:Customer called stating that he recently got a letter for a recall on his 2005 truck and was stating that in the past year he was involved in an accident with his truck where he lost steering control and the vehicle went into a snow bank. Customer stated he was alright but this may have been the cause and agent advised him that according to our records he has 3 recalls on his truck. Agent advised the customer that besides the N62, he also had H46 steering linkage,Safety Recall E17 Out-of-Park Alarm System. Customer stated that in the past he had the issue replaced and used, used parts and now is told he needs a new steering linkage and tie rods. Agent advised the customer to check with the dealership and advise them that he has the recalls and the dealership will be able to see them as well. Customer asked if there was anything that he could do to prove to the dealership that he had these because they are difficult to deal with in the past. Agent provided the customer with the case number and advised him to provide it to the dealership if they have any questions regarding the recalls they can give us a call with that case number and the next agent will be able to pull up the information and advise the dealership of the recalls on the vehicle.
Briefly summarize what the customer is expecting:to find out about recalls on his truck because the dealership advised him that he needed new tierods and steering linkage
Customer calls seeking recall information. Advised the customer of incomplete recall recall N62, H46, E17Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	4G[redacted]	***Open Date***	12/24/2013	***Built Date***	09/22/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/22/2004	***Mileage***	121,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60204	DALLIN MOTORS			
Dealer Address	823 E CEDAR ST				
Dealer City	RAWLINS	***Dealer State***	WY	***Dealer Zip***	82301

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	RAWLINS WY[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking recall reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for completed N62 repair
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer stated he receive notification of the N62 recall. Customer stated that he has previously had this repair on his vehicle. Customer stated that he will fax in the information needed to review reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the previously completed repair in relation to the N62 recall.
Agent advised the customer of the mailing address and fax number for reimbursement as per Answer ID 17420. Agent advised the customer of their case number as asked that it be included on all pieces of documentation.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted] Advised customer the reimbursement is dependent upon verification of all documents requested.
Writer acknowledges assignment.
Customer has three(3) incomplete recalls on vehicle, H46,L16,N62.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This

could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
Safety Recall H46 Mopar Steering Linkage Page 2
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
L16 Component Three applies
2003 - 2004 (DR) Ram Truck 2500/3500 (4X4)
2006 - 2008 (DH) Ram Truck 1500 Mega Cab (4X4)
2006 - 2008 (D1) Ram Truck 3500 (4X4)
2007 - 2008 (DC) Ram Truck Cab Chassis
2005 - 2008 (DH) Ram Truck 2500 (4X4)
2005 (DH) Ram Truck 3500 (4X4)
Note: This recall applies only to the above vehicles that were built between July 12, 2002 and Feb 13, 2011 and had the steering linkage replaced with Mopar service parts between Feb 14, 2008 and Aug 9, 2011.
****
****
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Waitng for documentation.
POSTMARK DATE: 122513; DATE RECEIVED: 122513
Writer acknowledges documents, will review as soon as possible.
Customer has submitted partial invoice just showing Job#3.
DEALER CONTACT: Writer called DALLIN MOTORS 307-324-4525. Writer spoke to SA Donny. SA Donny advised that Customer had original factory parts on vehicle so H46, or L16 never applied, so no reimbursement. Now we need to have Customer take vehicle back in if parts need replaced dealer will do so. Writer also asked SA Donny to make sure recalls get closed on vehicle. SA Donny advised the Sublet charge on Customer submitted invoice 6037629 is for an out of shop alignment that they cannot fulfill. SA Donny advised this is the full invoice, may have started at Job #3 as Job # 1,2 may include a vehicle wash or complimentary inspection.
CUSTOMER CONTACT: Writer called ROBERT A MAESTAS 307 321 8213. Writer provided case # and USCAC for contact.
**Agents please read to yourself - Lines 81-84. No reimbursement under recalls H46, L16,or even N62,as SA Donny states original factory equipment. Vehicle needs to be inspected if unfit parts were used Chrysler will replace them. Vehicle OOW by time and mileage
Agent advised customer that as of right now this department did speak with Donny at the dealership and were advised that Donny would like to inspected the vehicle again because recalls are still showing as incomplete in the system. Agent did advised that as of right now the reimbursement request has not been approved. Customer understood and stated he would speak with Donny to set up an appointment.
Writer acknowledges that Customer has been advised of outcome. Customer

has been advised to take vehicle back to Dealership and have vehicle inspected for possible N62. Customer has been advised we are not reimbursing under H46 or L16, or N62 just a replacement of parts if needed. Writer is closing case. Reimbursement request declined directly.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	7J[redacted]	***Open Date***	12/24/2013	***Built Date***	08/10/2006
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	02/05/2007	***Mileage***	127,000	***Dealer Zone***	63	DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	41067	COMMUNITY MOTORS INC			
Dealer Address	500 WESTIN OAKS				
Dealer City	HAMMOND	***Dealer State***	LA	***Dealer Zip***	70403

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	DENHAM SPRINGS LA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for reimbursement for the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for N62 recall. Customer states he had the recall completed when the vehicle experienced the symptoms of the recall. Agent provided the customer with the mailing address and CAIR number as per answer connect document 17420.
Reassigned to 86Y
Writer acknowledges assignment.
No documents.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057 | Published 12/12/2013 08:38 AM | Updated 12/13/2013 08:10 AM | Access Level All Agents
What are the details of this recall?Owner letters are scheduled to be mailed the week of December 16, 2013.
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.

No documents
No documents.
No documents.
No documents.
*
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we are waiting for your documentation for your possible reimbursement. If we have not received your documents in 2 days we will close your case, however, a new case can be created when you are ready to send your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Reassigning to JK671 for Survey Bypass - No Documents received.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	5G[redacted]	***Open Date***	12/24/2013	***Built Date***	11/10/2004	
Model Year	2005	***Body***	DH7L42	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	12/09/2004	***Mileage***	165,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26782	NORTHERN PRAIRIE LLC			
Dealer Address	100 HIGHWAY 2 EAST				
Dealer City	WOLF POINT	***Dealer State***	MT	***Dealer Zip***	59201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CIRCLE MT[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Other	Customer inquiring about the H46 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer inquiring about the N62 recall
Corporate - CNA Change - Default - Default - Default	Reported used sale
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they are aware that they have a recall on their vehicle and are wondering if they can go and get it completed because they haven t got a letter in the mail stating they can yet. Agent advised the customer that they have the H46 and N62 recall. Agent called over to NORTHERN PRAIRIE LLC and spoke with Brent in the parts department to see if the parts are available to get the recalls completed. Brent advised the agent that the parts to get the H46 recall are available, and an inspection is required for the N62 recall. Agent advised the customer of this and offered to transfer the customer over to the dealership to make an appointment to get the recalls completed. Customer stated that they will call themselves once the holidays pass.
Briefly summarize what the customer is expecting: Customer is expecting to get the H46 and N62 recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	3G[redacted]	***Open Date***	12/24/2013	***Built Date***	05/26/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/14/2003	***Mileage***	15,200	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER	JEEP DODGE
Dealer Address	4175 W 3500 SOUTH		
Dealer City	WEST VALLEY CITY	***Dealer State*** UT	***Dealer Zip*** 84120

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	SOUTH JORDAN UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in to get information regarding N62 Recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in for information regarding the N62 recall. Customer stated that a couple months ago that he been to the dealership and had his front end of his truck repaired. Customer states that while at the dealership, the dealership also replaced his tie rods as they had looked like an issue. Customer is now calling to look into getting reimbursement for tie rods as he had just got the letter for the recall. Agent advised customer that he would need to send in a copy of the receipt as well as proof of payment. Agent provided customer with Fax number: 877-768-5076. Customer is going to go to dealership to have an inspection and make sure everything is still running smoothly. Customer advised he will be faxing the information shortly.
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for tie rods on his truck that he had replaced prior to the recall being sent out.
******
Writer located the N62 is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall Answer Connect ID: 24057
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall attached and completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 08/13/2009 COMPLETE
Writer searched claims for information the H46 shows an inspection with no parts replaced.

******
Writer will wait for the documents.
******
Writer did not locate documents.
Writer did not locate documents.
Status update provided via email to the following email address:
[redacted]
Hello
This message is for John Forakis from Debbie of Chrysler in regards to a request for reimbursement for the 2003 Ram. I have not received the documents and will be closing the file in two days. The file will be re opened for review once the documents arrive. My contact information 855-675-9291, extension 4718492 and refer to the file number[redacted]
Thank You
End of Status Update
******
Begin Customer Message reviewed:
I cant make an appointment till after the 6th of January. To have my truck looked at. I will contact you after the inspection. thank you John Forakis.
End of Reviewed Customer message
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not sent in the documents.
by pass added.
**********CLOSED**********
Writer received a voice message from the customer dated February 5, 2014 @ 5:45 pm leaving [redacted] as the contact number.
******
Writer will not re open the cair as a by pass had been added for no documents received documents have not been located at this time.
Writer will contact the customer concerning the documents.
******
Writer will open a new file as customer stated a 2012 Ram front end had been installed on the vehicle so the dealership had to order parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	4G[redacted]	***Open Date***	12/24/2013	***Built Date***	09/25/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/26/2004	***Mileage***	87,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43718	GO DODGE ARAPAHOE			
Dealer Address	10743 EAST ARAPOHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALBUQUERQUE NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they have recall N62 on their vehicle. Customer stated that they are going to be taking vehicle for a road trip and would like to have the vehicle inspected before they leave. Customer stated that they were advised that the parts were not available till the New Year. Customer stated that they called a Chrysler dealership and was advised that there was nothing that could be done.
Briefly summarize what the customer is expecting: Customer is expecting to have an inspection done.
Agent could not find the dealership that the customer was calling however did located two dealership on dealer search that were close to the customer. Agent tried calling dealership Larry H. Miller Chrysler Jeep Dodge Albuquerque but they were not open. Agent then called Mark s Casa Chrysler jeep and there was nobody available in service. Agent advised the customer that they would look into their case further. Agent provided customer with case number and advised them to give a call back if they were able to get inspection done.
Agent tried calling dealership at (505) 897-8400 and was unable to reach anyone in the service department.
Agent called customer back to see if customer was able to get though to dealership. Customer stated that he talked to Jerry from dealership 42355 and was advised that the inspection could be done however if parts are rquired to perform recall there would be nothing that could be done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2865	3G[redacted]	***Open Date***	12/24/2013	***Built Date***	09/10/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/29/2002	***Mileage***	109,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DGP	4-SPD. AUTOMATIC 47RE TRANSMISSION					

Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.			
Dealer Address	3470 BOULDER HWY				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89121

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LAS VEGAS NV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking if N62 is on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that he would like to know if the tie rod recall is on vehicle
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised that this recall is on the vehicle and to call the DLR after Jan 6th for appointment as parts are not yet available. Agent advised that there are no other open recalls on vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	12/24/2013	***Built Date***	01/26/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	03/31/2011	***Mileage***	15,772	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60302	MANN CHRYSLER, DODGE, JEEP OF		MAYSVILLE, LLC	
Dealer Address	1502 INDUSTRIAL PARK DR				
Dealer City	MAYSVILLE	***Dealer State***	KY	***Dealer Zip***	41056

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GEORGETOWN OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he received a notice about the N49 recall and is wondering why.
Briefly summarize what the customer is expecting: Customer is wondering why he received a second notice about the N49 recall because last time parts were not available and customer does not have to waste his time at the dealership if no parts are available.
Agent advised customer that the second notice should be in regards to the parts now being ready for the recall work to be completed. Customer stated he would contact the dealership to make an appointment before just bringing vehicle in to be looked at.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	12/24/2013	***Built Date***	11/12/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/24/2010	***Mileage***	70,880	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45189	DCH CHRYSLER JEEP DODGE OF		TEMECULA	
Dealer Address	26845 YNEZ ROAD				
Dealer City	TEMECULA		***Dealer State***	CA	***Dealer Zip*** 92589

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TEMECULA CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Inquiring about status of the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram to find out what the current status of the N49 recall is. Customer states that he had spoken with a dealership who had advised him there is supposedly a three month back order on the part. Customer states that the dealership advised him to contact Ram for further assistance.
Briefly summarize what the customer is expecting: Agent advised customer that the part for the N49 is not available until 01/06/2014. Agent advised customer that there is not a back order on the part at this time, and after that date, the customer should be able to get the recall repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L2	9G[redacted]	***Open Date***	12/24/2013	***Built Date***	09/02/2008	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	03/18/2009	***Mileage***	132,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43173	DODGE COUNTRY, LTD.			
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY				
Dealer City	KILLEEN	***Dealer State***	TX	***Dealer Zip***	76542

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COPPERAS COVE TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Corporate - Reimbursement - Default - Default - Default	Reembursement request

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received a recall notice for the N49 LEFT TIE ROD. Customer wanted to know the process for reimbursement for repairs that were completed and later a recall was issued for the concern. Customer stated his vehicle originally had the L16 recall completed and 6 months later while away from home the tie rod end snapped and needed to be repaired. Customer stated he was too far away from a Chrysler dealer to have the repair completed again so needed to go to an IRF to have the repair completed. Agent advised for the N49 recall ounce back home is able to visit his local Chrysler dealer and for the reimbursement agent offered the mailing address to submit the documents. Customer stated he was out with family at the moment and will have to call back for the information and would visit the dealer when home.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3HL3	CG[redacted]	***Open Date***	12/24/2013	***Built Date***	10/12/2011	
Model Year	2012	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	02/28/2012	***Mileage***	18,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE
Dealer Address	2929 SOUTH MAIN STREET		
Dealer City	BOUNTIFUL	***Dealer State*** UT	***Dealer Zip*** 84010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAYTON UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer is asking about information on the N49
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	customer states he has a recall on the tie rod
Corporate - Recall - Default - Default - Default	customer states he is asking about his recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he states that he got a notice in the mail about the N49, he called his dealership for an appointment and they states that it wasn t a big deal. Customer is concerned that his car will break down. Agent called Dealer and talked to Asaly from Gregory S Miller 801-693-2200 and asked the DLR if she had any information about if it is dangerous driving on the road until the parts are available. DLR advised that customer would have to bring it the vehicle to have a diagnosis to see if it is safe to drive. Agent conference the customer and the agent to set up an appointment.
Briefly summarize what the customer is expecting: customer was expecting to see if his vehicle is safe to drive

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	12/24/2013	***Built Date***	06/15/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	07/01/2010	***Mileage***	52,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	GREEN RIVER WY[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$58.03
Corporate - E-Reimbursement - Default - Default - Default	$84.80
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler for reimbursement information.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement information regarding the recall N49. Customer states that the tie rod on her vehicle broke on November 2nd. Customer states her husband bought a part for it and replace the tie rod himself. Customer states the next day she had the vehicle realigned. Writer advised customer of what to do to seek reimbursement (AnswerConnect ID # 19074) and provided her with the fax # 877-768-5076 (AnswerConnect ID # 18891). Writer also advised customer that it would take up to 60 days for her reimbursement request to be processed. Customer also wanted to know if reimbursement was not approved if she could still get her tie rod fix under the recall. Writer advised the customer she could if her dealership diagnosis it as the same problem as the recall and repairs it.
Writer acknowledges assignment.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
CUSTOMER CONTACT: Writer called [redacted] . Writer spoke to Jeff Pitcher and advised him that YES they can take their vehicle to a CDJR Dealer as they will need to inspect the repair, and at least close the recall if the repair is adequate. If Customer only replaced one side Chrysler will re replace both sides, or whatever is necessary to make the recall fulfilled. Customer did not have pens so he could not write down fax #, case # but he is sure his wife has all the information.
no documents

No documents.
POSTMARK DATE: 122713; DATE RECEIVED: 122713
Writer acknowledges documents have been attached.
Writer cannot clearly see prices on the O Reilly receipt, Mrs. [redacted]
advising in letter that a Moog tie rod was installed on left side.
Vehicle was aligned later. Customer enclosed picture of fractured ball
stud. Writer will have to contact. IRF.
Writer will call IRF this afternoon if possible. Writer cannot see
pricing.
IRF Corporate office 417 862 3333 Writer spoke to Sydney who cannot
assist without clear Customer # and invoice #.
CUSTOMER CONTACT: Writer called [redacted]. Writer
spoke to Jeff Pitcher. Jeff provided his wifes number 307 875 4708. No
answer. Writer called Jeff again he provided email address. Writer is
sending link [redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 13:33
Waitng for documents.
***** Customer Document Received *****
Writer acknowledges documents have arrived, much clearer image.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern:reimbursement
Reviewed previous files:yes
Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: receipt charge card sale
Date of Repair: 11/01/13
Invoice #: [redacted]
Labor $ 0.00
Parts $ 54.75
Misc. Charges $ 0.00
Tax $ 3.28
Total $ 58.03
Writer is submitting check for approval in the amount of $ 58.03
We should be reimbursing the customer alignment also, please add to the
reimbursement. There is no proof of payment for the IRF tie rod invoice.
Please reach out for proof of payment on the tie rod invoice.
Alignment $84.80 The Tire Den Inc. receipt with credit card authorization
Invoice # 1-20957
Writer will call O Reilly for proof of payment as soon as possible.
Writer cannot call today.
*
Will review as soon as possible.
No time today to review.
Writer has found Proof of payment on O Reilly receipt. Visa [redacted]
Writer will create check.
Customer submitted request for reimbursement for recall (N49 left tie
rod).
Recall applies to customer s vehicle:yes
Customer s proof of payment is: [redacted]
Date of Repair: 11/02/2013
Invoice #: [redacted]
Labor $ 80.00 Alignment
Parts $ 0.00
Misc. Charges $
Tax $ 4.80
Total $
Writer is submitting check for approval in the amount of $ 84.80
Writer is creating one check for two sums, $58.03 + $84.80= $142.83
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T9	9G[redacted]	***Open Date***	12/24/2013	***Built Date***	08/21/2009	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	10/30/2009	***Mileage***	95,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	09529	WITTROCK MOTOR COMPANY			
Dealer Address	1019 W US HIGHWAY 30				
Dealer City	CARROLL	***Dealer State***	IA	***Dealer Zip***	51401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EL PASO TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wants to register complaint for recall n49.
Corporate - CNA Change - Default - Default - Default	Updated coin.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he is stationed in Elpaso, Tx and made an appointment and took his vehicle to 08397 Dick Poe Dodge for the recall n49. Customer states he will leaving next week for duty out of country and was advised by the DLR he could have his recall completed. Customer states when he got to the DLR they inspected the vehcile and advised him his he did need the recall repair completed and they are waiting for parts. Customer upset and wants to make a complaint that the vehicle is not safe to drive and he was promised the repair but know he has to put the vehicle in storage because the parts are not available. Customer states when he gets back he will be selling the vehicle and getting a Ford. Customer does not feel safe driving the vehicle or letting his family drive the vehicle and does not understand why Chrysler sends out a letter for a safety recall and does not have the parts available.
Briefly summarize what the customer is expecting: to make a complaint regarding the recall parts not being available.
Writer updated coin.
Writer advised customer that recall letters must be sent out as it is mandatory even when the parts are not available. Writer advised the customer as per N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM Answer ID 24054.
Writer offered to contact the DLR regarding the issue but customer did find that it would be helpful as the part is not available.
Writer advised customer when he does return he could have the recall completed at that time but customer stated these parts are available at third party locations and he may fix it himself and when he gets back he will be selling it not fixing it.
Writer apologized for his inconvenience.
Reassigned to lb546 for survey by pass, recall no parts available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C3	6G[redacted]	***Open Date***	12/24/2013	***Built Date***	03/15/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	05/27/2006	***Mileage***	143,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	TOPEKA KS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeks reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states repairs were done at an IRF seeking reimbursement
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice in the mail. Customer states the repairs were already done at an IRF.
Briefly summarize what the customer is expecting: Customer seeks reimbursement. Agent states as per answer connect Id # 17420 gave customer address and what items to mail. Agent states once documents are received your file will be reviewed and if repairs are due to recall reimbursement would be considered. Agent states please allow up to 60 days for processing.
POSTMARK DATE: 122713; DATE RECEIVED: 010314
Customer has submitted paperwork for the N62 recall. The invoice for the repair shows upper and lower ball joints plus a front brake repair.
Customer is seeking a reimbursement of $959.80 for the N62 recall. This recall only applies to vehicles that had certain Mopar service parts steering components installed.
**********GOODWILL DENIED**********
Agent attempted to contact customer @ [redacted] and his wife asked that he be contacted on his cell phone
Agent attempted to contact customer on cell phone @ [redacted] the message was that the number was no longer in service
Customers wife suggested a return call at noon
Agent is reassigning to SB1513 per TL
Agent attempted to contact customer at #[redacted] message is phone is no longer available.
Agent attempted to contact #[redacted] No voicemail is attached to this number could not leave message.
Agent will close case.
Next agent if customer calls back. Advise upper and lower ball joints as well as front brake repair are not related repairs due to the N62 recall. Customer would have had added certain Mopar parts to qualify for that recall. No reimbursement for repairs
Customer called in seeking stated update on recall reimbursement.
Agent advised customer of lines 28-31
Customer was upset. Customer states his contact numbers have been the same for 30 years and he wasn t reached out to. Customer stated he is not getting the recall completed.
Customer declined any dealer transfers. Customer stated he will not consider Ram as a future option.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]	***Open Date***	12/24/2013	***Built Date***	05/22/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/26/2007	***Mileage***	93,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42219	CENTRAL DODGE			
Dealer Address	1025 WEST SUNSHINE				
Dealer City	SPRINGFIELD	***Dealer State***	MO	***Dealer Zip***	65807

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WILLARD MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Reoccurance or Related Problem	STEERING LINKAGE
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has received the notice for the N62 recall. Customer states he had his front tie rods replaced last year after they had cracked and would like to know if this recall applies to the factory installed parts or the replacement parts. Customer states he would like to know if he will get reimbursed for the cost of the original repair. Customer states that he had the outer tie rods as well as the steering linkage replaced.
Briefly summarize what the customer is expecting: Customer seeking recall and reimbursement information.
Agent advised customer that this recall is for the parts that were put into his vehicle after the repair. Agent advised customer to bring his vehicle into the dealership for an inspection and, if needed, the tie rods will be replaced. Agent advised customer that because he has had a past recall for the steering linkage, he may be reimbursed if the repair was associated with that recall. Agent advised customer of information needed to send in for reimbursement. Agent advised customer of mailing address to send his information to. Agent offered the fax number, customer declined stating he has no access to a fax machine.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0 AG[redacted]	***Open Date***	12/24/2013	***Built Date***	06/16/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4		
In Service Dt	11/05/2010	***Mileage***	45,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44155	DODGE OF WINTER HAVEN			
Dealer Address	299 CYPRESS GARDENS BLVD				
Dealer City	WINTER HAVEN	***Dealer State***	FL	***Dealer Zip***	33880

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WINTER HAVEN FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recall # N49.
Briefly summarize what the customer is expecting: Wants recall completed.
Agent advised customer when she receives the letter advising her to have the recall done she can call her dealership and book the appoinment then.
Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	AG[redacted]	***Open Date***	12/24/2013	***Built Date***	02/03/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	09/04/2010	***Mileage***	88,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44875	CENTURY DODGE-CHRY-JEEP INC			
Dealer Address	402 CENTURY DRIVE				
Dealer City	MOUNT AIRY	***Dealer State***	MD	***Dealer Zip***	21771

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOUNT AIRY MD [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer revised preferred telephone + email
Recall - N49: LEFT TIE ROD - Information Request	Customer wants confirmation that N49 was in addition to L16

Briefly summarize why the customer is contacting Chrysler:Customer requested confirmation that Recall N49 was in addition to Recall L16.
Briefly summarize what the customer is expecting:Customer was expecting confirmation that Recall N49 was a new additional recall requiring service.
Writer advised Customer that N49 was a new recall item. Writer offered to transfer Customer to DLR. Customer declined due to holiday season.
Writer confirmed that there were no other issues of concern. Customer confirmed.
Writer update CNA - telephone and email address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	12/24/2013	***Built Date***	09/07/2004
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	01/25/2005	***Mileage***	300,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	45138	NORTH JACKSON CHRYSLER JEEP DODGE			
Dealer Address	5395 I 55 N				
Dealer City	JACKSON	***Dealer State***	MS	***Dealer Zip***	39206

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRANDON MS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer said he already had the recall performed because his steering linkage fell out.
Briefly summarize what the customer is expecting:Agent advised how to submit for recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3NL4	CG[redacted]	***Open Date***	12/24/2013	***Built Date***	10/11/2012	
Model Year	2012	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	05/27/2013	***Mileage***	16,227	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42081	CROWN DODGE			
Dealer Address	6300 KING				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VENTURA CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he received the N49 recall letter. Customer stated he is not experiencing any issues that may be related to the recall.
Briefly summarize what the customer is expecting: Customer seeking as to when the parts may become available. Customer is seeking as to whether the repair could be completed sooner.
Agent advised the customer as per the attached file in Answer ID 24054, that the vehicle should not be brought to a dealership previous to 01/06/2014 as the parts are not yet available. Agent advised that as of 01/06/2013 we may call dealerships for repair appointments for the N49 recall.
Reassigned to LB546 for survey bypass-Incomplete recall
Customer called back in regards to the recall issue. Customer called the dealership to obtain the part to complete the recall and the customer was put on a list from the dealership in regards to the backorder part.
Customer is not satisfied that the case was closed and not escalated by the prior agent to the backorder part department. Agent advised the customer that the file will be re-opened and escalated to our backorder department and the customer will receive regular updates.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:[redacted]
Reassigned to 961
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
NB358 - N49 is not included in the 961 process
Customer wanted to know if we could expedite parts for this recall. Agent advised the customer that Chrysler was working on finding a different supplier and we would not be able to expedite parts. Agent warm

transferred the customer over to Courtney in service (Shaver Chrysler) to see if they had a shorter waiting list for the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9 6[redacted]	***Open Date***	12/24/2013	***Built Date***	07/19/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/26/2006	***Mileage***	80,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLORENCE KY 4[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking appointment for recall n62.

Briefly summarize why the customer is contacting Chrysler: Customer (Beatrice/spouse) seeking information regarding recall n62 and states she received a letter in the mail. Customer inquired if she had to pay for the repair. Customer states the vehicle is not a 2006 and is white in colour.
Briefly summarize what the customer is expecting: to book an appointment for recall n62.
Writer updated DLR 60475 Dealer Name : ZIMMER CHRYSLER DODGE JEEP RAM and provided customer with the contact number [redacted] for future follow up.
Writer contacted DLR at 859-525-1344 but it was currently closed.
Writer advised customer she would need to callback after the holidays to book an appointment for the recall and they would need to complete the inspection and order the parts as required according to N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM Answer ID 24057 and parts and labour would be covered for the related recall repars. Writer any other non related issues may be at the customers cost.
Customer did confirm that this was the correct vin number to vehicle she was calling about.
Customer will callback to book the appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D7	3G[redacted]4	***Open Date***	12/24/2013	***Built Date***	07/03/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/22/2003	***Mileage***	70,274	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66662	TOM AHL CHRYSLER DODGE, INC			
Dealer Address	617 KING AVENUE				
Dealer City	LIMA	***Dealer State***	OH	***Dealer Zip***	45805

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]46
	[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the N62 recall for the left tie rod.
Briefly summarize what the customer is expecting: Customer is expecting information on why the left tie rod is being replaced and not the right tie rod. Agent advised customer that the steering linkage package comes with the left and right tie rods. Agent advised customer to contact the dealership on January 6th 2014 for an inspection.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8	BG[redacted]	***Open Date***	12/24/2013	***Built Date***	04/29/2011	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	08/15/2011	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PRAIRIE VILLAGE KS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer asking about recall and previous repairs
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called in stating that he received a recall letter in the mail. Customer stated that its is for the left tie rod. Customer stated that during the year he had the left tie rod of the vehicle replaced due to it breaking. Customer stated he wants to know what can be done for he paid the 100 dollar deductable. Writer advised customer that the recall is for the left tie rod ball stud that needs to be replaced and so it may be a different issue that needs to be addressed. Writer advised customer to bring it to his dealership and let them know about the issue. Customer thanked writer. Call ended.
Briefly summarize what the customer is expecting: Customer called in about recall fix
Reassign to BR379 for survey bypass recall on vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL5	BG[redacted]	***Open Date***	12/24/2013	***Built Date***	06/17/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	08/15/2011	***Mileage***	69,170	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CASPER WY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer replaced the part
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement

****** Below Customer Contacted for Documentation Request ******
[redacted] 2013-12-24 @ 15:04
Briefly summarize why the customer is contacting Chrysler: Customer stated he had received a letter in regards to the N49 recall. Customer stated he was traveling through the mountains and he had to pay for a tow, and he purchased and replaced the parts on his vehicle because there was not a dealership anywhere around where he was.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent provided the customer a doc request to mail back the information needed for the reimbursement for the recall parts.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Reassign to 86Y
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found customer had to be towed and had the left outer tie rod replaced at an IRF along with an alignment. Customer submitted proof of payment for the cost of the part and the IRF repairs but only an invoice for the towing. Agent will contact the towing company to confirm proof of payment. Agent found customer also submitted a copy of his hotel invoice for 2 nights.
Agent called towing company and spoke with the tow truck driver Casey about the customer s invoice. Casey states the customer paid with a credit card and the $150.00 invoice was paid for by the customer.
Agent called IRF that performed the alignment and found that the customer performed his own tie rod replacement and brought the vehicle to the IRF for an alignment only on 12/07/2013 and paid IRF on 12/10/2013.
Agent called IRF where the part was purchased and found the customer purchased the part on 12/07/2013 and confirmed it was an outer tie rod end that was purchased.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 418838
Date of Repair: 12/07/2013
Invoice #: 19349
Labor $ 50.00 (alignment)
Parts $ 0.00
Misc. Charges $ 3.00 (shop supplies)
Tax $ 2.65
Total $ 55.65

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 12/06/2013
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 150.00 (towing)
Tax $ 0.00
Total $ 150.00

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 345558
Date of Repair: 12/07/2013
Invoice #: 272723
Labor $ 0.00
Parts $ 58.49
Misc. Charges $ 0.00
Tax $ 5.06
Total $ 63.55
Writer is submitting check for approval in the amount of $ 269.20
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer of the reimbursement amount and that consequential expenses such as a hotel room are not covered by a recall or factory warranty. Please document and ensure the customer s mailing address matches COIN as well.
Next agent please advise customer that the N49 recall also needs to be completed at an authorized Chrysler dealer as well.
Customer called back regarding VM that was left.
Agent advised customer of lines 65-74.
Agent verified mailing address and phone number to make sure that it matched in COIN.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L6	9G5[redacted]	***Open Date***	12/24/2013	***Built Date***	02/12/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/30/2009	***Mileage***	45,440	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]E	***Home Phone***	
	INDIANOLA IA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wanted more information on the recall.

Briefly summarize why the customer is contacting Chrysler: customer states that he wants more information on recall N49 and I16
Briefly summarize what the customer is expecting: customer seeking recall information.
Agent advised that the recall N46 LEFT TIE ROD and the L16 is LEFT TIE ROD END.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D8	6J[redacted]	***Open Date***	12/24/2013	***Built Date***	11/04/2005	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	01/20/2007	***Mileage***	86,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	41573	STRONGSVILLE DODGE INCORPORATED			
Dealer Address	11800 PEARL ROAD				
Dealer City	STRONGSVILLE	***Dealer State***	OH	***Dealer Zip***	44136

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WESTERVILLE OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called to get information on the N62 recall.
Briefly summarize what the customer is expecting: information on recall N62.
Writer advised customer that they can t do the recall work until January 6th and advised him to call and see if he can get on a waiting list.
Writer advised customer to call back if he needs any help scheduling an appointment after January 6th
Reassigned to BR379 for a survey bypass for recall work.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C8	6G[redacted]	***Open Date***	12/24/2013	***Built Date***	05/24/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/22/2006	***Mileage***	83,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66917	UNIVERSITY AUTO CENTER			
Dealer Address	1817 NORTH SR 97				
Dealer City	ELLENSBURG	***Dealer State***	WA	***Dealer Zip***	98926

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ELLENSBURG WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursment for recall.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he had his front end redone at an IRF and now he is getting a notice as it is a recall. Agent provided mailing address and advised everything to send per AC 17420
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	3D7MX48A4	7G[redacted]	***Open Date***	12/24/2013	***Built Date***	05/16/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/16/2007	***Mileage***	136,274	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45010	GARY MATHEWS DODGE & DODGE TRUCKS			
Dealer Address	1623 I-45 BYPASS				
Dealer City	JACKSON	***Dealer State***	TN	***Dealer Zip***	38305

Owner	UNKNOWN, UNKNOWN	***Contact Type***	TELEPHONE
Address	PO BOX 2	***Home Phone***	
	LOVELACEVILLE KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states he had the tie rod previously replaced

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice for the tie rod. Customer states he had the tie rod replaced previously. Agent advised the customer to submit for possible reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	12/24/2013	***Built Date***	09/21/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/22/2008	***Mileage***	32,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHADY COVE OR [redacted]9	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Changed address to PO Box
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about recall N62

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he received recall notice N62 and wanted more information on it. Agent advised he cannot make an appointment at the dealership until January 6th, 2014. Customer understood.
Briefly summarize what the customer is expecting: Information on recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L2	9G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/03/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/26/2009	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43138	ALL AMERICAN CHRY-JEEP-DODGE OF			
Dealer Address	4310 SHERWOOD WAY				
Dealer City	SAN ANGELO	***Dealer State***	TX	***Dealer Zip***	76901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]6[redacted]	***Home Phone***	[redacted]
	SAN ANGELO TX [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler concerning the availability of recall N49. Customer has contacted DLR 43138 and DLR informed customer that parts are not available at this time. Customer wanting to know when parts will be available as recall letter states concern could cause crash without warning.
Briefly summarize what the customer is expecting: Customer expecting to determine when recall N49 will become available.
Agent contacted DLR 43138 and spoke with PA Matt. PA states parts are in stock at warehouse but not at DLR. DLR unable to order parts at this time. Agent access recall notice and informed customer as advised on letter to not contact DLR till after January 6. Parts not available at least until then. Customer understood and will wait for that date.
Reassign to SJ372

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/28/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/25/2005	***Mileage***	150,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43869	FREEDOM DODGE-CHRY-JEEP			
Dealer Address	1560 NEW CIRCLE ROAD				
Dealer City	LEXINGTON	***Dealer State***	KY	***Dealer Zip***	40509

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FRANKFORT KY 40601-4701	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer would like to be reimbursed for the work he has done.

****** Below Customer Contacted for Documentation Request ******
[redacted]
Briefly summarize why the customer is contacting Chrysler: Customer states that he has a recall on his vehicle. Customer states that he had the recall completed back on May 3, 2012. Customer would like to be reimbursed. Agent told customer that we will look into this for him.
Agent asked the customer where had the work done; customer states he had the work done at an IRF. Agent told customer we will look into this for him but there is no guarantee. Agent told customer it will be a 60 day process and provided customer with the CAIR.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Reassigned to 86Y for further handling.
The AnswerCONNECT article that was referenced to provide the answer to the customer was # 22910.
***** Customer Document Received *****
Customer submitted documents seeking reimbursement for tie rod end repairs.
Agent reviewed claims and when customer had recall H46 completed, the vehicle was inspected but no parts were replaced.
Called customer at 2:36 [redacted]) customer was not available.
Customer will need to provided documentation showing a previous steering linkage repair.
Called customer at 4:07 [redacted]) customer was not available but agent was provided with the customers cell phone number [redacted]
Called customer at 9:39 [redacted]) spoke to customer and advised that the recall is on the mopar replacement steering linkage. Agent asked customer if he had a prior repair. Customer stated he is the second owner so he is not sure what repairs were done and he can t provide documentation. Agent advised customer based on this information, Chrysler would not be able to provide reimbursement. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	03/07/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	04/03/2008	***Mileage***	95,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43880	TERRY HENRICKS CHRY-PLYM-DODGE			
Dealer Address	1935 SOUTH DEFIANCE STREET				
Dealer City	ARCHBOLD	***Dealer State***	OH	***Dealer Zip***	43502

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEST UNITY OH[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Mopar part defective
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Mopar steering damper
Recall - N49: LEFT TIE ROD - Information Request	

Customer[redacted] called.
He received notice for N49, he was coming back from Dealer 43880 who advised they will schedule for recall service next week.
He stated he had issue with 'death wobble', had made several attempts to resolve without success, Dealer 43880 had replaced steering stabilizer which did not resolve. He went to a alignment shop where they inspected the Mopar stabilizer and determined it was defective. They replaced the stabilizer and resolved the issue.
Writer advised N49 probably will not relate to the steering vibration issue, but dealer installed Mopar part should have been covered by Mopar warranty. Customer will submit documents for reimbursement consideration.
Customer was driving and unable to write down information, but has the address on the recall notice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A4	8G177014	***Open Date***	12/26/2013	***Built Date***	12/01/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/30/2008	***Mileage***	40,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLORISSANT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall completed
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Parts are not available until Jan. 6 2014

Briefly summarize why the customer is contacting Chrysler: Customer called because he has the N62 recall. Customer stated that he has contacted his dealership but they had told him that the parts are not available until Jan. 6 2014. Customer stated that he has checked the tie rod assembley and he thinks that there is grease leaking out the bottom. Customer stated that he is going on a trip on Jan.1 2014 and he would like to have the recall done.
Briefly summarize what the customer is expecting: Agent advised customer that he can find a dealership while traveling and he can have the recall done at any CDJR. Agent advised customer that he can have the repair done with an old part and then have it replaced with a new part. Customer stated that he will think about the repair. Agent advised customer that if he has any more questions or concerns to call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL3	CG[redacted]	***Open Date***	12/26/2013	***Built Date***	08/09/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	08/31/2012	***Mileage***	240,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted] L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT JACKSON VA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer inquiring about recall.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer states that the radio VR will not work.

Briefly summarize why the customer is contacting Chrysler: Customer states that he has replaced the ball joints on the vehicle and was wondering how to submit for reimbursement as he just received a recall notice about this issue. Customer states that he would like to know why the recall cannot be completed until 01/06/2014. Customer states that he use to be able to use the VR on the radio to change the stations but since he had a repair done and the battery was disconnected the system will not allow him to do this.
Briefly summarize what the customer is expecting: Customer is seeking N49 recall information.
Agent advised the customer that the recall was issued for the left tie rod ball stud not the ball joints. Agent advised the customer the reason that they cannot start going to dealerships until 01/06/2014 is because we have redesigned the tie rods to be stronger and we are waiting for these new parts to come in. Agent advised the customer that there are no updates or anything for his radio that would explain this current issue. Agent advised the customer to have the dealer look at this when he goes in for the recall. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C8	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	10/06/2004	
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP			
In Service Dt	01/21/2005	***Mileage***	150,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	UNION STAR KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeks reimbursement repairs N62
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states a few months ago his truck lost control due to his tie rod being defective. Customer states he could only use an IRF dealership to have repairs done.
Briefly summarize what the customer is expecting: Customer seeks to have tie rod repairs reimbursed. Agent states as per answer connect ID # 17420. Agent advises customer of fax, scan and mail options. Customer states fax. Agent advises fax number 877-768-5076 Agent advises upon investigation reimbursement will be determined if pertaining to the recall. Agent advises to allow 60 days for processing.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called customer and left a message advising that his documents have not been received at this time and that the case will be closed if the documentation has not arrived by January 6, 2014 and that the case can be reopened and processed as normal once the documents arrive.
Customer called in to advise that he will be faxing in the documentation today or Monday at the latest and also wanted to schedule an appointment to have the recalls completed on his vehicle. Agent asked customer if the parts replaced for his reimbursement claim were the original factory parts and the customer states yes they were the original parts that were replaced. Agent advised customer that he may be entitled to have some of the parts replaced under the recall pending a dealer diagnosis. Agent transferred customer to RAY S CHRYSLER-DODGE-JEEP to schedule the appointment.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
customer faxed information january 10,2014. Customer still waiting for further information.
Customer stated that he just refaxed the information in for this case.
Agent confirmed the correct case number and fax number with the customer and advised him that if he just faxed it in it has not as of yet been attached to this case but should be shortly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D1	4G[redacted]	***Open Date***	12/26/2013	***Built Date***	11/12/2003	
Model Year	2004	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	01/14/2004	***Mileage***	87,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	63730	GREENWOOD AUTO INCORPORATED
Dealer Address	659 SOUTH HIGH STREET	
Dealer City	CORTLAND	***Dealer State*** OH ***Dealer Zip*** 44410

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARREN OH[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer added email as preferred method of contact
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requested confirmation that recall did not effect his other 8 Do

Briefly summarize why the customer is contacting Chrysler:Customer requesting confirmation that the N62 would effect his other Dodge trucks.
Briefly summarize what the customer is expecting: Customer expecting that Writer provide a verbal list of which model years were effected.
Writer described scope of recall and model years effected.
Writer offered to connect Customer to Dealer. Customer had already booked an appointment with DLR this afternoon, and decline tranfer.
Customer thanked Writer for information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5DL7	CG1[redacted]	***Open Date***	12/26/2013	***Built Date***	09/22/2011
Model Year	2012	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	02/18/2012	***Mileage***	39,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68700	FRIENDLY DODGE CHRYSLER JEEP INC			
Dealer Address	2499 ROUTE 14A				
Dealer City	PENN YAN	***Dealer State***	NY	***Dealer Zip***	14527

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FARMINGTON NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to N49 recall. Customer called worried about the safety of his family and when he contacted the DLR they advised there were no parts to complete this recall.
Briefly summarize what the customer is expecting: Customer inquiring about N49 recall.
Agent advised the Customer that the letter states not to make any appointments until 01/06/2014. Customer wanted Agent to contact DLR so they could save a batch of parts for the Customer. Agent contacted DLR and spoke with SA Kenneth. SA stated that he will save parts for the Customers vehicle. Agent advised the Customer that the SA will save parts for his vehicle once the arrive. Customer thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	04/15/2010
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4		
In Service Dt	09/24/2010	***Mileage***	99,900	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45389	CENTRAL OKLAHOMA DODGE CHRYSLER	JEEP, LLC		
Dealer Address	NORTH HIGHWAY 18				
Dealer City	CHANDLER	***Dealer State***	OK	***Dealer Zip***	74834

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TECUMSEH OK [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA change
Recall - N49: LEFT TIE ROD - Information Request	Seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to find out more information about recall N49. Customer is expecting to find out why the dealership is advising them that they can not book an appointment till January 6th. Customer stated that the letter that they received did not advise them that there was going to be a wait.
Briefly summarize what the customer is expecting: Customer is expecting to find out what to do about recall.
Agent advised the customer that they do not know why the dealership will not have the part and why they are not letting them book an appointment till after they call in January 6th. Agent located customer another Chrysler dealership and transfer them over for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]6

VIN	3D6WH4GL0	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	11/21/2009	
Model Year	2010	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	03/15/2010	***Mileage***	85,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PIEDMONT AL [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END -	Customer seeking recall complete.
Recall - N49: LEFT TIE ROD -	Customer seeking recall complete.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to a recall letter he has recevied in the mail. Customer states he is leaving today December 12/26/23 and would like these recalls completed before 3:00PM.
Briefly summarize what the customer is expecting: Customer seeking assistance from Chrysler.
Agent contacted SA Kaman at CHRYSLER DODGE JEEP RAM OF GADSDEN 256-543-9583.
SA stated the L16 recall can be completed before the customer leaves at 3:00PM 12/26/23.
SA stated the N49 parts are not available as of right now.
Agent advised customer he can take the vehicle into the dealership to get the L16 recall completed.
Agent advised customer that the N49 recall parts are not available.
Customer contacting Chrysler stating that he called the dealership and they told him parts are not available for the recall L16/N49 until January 6th, 2014. Customer would like to know what Chrysler is going to do about it. Agent advised that we are taking responsibility for the recall, however we cannot provide a rental vehicle because it is a consequential expense. Customer stated it is not his fault and he is scared to drive the vehicle. Agent advised unfortunately Chrysler is not participating in rental, but he does have towing so he can have vehicle towed to dealership near January 6th, 2014 to have recall completed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WDTCL6	CG[redacted]	***Open Date***	12/26/2013	***Built Date***	11/07/2012	
Model Year	2012	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	05/02/2013	***Mileage***	17,030	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	41383	ORLANDO DODGE CHRYSLER JEEP			
Dealer Address	4101 WEST COLONIAL DRIVE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32808

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SORRENTO FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking to have recall completed,

Briefly summarize why the customer is contacting Chrysler: Customer seeking how to have the recall completed.
Briefly summarize what the customer is expecting: Customer states the business vehicles will be very busy come the new year. Customer seeking if he can have the recall performed before then. Agent advised customer due to part availability, he will have to wait until after January 6th to make an appointment to have the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	6G[redacted]	***Open Date***	12/26/2013	***Built Date***	02/20/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	09/27/2006	***Mileage***	194,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44247	ALLEN SAMUELS AUTOPLEX			
Dealer Address	305 S I 45				
Dealer City	ENNIS	***Dealer State***	TX	***Dealer Zip***	75119

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LAGRANGE IN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that he paid for the tie rod and the steering linkage out of his pocket and would like to be reimbursed because they were recalls. Customer states that he called back in 2011 about this issue but was declined cost assistance because of the age and mileage of the vehicle; but that was when the recall was not attached to his vehicle. Agent told customer that we cannot guarantee reimbursement but we can look into this. Agent provided the address to hand in his documentation. Agent told customer that this will be a 60 day process and provided customer with the CAIR.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D1	4G[redacted]	***Open Date***	12/26/2013	***Built Date***	09/23/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/31/2003	***Mileage***	72,300	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SLC UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states he brought vehicle to dealer (60600) for recall N62. Customer states vehicle was inspected and told recall repair is not required. Customer states he was handed a work order showing completion. Customer states he is concerned as he contacted other dealer and was advised more work is required to complete recall. Customer states he would like information on recall N62.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent contacted dealer (60600) and spoke with SA Richard. SA advised customer vehicle was inspected and vehicle does not have u-bolts connecting steering damper to tie rod tube. Agent advised customer of information. Customer states he understand. Customer states he would like to verify information is documented on VIN, agent advised information will be documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	10/05/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/23/2010	***Mileage***	51,400	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45214	UBERSOX CHRYSLER, INC.			
Dealer Address	165 NORTH 4TH STREET				
Dealer City	PLATTEVILLE	***Dealer State***	WI	***Dealer Zip***	53818

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	JANESVILLE WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called in regarding the N49 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer called in reporting that the tie rod of the vehicle had broken
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in reporting that back in August, his left tie rod had broke and he had the truck towed to an IRF and had the tie rod replaced. Customer is calling in now that he has the recall notice for the N49, and is looking at reimbursement. Agent provided customer with mailing address and advised customer to send in a copy of the repair order as well as proof of payment. Customer has not yet mailed the information, however will mail them shortly.
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for the tie rod that had broken before the recall notice was sent out.
Writer will contact customer on 1/3/14 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2011 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you would like a document link can be sent to you via email or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Writer checked and documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	08/26/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/10/2004	***Mileage***	141,078	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CHADRON NE [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he had the tie rod go on his vehicle about a month ago and is seeking if he can submit for reimbursement. Agent explained that the recall is for a mopar replacement part. agent stated to go to the dealership first and have the recall inspected and completed. After it is completed to submit both invoices into Chrysler for possible reimbursement consideration.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent confirmed with the customer he had the mailing address.
Agent confirmed H46 was completed with no parts replaced.
Reassign to 86y
Waiting on documentation.
Writer will contact customer on 01/03/14 for documentation request and to inform the case will be closed in 2 days.
OUTBOUND CALL TO CUSTOMER: 3[redacted] Customer not available at this time.
OUTBOUND CALL TO CUSTOMER:[redacted] Writer left voice mail message stating that no documentation has been received as of today. Case will be closed in 2 days, however, a new case will be created once documentation is received. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
ATTEN: JK671 Please add survey by pass as per disposition code #5-waiting on documentation.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0 AG[redacted]	***Open Date***	12/26/2013	***Built Date***	11/13/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4		
In Service Dt	03/08/2011	***Mileage***	59,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	65062	PALMEN MOTORS INC			
Dealer Address	5431-75TH STREET				
Dealer City	KENOSHA	***Dealer State***	WI	***Dealer Zip***	53142

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	KENOSHA WI [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tie rod broke
Recall - N49: LEFT TIE ROD - Information Request	customers vehicle at dlr for recall

Briefly summarize why the customer is contacting Chrysler: customer states that on December 23rd customer vehicle tie rod broke and customer has taken it to PALMEN MOTORS INC customer is being informed that they are trying to locate a part. Customer does have a plowing business and is not able to continue to do that without his truck. Customer did get a rental on 12/23/2013 and wants to know when his truck will be done
Briefly summarize what the customer is expecting: customer seeking reimbursement on rental
Agent contacted dlr PALMEN MOTORS INC and spoke with John the SA, SA stated that parts department is trying to locate a part and will call customer when they have found one however they do not have any rentals to provide the customer for plowing purposes. Agent informed customer once he has returned the rental to submit in documentation for possible reimbursement. Agent informed customer to fax over proof of payment also the rental receipt agent provided customer 1-877-768-5076 and customer will be contacted once documents are received and information is processed.
See TL for proper handling.
POSTMARK DATE: 010314; DATE RECEIVED: 010314
Documents received by fax as per process writer will reassign to 86Y.
Please see TL for handling. Reassigning case to KE166.
Agent contacted customer [redacted] and informed customer that at this time we are not able to provide reimbusrment for a rental while the vehicle was out for recall repairs.
Writer is calling because he is upset that he was advised that they would review the case and that he would be reimbursed. Writer advised that we do not give rentals when having a recall done and we are not going to provide reimbursement at this time.
Customer disconnected the call.
Briefly summarize why the customer is contacting Chrysler: Customer is seeking reimbursment for a rental while his recall was being completed. Customer expresses that he is upset and that he doesn t understand why he needed to send in documentation for reimbusrment if he was going to be told at a later date that chrysler doesn t provide rentals for customers while their vehicles are having a recall completed. Customer states that

this is his first dodge product and that he is not happy with it at all.
Briefly summarize what the customer is expecting: Customer is expecting
reimbursment for for his rental while his recall was being completed.
Agent advised we still at this time are not able to provide reimbursment
for a rental while the vehicle was out for recall repairs.
POSTMARK DATE: 020414; DATE RECEIVED: 020414
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/23/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/12/2008	***Mileage***	41,933	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67396	BOB FRENSLEY CHRYSLER JEEP DODGE			
Dealer Address	2210 GALLATIN ROAD				
Dealer City	MADISON	***Dealer State***	TN	***Dealer Zip***	37115

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	UTICA KY 4[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer inquiring about the tie rod recall
Corporate - Reimbursement - Default - Default - Default	reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he received the recall notice in the mail and was wondering if he qualified for reimbursement. Customer states that he had to replace his left right tie rod and he had his left tie rod replaced as a preemptive measure before he received the recall notice.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the repairs he had completed on his vehicle.
Agent advised customer to submit his documents showing that he had the tie rod assembly replaced and that it was paid for. Agent advised customer that we cannot guarantee that he will receive reimbursement but to submit his documents for reimbursement anyway. Agent advised customer of the fax number to send in his documents.
POSTMARK DATE: 122713; DATE RECEIVED: 122713
Customer has submitted documentation by fax. As per process writer is assigning to 86Y for further review.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] Writer left a voice message for the customer to contact writer back @ 855-675-9291 Ext 4718290 and provided the customer with his case [redacted].
Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part. If customer can provided an invoice regarding a previous repair he can be Reimbursed.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Writer reviewed previous repair on the vehicle, customer had a bracket replaced on the front end for a recall N46 STEERING LINKAGE in 2009.
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Visa
Date of Repair: 10/26/13
Invoice #: Chcs817584
Labor $ 228.00
Parts $ 1037.16

Misc. Charges $ 4.50
Tax $ 62.50
Total $ 1332.16
Writer is submitting check for approval in the amount of $ 1332.16.
Check has been submitted. Reassigned to 86K In-Basket.
Customer contacted CM back seeking an update. Writer advised the customer that she had submitted a check for approval for the repair that took place on the vehicle. Customer was thankful.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/12/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/25/2009	***Mileage***	12,130	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43389	EARNHARDT'S GILBERT DODGE INC			
Dealer Address	1301 NORTH ARIZONA AVENUE				
Dealer City	GILBERT	***Dealer State***	AZ	***Dealer Zip***	85233

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]82
	ARLINGTON WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring if there is a time limit to complete recall

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice for recall N62. Customer states that the letter is requesting to hold off from making an appointment with a dealership until after Jan 6th 2014. Customer states they will be on a trip, out of state, by this time.
Briefly summarize what the customer is expecting: To know if there is a time limit in which to have the recall completed.
Agent advised customer that there is no time limit in which a recall must be completed. Agent advised customer that the recall can be completed at any CDJR dealer at any time in the vehicles life.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	03/31/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/22/2005	***Mileage***	408,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44200	GOETZMAN CHRYSLER PLYMOUTH DODGE	INC
Dealer Address	500 HARCOURT ROAD		
Dealer City	MOUNT VERNON	***Dealer State***	OH

Dealer Zip	43050		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	UTICA OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he just replaced the tie rod assembly and other parts a couple of years ago.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent confirmed customer information.
Agent advised customer that he would still need to get the vehicle checked over.
Agent advised customer of the reimbursement address being on the letter.
Agent transferred customer to DLR code 44200 SA Ed.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A9	7J[redacted]	***Open Date***	12/26/2013	***Built Date***	05/11/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	08/04/2007	***Mileage***	150,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44010	MARTIN DODGE-JEEP-CHRYSLER			
Dealer Address	2209 SCOTTSVILLE RD				
Dealer City	BOWLING GREEN	***Dealer State***	KY	***Dealer Zip***	42104

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOWLING GREEN KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring about recall on VIN

Briefly summarize why the customer is contacting Chrysler: customer states her son got this letter and they are about to tow a large trailer about 3 hours away and she concerned now receiving this letter. It does state customer may be affected however parts are not available till January 6th2013
Briefly summarize what the customer is expecting: customer seeking assistance
Agent advised: Customer can call the dlr and have an inspection completed however run the risk of being told yes it needs to be replaced however can not do so till after January 6 2014 customer states she wants to have it inspected just to be safe so they know agent transferred customer to dlr MARTIN DODGE-JEEP-CHRYSLER .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT3	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	02/17/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	04/21/2011	***Mileage***	26,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DERBY VT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left tie rod
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer states that he has recall N49 left tie rod. Customer states that he has contacted dealership and has been told that they can only order one part every week. Customer states that it will be April before the part is available.
OUTBOUND CALL TO DEALERSHIP: 802-334-6523 Writer spoke with Dan (S/M) who states that the parts for the N49 are restricted. Dealership is only able to order one part every 7 days. Dan states that a part has been ordered for [redacted] Part # is CBUEN491AA-order #00X230.
Writer advised customer that a part has been order to continue working with dealership. Customer understood but states that this is the first Ram that he has purchased and is has been a real shocker.
ATTEN: JK671 Please add survey by pass-no repair.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	01/21/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/24/2010	***Mileage***	110,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66739	JIM HAYES INC			
Dealer Address	2130 US HIGHWAY 45 N.				
Dealer City	HARRISBURG	***Dealer State***	IL	***Dealer Zip***	62946

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	THOMPSONVILLE IL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is upset that the recall part is unavailable.

Briefly summarize why the customer is contacting Chrysler: Customer states that he is upset that the parts are not available yet for the N49 Recall. Customer states that he called the DLR and that they told him that they cannot get the DLR yet.
Briefly summarize what the customer is expecting: Customer is seeking information about the parts for the N49 recall.
Agent advised the customer that in the recall letter it did advise for customers to go to the DLR after January 6th 2014 to have the recall completed. Agent informed customer that the reason for the wait is so that Chrysler can make sure that they have enough parts available to complete all the recalls. Customer understood. Customer stated that he is just worried about the tie rod breaking while driving.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL1	CG[redacted]	***Open Date***	12/26/2013	***Built Date***	05/19/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	06/30/2012	***Mileage***	13,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE	TRUCK-FT THOMAS
Dealer Address	100 ALEXANDRIA PIKE		
Dealer City	FT THOMAS	***Dealer State*** KY	***Dealer Zip*** 41075

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MELBOURNE KY[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding recall N49. Customer is concerned about the recall as they trailer a 40 foot horse trailer.
Briefly summarize what the customer is expecting: Customer is expecting to find out more information.
Agent called over to dealership 68745 and was hoping to speak to the service manager at dealership but was advised that they are on vacation. Agent was hoping to get customer on a waiting list for part. Agent spoke to Daniel in service and was advised that they should speak to Parts. Agent was then transferred over to parts and no one was available. Agent advised the customer that they could not get anymore information from dealership. Customer stated that they would call back themselves latter on to see if they could be put on a waiting list.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	08/06/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	10/16/2008	***Mileage***	62,093	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RUSSELLVILLE TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 recall information call

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice for the tie rod on vehicle. Customer states he already had this recall completed on his vehicle prior to receiving the notice.
Briefly summarize what the customer is expecting: Customer is wondering how to submit for reimbursement for the amount he paid out of pocket to have recall work completed before the notice arrived.
Agent advised customer that there was a recall for the left tire rod end that was completed in March 2012 for the L16 recall. Agent advised that the N49 recall is not showing as completed. Customer stated he would contact dealership to find out if the N49 recall was completed on his vehicle the last time he brought it into the dealership. Agent advised customer that if the work for the N49 was completed and customer did have to pay out of pocket for repairs that customer can follow the directions on the recall notice to submit for reimbursement .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	7G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/23/2007
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/19/2007	***Mileage***	69,999	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	66916	LITHIA CHRYSLER JEEP DODGE OF	FORT COLLINS
Dealer Address	3835 SOUTH COLLEGE AVE		
Dealer City	FORT COLLINS	***Dealer State*** CO	***Dealer Zip*** 80525

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	(9[redacted]
	DOLORES CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement process for recall: N62

Briefly summarize why the customer is contacting Chrysler: seeking reimbursement process
Briefly summarize what the customer is expecting: seeking reimbursement process.
The customer, Ms. [redacted] stated that this summer they had to replace the whole steering and tie-rod assembly and paid out of pocket, however, only purchased the parts, and now received this recall: N62 notice and wanted to know if she can be reimbursed for the repairs.
Writer consulted her recall information and confirmed that they do have the N62 recall.
Writer consulted with ACDoc#24057 and advised the customer that this recall is for Mopar replacement parts, and thus will mean that this recall applies to replacement parts and not the manufactured parts.
Writer consulted with the GWA claims and found that the H46 recall has 2 parts to the claim, and due to the fact that further research is needed to be completed to determine if the customer qualifies for reimbursement for this recall, writer did suggest she submit copies of her parts invoice with proof of payment for review.
She obtained the fax number and her case number and writer advised her of the possible turn around for further correspondence.
She thanked writer for the added information and the assistance today.

Reassigning to 86Y for further review.

Writer notes that the customer has contacted us in regards to the N62 recall notice that she received and requested the reimbursement information.

Writer notes that as per GWA, claim #[redacted] has 2 conditions within the claim as follows:
1 - 23H34182 - Safety Recall - Paid - S - Safety-Recall - $23.25
2 - 19H46181 - Safety Recall- H46- Paid - S - Safety-Recall - $5.00
P1 - CBLFH340 - BRACKET - X - 1 - $3.75 - $40.00 - $ 5.25

With the above information, once the customer s information arrives, writer will follow up with writer s TL for direction on the above repairs and the customer s submission.
POSTMARK DATE: 122713; DATE RECEIVED: 122713

Writer has completed more research and determined that the claim within line 33, refers to the H34 recall repair completion, and thus the component listed on line 35 goes with the H34 recall and not the H46 recall.
Therefore, with this revised information, the customer merely had the H46 recall inspected at the time of the release, thus the customer does not qualify for reimbursement for the repair submitted.

Writer notes that the customer currently shows as owning 1 used, & this 1 new vehicle with a WCC of 336, no MVP and the mileage showing as 69,999.

Writer contacted the customer at [redacted] at 4:35pm and spoke with Mrs. [redacted] Writer advised her that her documents have been received and reviewed and unfortunately writer cannot reimburse her for the costs incurred and tried to explain the parameters of the N62 recall. Writer explained that the recall is for Mopar replacement parts, and she stated that she did use Mopar replacement parts with this repair, thus she should be reimbursed. Writer further explained that since she now has the appropriate parts on the vehicle, these are the parts that are covered under the N62 recall. Mrs. [redacted] was very feisty and responded to writer stating that: It figures that Dodge would not help us, they just keep getting out of helping us with the words they use
Writer tried to empathize with her situation and she was very unresponsive, and when writer gave her closing the customer, Mrs. [redacted] responded with: whatever , and disconnected the line.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

CLOSED LOOP UPDATE - customer contacted today.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	05/16/2011	
Model Year	2011	***Body***	DJ7X91	DODGE RAM POWERWAGON 4X4 2500 CREW CAB			
In Service Dt	12/29/2011	***Mileage***	20,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66439	HOWARD WILSON CHRYSLER JEEP INC			
Dealer Address	4000 LAKELAND DRIVE				
Dealer City	JACKSON	***Dealer State***	MS	***Dealer Zip***	39232

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRANDON MS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Restricted Part
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Writer contacted Dlr Code 66439 HOWARD WILSON CHRYSLER JEEP DODGE and spoke with Parts.
Part #:CBUEN491AA
Part Description:Left Outer Tie Rod Assembly
Order #:C2602
ETA:N/A (part#CBUEN491AA dealer can order once every 7 days)
Is customer in rental?No
If yes, who authorized rental?
Is the vehicle off road?
Order type: VOR (CASE #[redacted])
***
Briefly summarize why the customer is contacting Chrysler:Customer calling for Recall N49 part issue.
Briefly summarize what the customer is expecting:Customer seeking assistance in receiving priority over everyone else to have this part now.Customer states he is a Chrysler employee and demands he should have this recall completed now.
Agent contacted Dlr and verified the part required is restricted to one part a week can be ordered. Dlr has VOR the order and verified the customer was first to have this part ordered.
Agent advised customer they are first on list and will receive the part as soon as it is at Dlr.
Customer is still unhappy by this and feels the part should be shipped now and be at Dlr today. Customer disconnected.
Reassigned for Survey Bypass No Repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	7G[redacted]	***Open Date***	12/26/2013	***Built Date***	04/18/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/14/2007	***Mileage***	115,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRANTS PASS OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states that he recently replaced tie rod and ends
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in because he just got the N62 recall and he wanted to know about reimbursement because he paid to have his tie rod and tie rod ends not too long ago.
Briefly summarize what the customer is expecting: submit for reimbursement for recall work that was done prior to announcement of recall.
Writer offered the customer to fax in information needed, or to scan it, or mail it. Writer advised customer that he needs to make an appointment to complete the recall as soon as he can as he will not get any reimbursement until the recall is completed.
Writer advised customer to include the recall and case number, as well as the receipt from the dealership and proof of payment.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-26 @ 12:28
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it.
When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	09/20/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/29/2010	***Mileage***	18,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, LLC			
Dealer Address	208 W GOLF RD				
Dealer City	SCHAUMBURG	***Dealer State***	IL	***Dealer Zip***	60195

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GOODLAND KS[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer purchased vehicle
Recall - K33: POWER STEERING RESERVOIR CAP - Information Request	Customer seeking recall information
Recall - L16: LEFT TIE ROD END - Information Request	Customer seeking recall information
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states that he read online about tie rod recalls and would liekto know if they are on the vehicle he bought.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised of all recalls. Agent advised for left tie rod recall to make an appointment after Jan 6th. Agent advised that because the address is updated all recall letters will go to customer. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L8	9G[redacted]	***Open Date***	12/26/2013	***Built Date***	02/12/2009	
Model Year	2009	***Body***	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/13/2009	***Mileage***	23,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43346	KIDD CHRYSLER DODGE JEEP INC			
Dealer Address	875 W EADS PKWY				
Dealer City	LAWRENCEBURG	***Dealer State***	IN	***Dealer Zip***	47025

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	READING OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	n40 recall completion request

Briefly summarize why the customer is contacting Chrysler: to inquire on recall n49
Briefly summarize what the customer is expecting: to have recall completed
Customer states he had his vehicle into the dealership for recall n49 but the dealership inspected the tie rods and stated they were fine
Customer is inquiring as to if the dealership can just inspect the part and not complete the recall
Agent advised according to the recall notice left and right tie rods most be replaced
Agent called dealer 68431 to inquire on the recall
Sa Renee indicated that she was following the recall instructions for recall L16 which indicate inspection needs to take place and if parts are fine no further action was necessary
Agent advised the recall notice the customer was calling in regards to was n49
Sa Renee indicates that recall was just called out and vehicle has been in the job prior to recall being launched
SA Renee indicates that parts are not available but one will be ordered for customer
agent advised customer that as soon as the parts are in the dealership will contact the customer to bring the vehicle back to have recall completed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1 5[redacted]	***Open Date***	12/26/2013	***Built Date***	11/11/2004		
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/28/2005	***Mileage***	136,666	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42936	WALTERS CHRYSLER JEEP DODGE INC			
Dealer Address	2206 HICKORY BLVD SW				
Dealer City	LENOIR	***Dealer State***	NC	***Dealer Zip***	28645

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TAYLORSVILLE NC[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer completed recall N62 prior to issuance
Recall - H46: STEERING LINKAGE - Reimbursement	Customer completed recall prior to H46 issue
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for work completed prior to recalls issued
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Cusotmer states he has completed both recalls H46 and N62 prior to the recalls being issued.
Briefly summarize what the customer is expecting: Customer seeking reimbursement. Agent advised, as per Answer ID 19074, to provide supoorting documents and to mail in the required documents for review. Feel free to tell the customer that as long as the repairs that were performed and paid for are consistent with the recall and the proper documentation is submitted, they will be reimbursed.
Agent advised that customer allow up to 60 days for processing.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2EL9	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	03/25/2011	
Model Year	2011	***Body***	DJ7L62	DODGE RAM ST 4X4 2500 REG CAB			
In Service Dt	05/24/2011	***Mileage***	8,600	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45086	FOWLER DODGE INC			
Dealer Address	55 WEST INTERSTATE 240				
Dealer City	OKLAHOMA CITY	***Dealer State***	OK	***Dealer Zip***	73139

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CEDAR PARK TX [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N49: LEFT TIE ROD - Information Request	customer seeking recall information
Corporate - Rental Vehicle - Default - Default - Default	customer seeking rental for a recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - RENTAL
Does the vehicle have any service contract that covers rental?
What repairs are currently being completed?
Why has the vehicle not been repaired and returned to the owner?
What is the estimated date that the repair will be completed?
Is this a recall repair?
Is this a pre-authorization or a request for reimbursement?
Chrysler authorizes rental? Explain why or why not...
****End structured narrative T2 - RENTAL
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking a rental vehicle while he is waiting for the recall parts to be in. Agent advised that Chrysler does not give rentals for recalls. Customer is upset and states that he will not buy another Chrysler product.
Customer states that his dealership will not have the parts until Feb. 10.
Briefly summarize what the customer is expecting: to get a rental while he is waiting for recall parts
****
Re-assigned to PC739 for survey bypass
Recall N49 dealership has no parts
Please close CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	11/14/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	11/15/2010	***Mileage***	78,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	STAMFORD CT [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	recall
Recall - N49: LEFT TIE ROD - Information Request	recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the left tie rod. Customer states that his tie rod broke awhile ago and he received the N49 recall notice. Customer states that the vehicle was repaired at an IRF.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement for the left tie rod. Agent provided customer with the fax number 877-768-5076 as customer is not good with the computer and doesn t want to mail in the invoice and receipt. Agent advised customer that this case will be sent to the reimbursement team to review once we receive the documentation on the tie rod repair.
Writer will contact customer on 1/3/13 if documents have not been received.
Writer will contact customer on 1/3/14 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2010 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. You may fax the documents to 877-768-5076. Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
POSTMARK DATE: 010614; DATE RECEIVED: 010614
Status update provided via email to the following email address:
[redacted]
I have reviewed your submitted documents concerning repairs made to your 2010 Ram 2500 and have noted that proof of payment was not provided for the repair invoice. Proof of payment is necessary in order to process your reimbursement request.
I have sent a document link in a separate email or you may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
Should you have any questions you may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
POSTMARK DATE: 011014; DATE RECEIVED: 011014

RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: check #516
Date of Repair: 5/1/13
Invoice #: 16341
Labor $75.00
Parts $90.00
Misc. Charges $80.00 towingÙ
Tax $15.55
Total $260.55
Writer is submitting check for approval in the amount of $260.55.
****
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 021114; DATE RECEIVED: 021114
POSTMARK DATE: 021114; DATE RECEIVED: 021114
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 031714; DATE RECEIVED: 031714
POSTMARK DATE: 041114; DATE RECEIVED: 041114
POSTMARK DATE: 041714; DATE RECEIVED: 041714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L2	9G[redacted]	***Open Date***	12/26/2013	***Built Date***	02/10/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	05/30/2009	***Mileage***	70,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OAKHURST CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall on vehicle
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	trans is shifting hard

Briefly summarize why the customer is contacting Chrysler: the tie rod snapped off and had the repair at an IRF.
Briefly summarize what the customer is expecting: Truck is having transmission issues. While pulling the shifting is sluggish. Will have that looked at during the recall visit.
Agent gave the customer CAIR number and stated to call if you need assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	04/16/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	06/19/2010	***Mileage***	182,636	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BORON CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added email address.
Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	Dealer delaying appointment.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram in regards to the open N49 recall on the vehicle. Customer states that the dealership refused to do his recall, and told him he has to wait. Writer advised the reason they may have delayed the appointment was because the recall is not able to be completed until January 6th at the earliest. Customer understood.
Writer contacted the dealership to set up an appointment for January 10th; receptionist stated parts won t be available until February 6th.
Writer advised the customer; customer understood.
Briefly summarize what the customer is expecting: Customer seeking recall fulfillment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	7G[redacted]	***Open Date***	12/26/2013	***Built Date***	05/22/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/12/2007	***Mileage***	22,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60139	IMPERIAL CHRYSLER DODGE JEEP	CORPORATION
Dealer Address	6 UXBRIDGE ROAD		
Dealer City	MENDON	***Dealer State*** MA	***Dealer Zip*** 01756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CUMBERLAND RI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring about letter

Briefly summarize why the customer is contacting Chrysler: customer calling because he has received this letter for the steering linkage, customer is stating that he is to leave tomorrow evening for a road trip pulling at trailer to FL, customer is concerned however in the letter it states ' 2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts' and the customer has not had an issue with that its never been replaced however customer is still leery considering its a long trip and towing.
Briefly summarize what the customer is expecting: customer seeking on what to do
Agent advised: Customer may go to the dlr and have it inspected if customer has not had the steering linkage replaced more than likely his is okay however he can seek a dlr before he goes and have it looked at for customers piece of mind. Customer states he would like that. Agent called dlr IMPERIAL CHRYSLER DODGE JEEP however service does not open again until Dec 27th 7am- customer states that he has never been to this dlr and doesn t know if they will give him the run around. Agent informed customer to call CAC in the am and have an agent contact the dlr to speak with service to see if they can have his steering linkage looked at before he takes a long road trip. Agent provided customer with case number and he will call back in the AM.
Customer called back to get us to call the dealership.
Agent called dealer IMPERIAL CHRYSLER DODGE JEEP however the dealership was closed and doesn t open until 730am.
Agent advised customer to call back around 730am and have an agent call the dealership for him.
Customer contacted to have agent call Imperial Chrysler Dodge Jeep; agent called and the dealership was unable to get the customer in till Tuesday.
Agent advised the customer of a couple other dealerships that he could possibly bring the vehicle to today. Agent provided the customer with the phone number for Metro Chrysler Jeep Dodge
1667 Hartford Ave
Johnston, RI 02919
(401) 351-6600
Customer stated he recalls bringing his truck into a dealer to look at it, and a service advisor looked under the customers vehicle. Agent

advised the customer as per the recall claims;018567, that it was done 8/12/2009 at Old Colony Dodge. Agent advised the customer that the recall was inspected and replaced; but customer does not recall having the part replaced.
Agent advised the customer to contact Metro @9 and speak with a service advisor and to contact back with any further questions or concerns.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he wants to get recall inspected before he leaves for Florida. Agent called DLR and spoke with SA Koyuta and Lisa who stated the customer should not drive the vehicle to Florida because of the safety issue. Agent transferred customer to Metro to set up appointment to have inspection done and depending on if it passes or not depends on if the customer goes to Florida today.
Briefly summarize what the customer is expecting: Customer is expecting to get recall done and go to Florida.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C9	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	10/21/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	03/28/2005	***Mileage***	110,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66052	LAGER'S OF MANKATO INC			
Dealer Address	307 RAINTREE RD				
Dealer City	MANKATO	***Dealer State***	MN	***Dealer Zip***	56001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PEMBERTON MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for previous repairs
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that 2 years ago a left tie rod had snapped on the vehicle while it was parked in the garage. Customer states that after receiving the recall notice they would like to file for reimbursement on the previous tie rod repairs.
Briefly summarize what the customer is expecting: To file for reimbursement on the previous left tie rod repairs.
Agent advised customer as per ID: 19074. Agent provided customer with mailing address btu the documentation has not been sent.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	02/27/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/26/2008	***Mileage***	93,404	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42957	FLOWER MOTOR CO INC			
Dealer Address	2580 N TOWNSEND				
Dealer City	MONTROSE	***Dealer State***	CO	***Dealer Zip***	81402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MONTROSE CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer has an incomplete recall

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he has an incomplete recall N49 and is leaving for a few months. Customer states that he talked with the dealership and was advised that they don t have any parts at this moment. Customer states that he can t wait around for this part to be in. Agent states that we can call to the dealership to see if they have any in stock or how long the wait is going to be. Agent states that if they won t have a part before he leaves, we can call over to the closest dealership of where he is going to see if they have parts or put him on a list for this part. Agent was calling the dealership and customer disconnected the call. Briefly summarize what the customer is expecting: To have parts for this recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	09/09/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/11/2010	***Mileage***	90,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	***Dealer State***	TX	***Dealer Zip***	79605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLAREMORE OK [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	left tie rod broke dec 3rd
Recall - N49: LEFT TIE ROD - Reimbursement	possible reimbursment for related repair

Briefly summarize why the customer is contacting Chrysler: SA Joe called from STAR DODGE CHRYSLER Jeep on behalf of the customer in regards to the N49 recall. SA Joe stated customer came into the dealer and advised on Dec 3rd the left tie rod snapped on his vehicle at 630pm and had to be towed to a IRF to be repaired. SA Joe referenced the letter and asked it the customer should submit his information to the address on the letter to be reimbursed. Agent asked if the local dealer were closed at that time, SA Joe said yes. Agent advised the customer should then submit the applicable information to the address on the letter.
**
Briefly summarize what the customer is expecting: reimbursement mailing address

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C5	6G[redacted]	***Open Date***	12/26/2013	***Built Date***	10/27/2005	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	01/05/2007	***Mileage***	59,999	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66732	GALEANA CHRYSLER JEEP INC			
Dealer Address	14375 S TAMIAMI TRAIL				
Dealer City	FT MYERS	***Dealer State***	FL	***Dealer Zip***	33912

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALVA FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer calling seeking to get her recall completed.

Briefly summarize why the customer is contacting Chrysler: Customer calling seeking to get her tie rod recall completed. Agent got the customer in contact with the dealership to set up an inspection on the vehicle.
Briefly summarize what the customer is expecting: Customer expecting to get her recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MU48C2	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	11/12/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	11/13/2003	***Mileage***	200,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42646	PALM CHRYSLER JEEP DODGE			
Dealer Address	1801 S TAMIAMI TRAIL				
Dealer City	PUNTA GORDA	***Dealer State***	FL	***Dealer Zip***	33951

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CAPE CORAL FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting time-frame to have recall completed
Corporate - CNA Change - Default - Default - Default	Writer updated customers contact information

Briefly summarize why the customer is contacting Chrysler: Customer received the recall notice for the N62 recall for the left outer tie rods. Customer would like to know if there is any certain time frame to have this completed. Writer advised that there is not a time frame however it is important for safety reasons to have the vehicle inspected for this recall. Customer states the vehicle is in storage in alaska until the summer time when he would have the recall completed.
Briefly summarize what the customer is expecting: Time-frame to have recall completed
Customer contacted Chrysler seeking recall information. Customer stated that his vehicle recall had not yet been completed due to his vehicle in storage in Alaska. Customer stated that as soon as he returns to Alaska, he will schedule appointment for recall completed. Writer advised customer that this will be documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/11/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/30/2007	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56989	PHIL SPADY CHRY-PLY-DODGE, INC.			
Dealer Address	2806 23RD STREET				
Dealer City	COLUMBUS	***Dealer State***	NE	***Dealer Zip***	68601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LODI OH [redacted]	***Country***	UNITED STATES

Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Information Request	Customer is seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states he received a recall notice for the tie rods. The customer states he already had the repair completed prior to receiving the recall notice. The customer wants to confirm the address listed on the recall notice for reimbursement. The customer is also seeking information on the J35 recall. Agent located the information of the J35 in dealer connect and advised the customer. Agent offered to transfer the customer to his dealership to book a service appointment. Customer declined.
Briefly summarize what the customer is expecting: The customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C0	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/10/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/18/2005	***Mileage***	62,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	***Dealer State***	UT	***Dealer Zip***	84003

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SPANISH FORK UT 84660-4318	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer has already completed the recall and wants reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer received a recall letter

Briefly summarize why the customer is contacting Chrysler: Customer stated they received a recall letter. Customer stated they already had the recall completed and that they would like reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement. Agent advised the customer that she could mail or fax her receipt and work order in for reimbursement. Customer is faxing the information in. fax number provided was 877-768-5076
**********OUTBOUND CALL**********
Writer placed a call to MS [redacted] Writer was not able to leave a voice message. Writer noticed the fax number was provided to the customer. Writer will wait for documentation.
Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part. If customer has an invoice that shows he had previous repair on the tie rod.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
**********OUTBOUND CALL**********
Writer placed a call to MS [redacted] Writer was not able to leave a voice message.
Writer reviewed the file and noticed the customer had the H46 recall on the vehicle . the vehicle was only inspected no parts were replaced at the time of this completion. If customer can provided a previous invoice for repair on the steering linkage or Tie Rods than a possible Reimbursement can be considered.
Case closed as no response from customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL0	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	01/21/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/18/2010	***Mileage***	56,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59350	MOSS BROS. DODGE RIVERSIDE			
Dealer Address	8151 AUTO DRIVE				
Dealer City	RIVERSIDE	***Dealer State***	CA	***Dealer Zip***	92504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORONA CA 9[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wants recall completed before taking a trip
Corporate - CNA Change - Default - Default - Default	Updated customer information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer contacted CAC stating that she has a concern regarding the N49 recall on her vehicle. Customer states that she is looking to get it completed before she leaves on a long trip for the 5th of January and that she would further like to get this recall completed. Customer further states that she has an appointment regarding this concern how ever customer is concerned that the part is simply not available. Customer further states that she is hoping that this recall can be completed soon for this concern. Customer further stated that she would await to hear from the dealership regarding this concern.
Customer is expecting to get N49 recall early.
Agent advised customer that her concern would be further looked into. Agent had advised customer that it cannot be guaranteed that this part will come in time for the customers concern and that her concern would be further looked into at the dealership level. Agent had further consulted LB546 who stated that the customer would need to further make an appointment and the dealership would further attempt to get parts. Agent further contacted dealer 59350 and spoke with SA Cheryl who stated that the customer already has an appointment for the 31st of December for an inspection regarding this recall and that they would further be in contact with the customer regarding the parts. Agent further spoke with customer and confirmed that her vehicle has the appointment and that her concern would further be handled by them and advised that there would be no guarantee that the parts would be able to make it in time.
Agent contacted 3 other dealerships for customer, but no one has any parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	AG[redacted]	***Open Date***	12/26/2013	***Built Date***	04/20/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	09/21/2010	***Mileage***	48,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ORLAND CA 9[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	part delay
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:received recall letter and was told parts aren t available until April for recall N49.
Owner stated this is there only vehicle and she is going through medical treatments and they are pulling a trailor.
Briefly summarize what the customer is expecting:a rental until the parts are available to be repaired.
Agent spoke to SA Tammy and stated she was not aware of the part timeframe or about putting customers on a waiting list.
SA stated that she will put the customer on a waiting list for availability.
Agent advised owner that the vehicle will be put on list and will be notified.
No diagnosis.
Customer contacting Chrysler stating that he just got back from a 200 mile trip and went to dealership 60406Ù to check with service department on status of part, as he was leaving his tie rod snapped in half in the parking lot. Customer would like to know what to do. Agent contacted dealership and spoke to SA Bob who stated they order a part every Monday and was told that the supplier has 2087 parts in stock, just sending them 1 every week. Agent advised SA Bob should VOR the order and provide this customer with the first part because they are the only vehicle that is currently off road. SA Bob stated he will VOR it and get his DM involved to see if they can expedite the part. Agent let customer know the plan, he stated he was going to go and speak to SA Bob about the VOR process.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU2862	3G7[redacted]	***Open Date***	12/26/2013	***Built Date***	07/17/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/07/2003	***Mileage***	142,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PALMER AK[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because he has received a recall notice for the N62 Left outer tie rod assembley. Customer stated that he would like to have the recall completed.
Briefly summarize what the customer is expecting: Agent advised customer that the parts are not available until the beginning of the year. Agent offered customer to transfer him to the dealership to speak to them. Customer stated that he will call the dealership in the new year.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C4	4G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/17/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	09/03/2004	***Mileage***	85,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42297	MCCORD BROTHERS DODGE			
Dealer Address	990 TENNANT WAY				
Dealer City	LONGVIEW	***Dealer State***	WA	***Dealer Zip***	98632

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GREEN VALLEY AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he received a recall notice.
Briefly summarize what the customer is expecting: Customer is expecting to schedule an appointment to have the recall completed.
Agent spoke with Aaron at DLR who advised agent that the parts wouldn t be in until Jan.7/14. Aaron advised customer of the findings and customer stated that he would call the DLR closer to the date. Agent provided customer with the phone number for the DLR.
Customer called stating he called the dealership and he was told the parts would not be replaced just inspected. Agent advised that the dealership needs to inspect the vehicle first before they can order the part. Agent advised some of the vehicles don t need anything replaced. Customer states he understands and will have the vehicle inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A9	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	08/19/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	12/31/2008	***Mileage***	110,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORNVILLE AZ [redacted]	***Country***	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	customer seeking parts for N49 recall
Recall - N49: LEFT TIE ROD -	customer with N49 recall looking for parts

Briefly summarize why the customer is contacting Chrysler:Customer called because he received a letter for N49 recall and wanted to find out why it was taking so long to get the parts for the recall. Agent attempted to call the dealership YORK DODGE CHRYSLER JEEP RAM (60528) and speak with the SM Joe but had to leave a message including the phone number and case number for him to call back and advise the agent if the parts for the N49 recall are on back order or restrictions. Agent advised the customer that once she has that information she would call and let him know that status of this issue and whether she is sending the parts for expediting or if it is something he just has to wait for. Customer stated that he was going to be waiting to hear from the agent regarding this part.
Briefly summarize what the customer is expecting:to find out what is going on with the parts for the N49 recall.
Next agent please get the part number for the part that is needed and order number if possible plus if this is a back ordered part or on restriction.
Reason for Dealer Contact:part number and order number for the part needed for the n49 recall and see if the part is on restriction or back order.
Dealer Code:60528
Dealer Personnel Required:Joe Service Manager
Customer s Preferred Method of Contact:phone
Customer Phone Number (Morning) [redacted]
Customer Phone Number (Evening) [redacted]
Customer Email address:NA
Reason for assigning to Resolution Team:dealership did not call back during shift and not able to contact back during shift.
Assigned to 86T
Joe Oldman from 60528 contacted back after receiving the message from the previous agent. Joe states that the parts are still listed as new part, which means they cannot be ordered at this time. Joe states that he had spoken with his parts manager who had advised that there isn t an estimated arrival date yet, and that the customer would have to wait for the part to come in.
-
Please see TL for feedback.
Thank you.
Reassigned to: LB716 for next step.
-
Agent contacted customer but had to leave a message for the customer to advise him of lines 29-34.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	4G[redacted]	***Open Date***	12/26/2013	***Built Date***	02/12/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/20/2004	***Mileage***	163,584	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ST GEORGE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	OUT-OF-PARK ALARM SYSTEM

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recall # N62. Customer states he already had this repair done and paid for it.
Briefly summarize what the customer is expecting: Customer would like to be reimbursed for the repairs.
Agent provided customer with address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Agent advised customer to bring vehicle in to have it inspected regarding this recall. Agent informed customer about recall # E17 also.
Customer states he will make an appointment soon to have that looked at.
Customer thanked agent.
Customer called in for clarification on recall reimbursement. Agent stated AC ID 17420. Agent stated case number for customer to call back with if he had any further questions. Customer understood.
Briefly summarize why the customer is contacting Chrysler: Customer calling for updates on reimbursement request. Customer states that they mailed in all necessary documents three weeks ago now and have not heard anything. Agent advised that we have not received that information. Agent informed the customer they will re open the case and get it sent to the proper department. Agent advised the customer of what to mail in and advised to send it in again. Agent informed the customer it could take about thirty days to process but they will be contacted with more information once their documents are reviewed. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking updates on reimbursement.
Reassigned to: 86Y
Customer called stated that he mailed the receipts in and that they have not appeared yet.
Agent verified address for recall reimbursement.
Agent advised that he wanted to send the information in again he could and for him to make note on it that the reason this is a copy is because the original was lost in transit.
Customer called to verify the address he should send his recall reimbursement information. Customer states he has to send the information to Chrysler Customer Assistance at PO Box 21-8007 in Auburn Hills. Writer advised customer to send to Chrysler Recall Assistance Center and the PO Box is correct. Writer also advised customer of the 2 incomplete recalls on the vehicle. Customer states he is aware of both of the recalls.
Agent waiting for documentation.
Agent waiting for documentation.
POSTMARK DATE: 122713; DATE RECEIVED: 010714

Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS but there are two different last names for this VIN
Any open recalls: Yes E17 OUT-OF-PARK ALARM SYSTEM, N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address:c[redacted]
Concern: Customer is seeking recall reimbursement in the amount of.
Parts:126.99
Labor:32.00
Misc:10.00
TX: 10.56
Total:179.55
Reviewed previous files: Yes
Agent reviewed documents submitted by customer and found customer submitted an invoice with proof of payment for tie rod repairs. Agent found the customer had previously had recall H46 completed with no parts replaced in 2011 and the customer did not submit any documentation showing a prior service repair.
Agent called customer and advised him that his repairs don t qualify for reimbursement at this time because the recall is on Mopar service replacement parts. Agent advised customer that the parts that were recently installed on the vehicle may need to be replaced and that he needs to contact a dealer and have the recall completed. Customer understood.
POSTMARK DATE: 011114; DATE RECEIVED: 011614
concern has been addressed- no action required

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C6	4G2[redacted]	***Open Date***	12/26/2013	***Built Date***	06/25/2004	
Model Year	2004	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	11/30/2004	***Mileage***	90,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68478	LITCHFIELD CHRYSLER CENTER			
Dealer Address	640 EAST HIGHWAY 12				
Dealer City	LITCHFIELD	***Dealer State***	MN	***Dealer Zip***	55355

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EDEN VALLEY MN[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Customer states that he fixed it a year and a half ago and was wondering if he should have the recall performed.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that he would still need to bring the vehicle into the dealership to have an inspection on the steering linkage and replaced if required. Agent offered to contact the dealership and customer declined. Customer will contact dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5 7G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/09/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/30/2007	***Mileage***	60,313	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43563	BOB HOSS DODGE CHRYSLER JEEP, INC.			
Dealer Address	6640 STATE AVENUE				
Dealer City	KANSAS CITY	***Dealer State***	KS	***Dealer Zip***	66102

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KANSAS CITY KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking recall complete
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states tie rods need replaced.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to a recall letter received. Customer states she got a letter in regards the N62. Customer states she is having issues with the right tie rod and has had it replaced in 2011.
Briefly summarize what the customer is expecting: Customer seeking goodwill.
Agent advised customer to contact BOB HOSS DODGE CHRYSLER JEEP, INC 913-334-2700 in regards to getting the N62 recall completed. Agent advised customer in order for Chrysler to assist in possible goodwill they need a diagnosis.
Customer understood. Agent reassigned to JR1305 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	09/22/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/18/2004	***Mileage***	156,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-	JEEP LLC
Dealer Address	5801 EAST GATE BLVD		
Dealer City	NAMPA	***Dealer State***	ID

Dealer Zip	83687		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAMPA ID[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states received notice of recall N62 and would like information on recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer of information on incomplete recall N62 and incomplete recall E17. Agent advised customer that any Chrysler/Jeep/Dodge dealership can complete recall repairs. Agent provided contact information for dealer Dennis Dillon Dodge Chrysler: (208) 459-7405 & Peterson s Stampede Dodge: (208) 475-3000. Agent offered to transfer customer to dealer, customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	4G2[redacted]	***Open Date***	12/26/2013	***Built Date***	05/06/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/28/2004	***Mileage***	64,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68794	GLEN DALE MOTOR COMPANY			
Dealer Address	1502 WHEELING AVE				
Dealer City	GLEN DALE	***Dealer State***	WV	***Dealer Zip***	26038

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SARDIS OH [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added a secondary phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	provided customer with the recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Customer states that he has had both left and right ball joints replaced twice already at an IRF called Jay and Kay auto.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that after January the 6th he could contact us or the dealership to schedule an appointment for an inspection on the steering linkage and will be replaced if required. Customer will contact dealership after January 6th 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G1[redacted]	***Open Date***	12/26/2013	***Built Date***	10/17/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/13/2007	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68760	DAVIS-MOORE AUTO GROUP INC			
Dealer Address	3501 NO. 14TH STREET				
Dealer City	PONCA CITY	***Dealer State***	OK	***Dealer Zip***	74601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NARDIN OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seekinh reimbursement for recall fix
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called in stating he has 2 ram 2500 vehicles. Customer stated one is gas and the other is diesel. Customer stated that on his diesel vehicle his tie rod ball broke and caused damage to his vehicle costing 5000 dollars. Customer stated he would like reimbursement for the issue. Customer stated the vehicle was fixed at an IRF but has the receipts. Writer advised customer that writer will send up case for possible reimbursement review and customer will be contacted soon. Customer thanked writer. Call ended.
Briefly summarize what the customer is expecting:Customer is seeking reinbursment
Reassign to 86Y to look into reimbursement.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted].
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
Customer stated that she has not heard anything from the reimbursement department in reference to what she should do for reimbursement. Agent advised the case has been closed due to not being able to contact the customer. Agent verified the email address and advised the customer that the email may have been receive in thier junk mail. Agent advised the customer of her case number and advised of all documents to send in for reimbursement. Customer stated she was never informed to send in

documents.
Customer called back to find out if her fax had been received yet. Agent advised customer that the fax has not been attached to her case as of this time. Customer provided a callback number [redacted] and asked that she be contacted once the documentation arrives.
Customer called in and stated she would like to speak with her CM. Customer states she was waiting for him to contact her and as of yet he has not.
Agent apologized and transferred customer to CM extension.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D9	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	08/21/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/29/2003	***Mileage***	125,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26435	BAXTER JEEP			
Dealer Address	11910 WEST DODGE STREET				
Dealer City	OMAHA	***Dealer State***	NE	***Dealer Zip***	68154

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OMAHA NE [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking recall fulfillment.
Corporate - Dealer Information - Default - Default - Default	Provided information for Baxter CJDR - 26435.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram regarding the open N62 recall. Customer is requesting dealer information for a dealership in west Omaha. Writer provided the phone number and address for Baxter CJDR 26435; customer understood.
Writer advised the customer that appointments can not be made until after January 6th, and offered to transfer him to the dealership in order to set up an appointment for after the 6th to have the recall completed.
Customer agreed.
Writer transferred customer to Shelley in service to set up an appointment.
Briefly summarize what the customer is expecting: Customer seeking recall fulfillment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48L8	9G5[redacted]	***Open Date***	12/26/2013	***Built Date***	03/02/2009
Model Year	2009	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB		
In Service Dt	11/12/2009	***Mileage***	65,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44811	TYLER AUTOMOTIVE			
Dealer Address	1100 S 11TH STREET				
Dealer City	NILES	***Dealer State***	MI	***Dealer Zip***	49120

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LAFAYETTE IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking information about the N49 recall.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle
Corporate - Reimbursement - Default - Default - Default	N49 - Reimbursement

Escalation Override approved by CH1011 due to household loyalty (5 VINS in household). Approved due to recall N49- DLR does not have correct Mopar parts or aftermarket to put on customer s vehicle. Customer needs a vehicle for work.
Briefly summarize why the customer is contacting Chrysler: Customer seeking additional information about the N49 recall. Customer also seeking a rental vehicle.
Briefly summarize what the customer is expecting: Customer seeking a rental vehicle so that he can continue to attend work. Customer fears that without his Dodge Ram Laramie 3500 quad cab he would be unable to attend work and ultimately terminated. Agent explained in further detail that the N49 parts are unavailable until after January 6th. Agent contacted the dealership (44811) to further search for information regarding possible parts or possible aftermarket parts that could be placed into the Dodge Ram 3500. Dealership (44811) was unable to find any available parts for the 3500. Agent informed customer that a rental may be able to be supplied. Customer was adamant about his need for a 3500 quad cab dually, with a gooseneck ball hitch and fifth wheel rails. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 7[redacted]
Reassigned to 86R
DEALERSHIP CALL: TYLER AUTOMOTIVE @ 269-684-8200 SM Doug advised the tie rod broke, the vehicle was towed into the dealership and the parts are not available for the recall until January 6th. SM Doug advised they do not have any loaner vehicles and Enterprise does not have any 3500 s for rent. SM Doug advised they are trying to order the old part number and see if it comes in their shipment tomorrow. SM Doug advised the customer has agreed to pay out of pocket for the repairs if that is the case and seek reimbursement. SM Doug advised the shipment will be in tomorrow morning around 8:30 am and to callback then. SM Doug advised if the old part comes in tomorrow, the repairs will be completed tomorrow. Writer advised a callback will be made then.

CUSTOMER CALL[redacted] number no longer in service.
If the parts are not available tomorrow, the customer will have to find a rental vehicle and Chrysler will consider possible reimbursement. Case reviewed by JK671.
No valid contact information for the customer, reassigning CAIR to RR1378.
Please reassign back to JS1881 once contact information is obtained.
Writer pulled call. Customer called in from number: [redacted]
CUSTOMER CALL[redacted] Customer advised he has the issue resolved. Customer advised he found an aftermarket part that he has purchased and he will have his vehicle towed to an IRF as the dealership will not install aftermarket parts. Customer advised he would not be able to obtain a rental vehicle anyways due to his company s policies. Customer advised once the dealership has the recalled parts available, he will book an appointment for the repairs. Writer advised the case will be closed and to contact RAM with any further questions or concerns.
Reassigning CAIR to JK671 for Survey ByPass as the customer is bringing the vehicle to an IRF for repairs.
Business Case for Goodwill - Template
****
Customer goodwill being offered: None
In-Service Date: 11/12/2009
Original Owner: No
Mileage: 65000
Vehicle purchase Loyalty: 1 used, 2 new in household
Multiple Repairs/ Previous related repairs: Recall N49 related
Dealer Goodwill Opinion: Dealership unable to receive parts until 01/06/2014
MVP plans: None
Other related information: Case reviewed with JK671, more information needs to be obtained.
Is the customer not sending in the IRF invoice for reimbursement? If so we need to follow the requested documentation process before we can by pass.
CUSTOMER CALL[redacted] writer left a voicemail requesting to fax all pages of the invoice as well as the proof of payment to 877 768 5076 and put CAIR #[redacted]
Reassigning CAIR to 86Y for recall reimbursement repairs.
Documents have not been received.
Writer called customer at[redacted]. Customer was not available. Writer left a message that this was to remind him we have not received his documents for his possible reimbursement. Writer said that if we have not received the documents in 2 days his case would be closed, however, a new case can be created when he is ready to send in his documents. Writer left her name, phone and extension number 4718211 for a call back.
Reassigning to JK671 for Survey Bypass - No Documents.
by pass added.
POSTMARK DATE: 010414; DATE RECEIVED: 010914
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Documents attached for review.
Approved to pay towing and Motel expense as customer was stranded on Sunday with no dealer open to repair vehicle. Vehicle repaired on Monday 12/23/2013.
Writer called customer at[redacted]. Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
Writer called customer s cell phone -[redacted]. Customer was unavailable and writer was unable to leave a message as there was no voice mail.
***
Writer was calling customer for proof of payment for his repair and towing.
Writer called customer at 7[redacted] Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
Writer will follow up with CAIR.
N49 RECALL: Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod
Recall applies to customer s vehicle: yes

Customer s proof of payment is: see below
Date of Repair:12/27/13
Invoice #: 25860
Labor $67.97
Parts $114.40
Alignment $69.95
Misc. Charges $15.05
Tax $7.77
Total $275.14
Date: 12/22/13
Proof of Payment: Visa
Lodging $80.00
Tax $7.20
Total $87.20
Date: 12/23/13
Proof of Payment: Visa
Lodging $71.99
Tax $6.48
Total $78.47
Date: 12/23/13
Proof of Payment: See below
Towing $55.00
Total $55.00
Total Reimbursement: $275.14 + $87.20 + $78.47 + $55.00 = $495.81
Writer is submitting check for approval in the amount of $495.81.
Writer called Dealership for POP.
Name of Dealership: Tyler Automotive Chrysler
Customer name: [redacted]
Invoice:25860
Date:12/27/13
Writer spoke to Doug, sa at dealership - 269-684-8200 and verified payment was received.
Writer called Towing Company for POP.
Name of Towing Company:Clark s Service
Customer name: [redacted]
Invoice:0011171
Date:12/23/13
Writer spoke to Tom, owner at Towing Company - 269-683-8516 and verified payment was received.
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL7	CG[redacted]	***Open Date***	12/26/2013	***Built Date***	09/27/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	11/01/2012	***Mileage***	5,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44952	MARK DODGE			
Dealer Address	3118 GOVERNMENT BLVD				
Dealer City	MOBILE	***Dealer State***	AL	***Dealer Zip***	36606

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OCEAN SPRINGS MS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall information.

Briefly summarize why the customer is contacting Chrysler:
Customer stated he just received a recall notice and it advises that he can call to book an appointment after 01/06/2014. Customer wanted to know if he should be concerned about the issue.
Briefly summarize what the customer is expecting:
Agent advised customer to take his vehicle in if he suspects there may be a problem, but otherwise to just follow the instructions provided in the letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D1	4J[redacted]	***Open Date***	12/26/2013	***Built Date***	09/19/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/17/2004	***Mileage***	70,500	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68880	ENUMCLAW CHRY-JEEP-DODGE			
Dealer Address	726 ROOSEVELT AVE				
Dealer City	ENUMCLAW	***Dealer State***	WA	***Dealer Zip***	98022

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PUYALLUP WA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Corporate - Reimbursement - Default - Default - Default	customer seeking recall reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall information and states that he would like to be reimbursed because he had the recall done in the past with issues to the tie rod. Agent tried to supply the customer with the information and the address but customer stated that he would call back.
Briefly summarize what the customer is expecting: to get reimbursement information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	3G7[redacted]	***Open Date***	12/26/2013	***Built Date***	10/03/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/22/2002	***Mileage***	165,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	56440	WITHNELL DODGE			
Dealer Address	2650 COMMERCIAL SE				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97302

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LYONS OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall: N62 repair process

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Briefly summarize why the customer is contacting Chrysler: seeking recall process
Briefly summarize what the customer is expecting: seeking recall process
The customer, [redacted] provided writer with his phone contact and stated that he received the recall: N62 notice in the mail and was calling to inquire if he has to take his vehicle to a Dodge dealership and if so, can it be any dealership.
Writer advised him that any dealership can perform the recall repair for him and consulted with ACDoc#24057 and explained the recall parameters to him and he fully understood stating that he was experiencing an issue with the components and wanted to know if they would be covered under this recall.
Writer advised him of the corresponding recall: H46 with the N62 recall and advised him that the Withnell dealership merely inspected the components at the time of the recall release due to the fact that this was the repair procedure at that time. Writer further advised him that the N62 recall is for Mopar replacement parts and not manufactured parts, and he understood.
However, he wanted to lodge a complaint against the Withnell dealer due to the fact that previously in the past they were unable to diagnose the issues with his injectors due to the fact that no codes were displaying.
Writer empathized with the customer and advised him that our dealerships rely on the error codes for the repairs on the vehicles and he understood. Writer assured him that his complaint will be fully documented on his case file and the fact that Corporate Chrysler does review all of our files and if needed will deal with the dealership, however, it is an internal process, which he understood and thanked writer for.
Writer advised him that should he encounter any issues to contact us back and he stated he would.

CLOSED LOOP UPDATE - customer referred to dealership for N62 recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WD9CL1	CG[redacted]	***Open Date***	12/26/2013	***Built Date***	11/22/2011	
Model Year	2012	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	12/16/2011	***Mileage***	75,593	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CASPER WY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer inquiring about getting recall completed.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they would like to get the recall N49 completed. Customer stated that another one of their vehicles had damage due to the recall. Customer stated that the wheel came off and shredded the brakes due to the tie rod ends.
Briefly summarize what the customer is expecting: Customer seeking recall information. Customer seeking reimbursement.
Agent advised customer that as of January 6th 2014 he will be able to call the dealership to get the recall completed. Agent advised customer that once they have the other vehicles information regarding the reimbursement they will be able to submit it for possible reimbursement including the following information in ACID 17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D3	7G[redacted]	***Open Date***	12/26/2013	***Built Date***	05/15/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	06/17/2007	***Mileage***	81,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	MUELLER, GSA NORTHERN CA	***Contact Type***	TELEPHONE
Address	4TH FLOOR 450 GOLDEN GATE AVE	***Home Phone***	
	SAN FRANCISCO CA 94102-	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer stated that he just wanted some more information on the N62 recall.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer that according to the letter that went out that he should get in contact with the DLR after January 6th. Agent advised that he may be able to get the put on a list by the DLR so that he could get the recall completed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C0	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	03/14/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/17/2003	***Mileage***	224,829	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44685	DOUG SMITH DODGE, INC.			
Dealer Address	523 WEST MAIN ST				
Dealer City	AMERICAN FORK	***Dealer State***	UT	***Dealer Zip***	84003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	POCATELLO ID [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	advised of incomplete recall
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement
Corporate - CNA Change - Default - Default - Default	updated mailing address

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall letter. Customer states that back in october he had the whole front end re done and the entire tie rod assembly was part of that. Customer asked what he needs to do. Agent advised to send the information of the service to Chrysler Customer Care. Customer states he sees the address on the recall letter. Customer asked to update the mailing address. Agent updated the address. Customer states he will send everything in.
Briefly summarize what the customer is expecting: To get reimbursement for having the recall work done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	7G[redacted]	***Open Date***	12/26/2013	***Built Date***	05/17/2007	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	11/20/2007	***Mileage***	49,335	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44831	SZOTT M-59 DODGE, LLC			
Dealer Address	2565 HIGHLAND				
Dealer City	HIGHLAND	***Dealer State***	MI	***Dealer Zip***	48357

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MACOMB MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall repair completed prior, sending in for reimbursment
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating they had done a repair on vehicle prior to the recall N62 letter coming out. Writer advised customer with Answer ID 17420 information to send in for possible reimbursement.
Briefly summarize what the customer is expecting: Customer expecting information on how to get reimbursed for a recall completed prior to letter coming out.
Waiting for Documentation.
Waiting for Documentation.
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
I have not yet received your documents for your reimbursement request.
You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
End of Status Update
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
POSTMARK DATE: 010814; DATE RECEIVED: 011314
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS.
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in:[redacted]
Does customer have an e-mail address:[redacted]
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 1657.78 repaired at an IRF.
Reviewed previous files: Yes

Reassigned to wl148
Customer Contact: [redacted]. Left message.
Next Agent - Please advise that the Recall applies to vehicles that have had a Mopar Steering Linkage Replacement installed. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
If the Customer had a Steering Linkage replacement PRIOR TO THE TIE ROD REPAIR, Please have the Customer submit the invoice and Proof of Payment to the Chrysler Customer Assistance Center for review.
If the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the Tie Rod repair - Please advise that the recall does not apply to the vehicle at this time.
******
Please Document whether the Customer states that they had the Mopar Steering Linkage installed and whether they are mailing in the Docuemntation.
Briefly summarize why the customer is contacting Chrysler: calling to make sure the information is complete.
Briefly summarize what the customer is expecting: did the documents get received? Agent states yes they did they look complete and allow 30-60 days for reimbursement.
Customer Contact: [redacted] Customer states that after speaking with the Previous agent that she was informed all the Documents that were needed have been received.
Writer advised that the Previous agent was incorrect and that the Notes (Lines 34-47) state that more documentation is required.
Agent advised that the Customer have the Inspection completed at the DLR and then call back when the Inspection has been completed.
Closed CAIR. No diagnosis.
Reassigned to JK671 By-pass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G8[redacted]	***Open Date***	12/26/2013	***Built Date***	06/11/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/28/2005	***Mileage***	106,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	59725	SUNDANCE DODGE INC			
Dealer Address	222 AUTO DRIVE				
Dealer City	BOISE	***Dealer State***	ID	***Dealer Zip***	83709

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOISE ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer has a recall notice for the left outer tie rod assembly.
Customer has experienced the vehicle almost losing control and causing an accident due to the vehicles steering and front end assembly recall.
Briefly summarize what the customer is expecting:
The customer is expecting us to reimburse him for his repair. Customer goes through an IRF for repairs and has had repair completed prior to the recall being issued due to the near fatal experience he went through. Customer states that he was informed that this is a known issue with the vehicles and would like to see chrysler hold their weight and reimburse him for the repairs as he was almost killed due to poor manufacturing. Agent advised customer that we would need a diagnosis performed at a chrysler dealership to determine that the recall repairs were completed and done correctly before we can look into reimbursement for any repairs that would require the reimbursement. Agent advised customer that because he had the repairs done at a non chrysler dealership we would only be able to reimburse him for any parts associated with the recalls on his vehicle and unfortunately we would not be able to help with any labor fees that applied to the repairs he had completed. Agent advised customer to have diagnosis completed and have dealership look into the recall repairs and make sure they are in fact done and correctly repaired. Agent supplied customer with reimbursement mailing address and instructed customer to send in documentation after the diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	6J[redacted]	***Open Date***	12/26/2013	***Built Date***	06/28/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/15/2005	***Mileage***	150,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	26285	TOWN&COUNTRY CAR/TRK CNTR INC			
Dealer Address	20 KRAFT EXTENSION				
Dealer City	ALAMOSA	***Dealer State***	CO	***Dealer Zip***	81101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN CRISTOBAL NM[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking further information on recall

Briefly summarize why the customer is contacting Chrysler: Customer states that she has a recall letter and would like to know why she has to wait to get the recall completed.
Briefly summarize what the customer is expecting: Customer seeking further information on why she would have to wait till January 6th to even book an appointment.
Agent advised customer that the dealerships are waiting for the parts needed to repair the recall issue.
Customer states she is experiencing a 'death wobble' with her vehicle. Customer states she has taken the vehicle to the dealership and they were not able to duplicate the problem in order to fix it. Customers she was going to contact her lawyer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KS28C4	6J[redacted]	***Open Date***	12/26/2013	***Built Date***	02/21/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/20/2006	***Mileage***	84,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	26602	CRYSTAL CHRYSLER DODGE JEEP			
Dealer Address	1005 SOUTH SUNCOAST BLVD				
Dealer City	HOMOSASSA	***Dealer State***	FL	***Dealer Zip***	34448

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRING HILL FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer does not think that the steering linkage was replaced.
Briefly summarize what the customer is expecting:Agent advised the steering linkage assembly must be inspected and replaced if required. Agent offered to contact the DLR but the customer said he wanted to do that on his own.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C7	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	05/20/2005	
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP			
In Service Dt	06/08/2005	***Mileage***	70,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	57081	GALEANA'S VAN DYKE DODGE			
Dealer Address	28400 VAN DYKE AVENUE				
Dealer City	WARREN	***Dealer State***	MI	***Dealer Zip***	48093

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STERLING HEIGHTS MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for recall.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Writer advised customer of incomplete recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his tie rod end was on the floor while he was driving on the freeway his vehicle was going all over the place and the tie rod end was broken. Customer states he did not take it to the DLR because it was about $2500.00 as he had to replace everything and did not have warranty. Customer states he had it repaired at an IRF Protech Automotive. Customer states he could have been killed and he was lucky he was only driving 20 miles an hour.
Briefly summarize what the customer is expecting: to get reimbursement for a recall repair and document his complaint that Chyrsler did not provide a letter to have this issue fixed earlier as he finds he could have been seriously injured or killed when his tie rod ends broke.
Writer advised customer or recall e17 and transferred customer to 57081 Dealer Name : GALEANA S VAN DYKE DODGE to book an appointment. Writer advised SA Dee that the cusotmer has already experienced the tie rod end breaking and has had it repaired at an IRF and was advised per his letter to send his documentation for reimbursement request.
Writer advised customer as per N62 recall letter: If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Customer will send in his documentation.
Writer transferred customer to SA Dee for an appointment at 57081 Dealer Name : GALEANA S VAN DYKE DODGE.
Reassigned to lb546 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	12/26/2013	***Built Date***	04/06/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/30/2007	***Mileage***	127,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44772	BERGSTROM CHRY-DODGE-JEEP INC			
Dealer Address	812 GREEN BAY ROAD				
Dealer City	STURGEON BAY	***Dealer State***	WI	***Dealer Zip***	54235

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALGOMA WI [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for N62 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for previously completed repairs N62
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he just received notification of the N62 recall repair on his vehicle. Customer states that he has previously had this repair performed and would like to seek reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the previously completed repair of the N62 recall.
Agent advised the customer of the Recall Reimbursement Fax number(1-877-768-5076) and provided him with his case number and all other information that will need to be included for review of reimbursement.
Reassigned as per Answer ID 19074
Waiting for Documentation.
Waiting for Documentation.
CUSTOMER CONTACT [redacted]: Agent called the customer and left message stating that the documents have not yet arrive and to please send them in. Agent stated to the customer to ensure that they send both the steering linkage replacement as well as the tie rod replacement. Agent stated the case will be closed in 2 days if the documents do not arrive and will be re-opened once they arrived.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	10/14/2010	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	08/27/2011	***Mileage***	9,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44894	CHRYSLER JEEP DODGE OF WILSONVILLE			
Dealer Address	27490 SW 95TH AVENUE				
Dealer City	WILSONVILLE	***Dealer State***	OR	***Dealer Zip***	97070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ESTACADA OR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking clarification between recalls N49 and L16

Briefly summarize why the customer is contacting Chrysler: Customer states that they recently received a recall for the left tie rod assembly. Customer states that they had previously received a recall regarding the same thing earlier in the year. Customer sates they did not know if it is the same recall or what is going on with it.
Briefly summarize what the customer is expecting: Clarification on the two recall notices they stated they received.
Agent advised customer that the recall L16 was previously issued on the vehicle and involved did involve the same aspects as recall N49. Agent advised customer that though the recalls did involve the same aspects they are separate recalls and she should continue with booking an appointment with completing the recall N49. Agent offered assistance with booking a service appointment but customer stated she would do so.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A3	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/05/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	10/17/2008	***Mileage***	82,479	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63826	GENE'S CHRYSLER CENTER			
Dealer Address	3400 S CUSHMAN ST				
Dealer City	FAIRBANKS	***Dealer State***	AK	***Dealer Zip***	99701

Owner	[redacted]A	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DELTA JUNCTION AK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement information request

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a notice about the N49 recall and states that he already had the repair for this recall done prior to receiving the notice. Customer states he had to have work done at an IRF because he is in Alaska and the closest dealership is 100 miles away.
Briefly summarize what the customer is expecting: Customer is seeking information on how to submit for reimbursement for the N49 recall. Agent advised customer that there are instruction on the recall notice for customer to submit reimbursement requests if the recall repair work has already been completed prior to the customer receiving the recall notice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4 7J[redacted]	***Open Date***	12/26/2013	***Built Date***	12/04/2006	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	02/21/2007	***Mileage***	132,800	***Dealer Zone***	71	LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	60206	LAMPE DODGE CHRYSLER JEEP OF		TULARE	
Dealer Address	1950 S BLACKSTONE ST				
Dealer City	TULARE	***Dealer State***	CA	***Dealer Zip***	93274

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TULARE CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking to send documentation for reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer seeking to send documentation for reimbursement.
Briefly summarize what the customer is expecting: Customer states that he just had the whole front end replaced on November 13 and is seeking to send in documentation for reimbursement for the recall.
Agent provided mailing address to customer for recall reimbursement.
POSTMARK DATE: 122613; DATE RECEIVED: 010314
Documents attached for review
Previous owner Kevin Vieira sold vehicle to current owner Richard Johnson. Kevin is requesting reimbursement for repairs done to the vehicle prior to the sale of the vehicle on 12/30/13
Called Customer at [redacted] Agent asked if the Customer has had the Steering linkage replaced before the repair - Customer states that he had Factory Steering Linkage in the vehicle.
Agent advised that the Recall applies to vehicles that have had a Mopar Steering Linkage Replacement installed. Agent advised that if the Steering Linkage was OEM at the time of the repair then the recall would not apply.
Customer understood.
Agent advised to have the vehicle inspected for the Recall at the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	04/29/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/19/2005	***Mileage***	72,232	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROY UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Issue with the recall.
Product - Steering - Linkage - Other - Default	
Product - Steering - Unknown - Poor Handling - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted ram about an issue with his vehicle. Customer states that while going down the road he has been issues with the vehicle. Customer states that he has been having control issues with one of his tires not working correctly. Customer states that he had brought it to the dealership who advised that he had the original linkage on the vehicle, which means he was not under the recall.
Agent contacted [redacted] and spoke with SA Casey. Casey states that the customer had come in with the new recall, and the vehicle had the old linkage set up. Casey states that the customer said that there was a bad wobble, and that once the diagnosis was done, the technician s would probably suggest changing out to the new steering linkage system. Customer called in stating he has diagnosis now. Customer is confused that his case was closed and writer advised that is not a problem, since he has the diagnosis we will reopen the case and send it up to be assigned to a CM. Customer diagnosis is that the steering system needs to be replaced and the damper needs to be replaced. Writer asked for the best phone number to be contacted at customer stated that it is [redacted] and email [redacted] Writer stated that there will be contact back on Monday.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
Two (2) vehicles - new
NO SC
Status update provided via email to the following email address:
[redacted]
I am your case manager - Suzie (operator ID-SM1203) who will be assisting you in resolving your concerns.
My contact information is as follows:
Case number -- [redacted]
Callback number - 1-800-763-8422
Extension 66093
Hours of availability - 7a-3:30p MST - Monday-Friday
I will contact you within one (1) business day to discuss the concern and see what Ram Customer Care can do to resolve your issue.
Thank you for being part of Ram.
End of Status Update
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative

CM called dealer 45471 and attempted to contact ASM Casey to confirm diagnosis information but no one was available. Email was sent to SM Darren to see if any information is available for this vehicle and what direction needs to be taken to resolve the concern.
CM attempted to contact dealer but call disconnected - no VM was left.
Agent attempted to contact dealer 45471 Service Manager (SM) Darren, however,
SM not available. Left message for a return call at extension 66093, customer last name, last 8 digits of VIN, case number, callback number - also email was sent with this information - is repairs related to open recall N62 on the vehicle.
CM attempted to contact dealer 45471 but call disconnected and no option to leave message was available on 2nd attempt.
CONTACT UPDATE - 1st Contact attempt, phone number dialed - 801-643-5692
CM spoke with customer to discuss steering concern. Customer alleges he has experience this issue since 23,000 miles and he has been really satisfied with the vehicle but would like some cost assistance as much as possible. CM advised review will need to be completed with ASM Casey and then, decision will be provided. Customer also stated that he had A/C concern that has been resolved but really does not want to leave vehicle there over another holiday.
Agent attempted to contact dealer 45471 Assistant Service Manager (ASM) Casey, however,
SM not available. Left message for a return call at extension 66093, customer last name, last 8 digits of VIN, callback number, case number with another call to be placed on Tuesday Dec. 31st, 2013.
CM called dealer 45471 and spoke with ASM Casey to discuss diagnosis information of this vehicle. ASM stated that customer alleges at higher speed, there is shaking in the front end and technician has recommended to install new updated linkage kit - the current mileage is 72,232, repairs would not be covered under new recall N62, parts are in stock, and repairs would completed by end of business today. Also, other repairs have been completed on front end and left tie rod end was replaced. Warranty pricing is as follows:
Parts -- $673.56
Labor -- $144.00
Total cost of repair -- $817.56
ASM suggests $150-$200 for customer participation so CM stated that customer will be instructed to contact the dealer to authorize repairs and his portion will be $150.00, case will be updated, RA will be submitted and case sent to dealer for updating when repairs are done.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $673.56
Labor = $144.00
Total = $817.56
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
2nd call was made to contact customer. [redacted]
CM spoke with customer to confirm the offer being extended for the front end repair. Customer was provided the amount he will be responsible and also call will need to be placed to accept the offer. Customer stated that he just would like to make sure will correct the shaking in front end. CM advised of information when repairs will be completed and another call will be placed on Thursday Jan. 2nd 2014 to check on status of repairs.
REASSIGNED TO BC/DLR 70 45471 12/31/13 12:18 R [redacted]
CM attempted twice to contact dealer 45471 to obtain repair status on this vehicle but no option available to leave message.
CM attempted twice again to contact dealer 45471 but no available person to obtain information on status of vehicle repairs.
CM called dealer 45471 and spoke with SA Taylor since ASM Casey was not

available to verify status of repairs. SA was provided contact information to reach CM including customer last name, last 8 digits of VIN, case number and reason for contacting ASM - need status of repairs.
3rd call was made to contact customer. [redacted]
CM spoke with customer to confirm updates on repairs are needed. Customer alleges that he is waiting for shuttle to come and pick him up so he can pick up the vehicle since repairs are done. CM advised customer another call will be placed on Friday Jan. 3rd, 2014 to make sure he has picked up the vehicle and everything is fine. Customer stated that he would like case to remain opened until Monday Jan. 6th 2014 just to confirm that issues have been resolved. CM understood and can allow the case to remain opened until said suggested date but CM would just like to follow up tomorrow. Customer understood.
CM called dealer 45471 and spoke with SA Kevin to verify vehicle has been picked up. SA reviewed with ASM Casey to find that vehicle was picked up 01/02/2014 and customer paid his $150 portion toward the repair. ASM also stated that vehicle was test driven with owner and it seemed to be fine with customer.
4th call was made to contact customer. [redacted]
CM spoke with customer to verify repairs were completed to his satisfaction. Customer alleges he test drove vehicle and front end seems to be fine after the most recent repairs but he would still like case to remain open until Monday Jan. 6th 2014. CM advised customer that if any issues arise another review will be completed on said next follow up date but if not and no further contact is needed, case will be closed. Customer stated that he greatly appreciates CM working with him to resolve the issue which dealer had not been able to do so.
5th call was made to contact customer. [redacted]
CM attempted twice to contact customer so case will be closed at this time as explained to customer and noted on lines 135-136 but instruct customer to take vehicle back to dealer if any other issues arise.
CLOSED LOOP UPDATE - no need for additional follow-up.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Received message from customer stating that vehicle will be going back to dealer 45471 on Tuesday Jan. 7th 2014 since there is slight wiggle in front wheel. Call him back at [redacted]
CM received callback from customer to confirm that all repairs are done and technician today has corrected the evident concern when the repairs had been completed. Customer stated that mechanic went for 20 minutes test drive, went back and made the necessary corrections and now the vehicle is operating much better. CM advised customer information is permanent record on the file and case will be closed at this time.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G[redacted]	***Open Date***	12/26/2013	***Built Date***	11/30/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/25/2006	***Mileage***	81,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PALMDALE CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice for the N62 recall. Customer was under the impression this recall was already completed on their vehicle.
Briefly summarize what the customer is expecting: Customer is wondering if the N62 recall has already been completed on this vehicle or not.
Agent advised customer that the L16 recall was completed in November 2013, however the N62 is a separate recall that customer would need to have completed on their vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2863	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/23/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/11/2002	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLENWOOD IA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer syas this was just replaced.
Corporate - Survey By-Pass - No Authorization - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he got a recall notice for the N62 and he states he just had all his tie rods replaced. Agent provided the information found in answer ID 24057. Agent advised customer to take his vehicle to the dealership for this recall and if the dealer feels this is related then he can submit his entire repair order and proof of payment for a possible reimbursement. Agent offered to transfer the customer to the dealer. Customer refused.
Briefly summarize what the customer is expecting: Customer was expecting reimbursement.
Reassign customer refused to be transferred to the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2866	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	12/11/2002	
Model Year	2003	***Body***	DR7L42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/28/2003	***Mileage***	200,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Dealer	26494	JOHNNY WATKINS CHRYSLER CENTER			
Dealer Address	1039 S LAUREL RD				
Dealer City	LONDON	***Dealer State***	KY	***Dealer Zip***	40744

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SCOTTSBURG IN [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised of open recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall inquiry.

Briefly summarize why the customer is contacting Chrysler:
Customer stated he received a recall notice for the N62 and wanted to know if he can get reimbursed for work he had done on the front end of his truck.
Briefly summarize what the customer is expecting:
Agent advised he can pursue reimbursement. Customer informed he performed the work himself. Agent advised of the open recalls and that he would need to consult his dealer on what to do.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	10/01/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/19/2005	***Mileage***	128,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44565	FRANK FLETCHER DODGE-CHRYSLER-JEEP			
Dealer Address	5922 WARDEN RD.				
Dealer City	SHERWOOD	***Dealer State***	AR	***Dealer Zip***	72120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	N LITTLE ROCK AR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	OUT-OF-PARK ALARM SYSTEM
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer stating they received their notice for their N62 recall but attached it said they have outstanding recalls on their vehicle and that they needed to get those looked at as well, wanting more information on them.
Briefly summarize what the customer is expecting: recall information on their vehicle.
Agent advised customer of the information for each recall as per dealer connect and advised customer of telephone number for the dealership of their choice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL4	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	07/07/2011	
Model Year	2011	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	08/26/2011	***Mileage***	12,500	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45349	COLORADO SPRINGS DODGE			
Dealer Address	7455 AUSTIN BLUFFS PKWY				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PEYTON CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking to complete recall

Briefly summarize why the customer is contacting Chrysler: Customer seeking to document his displeasure that parts not available for his cracked tie rod ball from Recall 49. Customer had to cancel a trip he already paid for. SM, Andy at dealership, Colorado Springs(45349) inspected customer tie rod and confirmed it is cracked. Agent spoke with Dale in Parts to confirm order has been placed for customer. Dale will call customer when part is available. Customer states we should have the parts ready.
Briefly summarize what the customer is expecting: Customer looking to complete recall N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	08/05/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/05/2011	***Mileage***	25,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	APACHE JUNCTION AZ[redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Tires - Other - Front	Customer is experiencing front tires going out of control.
Recall - N49: LEFT TIE ROD - Information Request	Customer wants to know if the recall is related to wobbly wheels
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer is calling to inquire about the recall N49. The customer states that he had already gotten his tire rods replaced previous to the recall because he had been experiencing problems. Customer states he wants to know if the recall relates to his wheels wobbling out of control to the point that the vehicle is un-drivable.
Briefly summarize what the customer is expecting: Customer is seeking clarification if the recall relates to his current vehicle issue. Agent advised customer that their information should be updated, customer agreed to update COIN. Agent was not able to help with the customer s question as the customer hung up during the COIN update process. Customer states the agent was not answering the question and going on a different track. Customer was not satisfied.
Reassign to Ch1011 for Survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A5 7G[redacted]	***Open Date***	12/26/2013	***Built Date***	05/28/2007		
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	09/25/2007	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60314	FLETCHER CHRYSLER-DODGE-JEEP			
Dealer Address	3111 E 32ND ST				
Dealer City	JOPLIN	***Dealer State***	MO	***Dealer Zip***	64804

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GALENA KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquired about recall parts.
Corporate - CNA Change - Default - Default - Default	Writer updated customer phone number.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she has a recall letter and phoned DLR 60314 FLETCHER DODGE CHRYSLER JEEP to schedule an appointment and was advised the part is unavailable and could take up to 7 months to come in.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall N62 completed. Writer phoned DLR and spoke with SA J.T. SA states he the parts have not yet been released from the manufacturing plant and there is not ETA yet on when the part would be in. However SA also states the recall first requires an inspection per the recall. SA states that depending on the outcome of the inspection it is possible no repair is required. SA states the customer would not need an appointment for the inspection and she could come in anytime between 8am - 12pm or 1pm - 4pm. Writer advised customer that an inspection is required first to determine if parts are needed for the recall. Customer states she will bring the vehicle in for the inspection.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	04/22/2008
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	05/28/2008	***Mileage***	65,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLORADO SPRINGS CO 8[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	advised owner of incomplete recall.
Recall - N49: LEFT TIE ROD - Information Request	wanted to know if he could make an appointment.

Briefly summarize why the customer is contacting Chrysler: Customer called in to set up an appointment for the recall letter he just received. Writer advised customer that they are not making appointments for that recall until after 01/06/2014. Writer advised customer that there is another incomplete recall on his vehicle that he can get repaired. Writer transferred customer to dealership 38356 to set up an appointment and to discuss when he can have the N49 completed. Briefly summarize what the customer is expecting: information about recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU46W7	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	11/15/2002	
Model Year	2003	***Body***	DR8H62	DODGE RAM 3500 REG. CAB PICKUP			
In Service Dt	09/02/2003	***Mileage***	135,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42832	DODGE OF BURNSVILLE INC			
Dealer Address	12101 35W SOUTH				
Dealer City	BURNSVILLE	***Dealer State***	MN	***Dealer Zip***	55337

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BURNSVILLE MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting stating they are going on a road trip and want to have their n62 recall completed before they go but the dealership told them Jan 6th.
Briefly summarize what the customer is expecting: recall completed.
Agent advised their recall notice states Jan 6th, that they are able to be to the dealership for a multipoint inspection and that they are able to give the dealership their name and number to get a call as soon as the parts start to arrive.
Customer also requested reimbursement information as they had this issue remedied in the past.
Agent provided.
reassign survey bypass recall with the issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	8G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/24/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/31/2009	***Mileage***	67,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44142	SHEBOYGAN CHRYSLER CENTER INC			
Dealer Address	2701 WASHINGTON AVE				
Dealer City	SHEBOYGAN	***Dealer State***	WI	***Dealer Zip***	53081

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CEDAR GROVE WI [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reoccurance or Related Problem	Customer advised steering linkage is loose
Product - Engine - Intake/Exh Manifolds/Turbo - Other - Default	Customer having issues with turbo/tribble on diesel engine
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking recall fulfillment

Briefly summarize why the customer is contacting Chrysler: Customer contacting about recalls on vehicle. Customer states he received notification for recall for the tie rod assembly. Customer does not recall having steering linkage recall completed. Agent advised on our notes it shows as being completed 03/03/2010. Customer states he brought the vehicle into the DLR who advised the steering linkage was loose but would be covered under an incomplete recall, but was then was advised that it did not apply. Customer is confused with conflicting information. Customer also states he had the tie rods replaced at the DLR at customer cost previously and wanted to know if it would be covered under the recall to look at reimbursement. Agent advised that if he has the documentation we can get him to submit for reimbursement. Customer states he will look for the documentation.
Briefly summarize what the customer is expecting: Customer seeking recall fulfillment. Customer is concerned that he is having a reoccurrence with the steering linkage recall. Customer wants to ensure he doesn t have any issues. Agent contacted DLR 44142 and spoke with SA Jeff, who advised they did not recall the customer speaking with any of the SA s. Agent advised SA Jeff of the customer s concerns for both the incomplete N62 recall and the H46 recall completed that he may be experiencing a reoccurrence of. SA Jeff stated when he brings the vehicle in they will be able to take care of the N62 recall and have a look to see if there is a reoccurrence of the H46. Agent advised customer of the contact, and stated he would contact and follow up with SA Jeff. Agent advised any concerns he can contact back in reference to CAIR # [redacted] Customer inquired about any recalls for the turbo on the diesel engines, as he has been having issues with the tribble, and is aware that the 2008 was the first year they had emissions standards that required the rerouting of the diesel through twice to cut down emissions but has been having issues and wanted to know if it was a common problem. Agent advised it is not an issue the agent had heard about, and checked NHTSA.GOV for any complaints, investigations and upcoming recalls, but advised there is

nothing yet. However the complaint would be documented and all of our information is reviewed internally as well as submitted regularly to the NHTSA. Customer thanked and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D4	6G[redacted]	***Open Date***	12/26/2013	***Built Date***	01/27/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	09/26/2006	***Mileage***	25,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH JORDAN UT [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	86H
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that in 08/2013 he had the out tie rod replaced on the vehicle. Customer states that he has just received the letter regards the outer tie rod on his vehicle in the mail.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Agent advised that the Customer needs to send in the invoice as well as proof of payment in regards to the repair done previously. Agent provided fax number and case number. Agent advised that once the documentation is received an reviewed an Agent will be in touch. Customer thanked Agent.
POSTMARK DATE: 122713; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: no
Concern: seeking reimbursement for N62 recall.
Reviewed previous files Yes
Writer acknowledges assignment.
Customer has submitted invoice for replacen=ment of steering linkage at LARRY H MILLER CHRYSLER JEEP dated 08/27/2013.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This

could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Writer will contact with Dealer this afternoon.
DEALER CONTACT: Writer called LARRY H MILLER CHRYSLER JEEP 801-553-5900. Writer spoke to SA Brittany who advises steering linkage is not related to tie rod and Customer can come in to have inspected and replaced if necessary. Writer will contact Customer. Writer will NOT be reimbursing Customer for steering linkage replacement under recall parameters as they do not match.
CUSTOMER CONTACT: Writer called [redacted] Writer spoke to Customer directly to advise the replacement parts tie rod he had put on vehicle needs to be inspected, and if necessary Chrysler will replace under the recall N62. Customer was argumentative a bit, not accepting that his factory original parts were not recalled. Customer upset that the poorly designed factory crap they had on the Dodges is not totally replaced or Customer compensated for the upgrades they do themselves. Writer advised that would have to be reviewed under a cost assistance request, which is a separate concept. Writer was going to proceed with that but Customer hung up.
Yes - original owner
No - prior history with current issue
Yes - Customer has a prior repair history (08/27/2013)for current issue at Chrysler
Yes - Previous vehicle household(2)
No - MVP
Customer said he will take vehicle to dealership to have inspected and then call back to Customer Service to have cost assistance request put through.
Writer is closing case. Writer had informed that he will not be compensated for steering linkage replacement under the guise of a recall.
Please disregard Line 68/69, Writer is calling Customer back to advise his case will be escalated to Case Management for cost assistance review.
CUSTOMER CONTACT: Writer called [redacted]. Writer left message that Case will be escalated. Writer provided Case # and US CAC for contact.
Reassigning to 86H.
Note, the only steering service in event history shows pitman arm replaced under H46.
Writer called customer phone [redacted] time 16:14 ET. Customer [redacted] DINNING answered.
Writer advised N62 will not reimburse for factory parts, only Mopar replacement parts. Customer is upset and stated he will never buy another CDJ product.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C2	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	08/12/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/29/2004	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SNOHOMISH WA[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advise of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler:
Customer calls seeking recall information. Advised the customer of incomplete recall N62,E17Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer will contact dealer after Jan 6th to set appointment.
Briefly summarize what the customer is expecting: Customer expects recall information and resolution.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T9	9G[redacted]	***Open Date***	12/26/2013	***Built Date***	03/05/2009
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	05/30/2009	***Mileage***	50,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHISAGO CITY MN 5[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking rental. Customer seeking part. Wants recall completed.

Briefly summarize why the customer is contacting Chrysler: Customer stated they would like to get the recall on their vehicle completed. Customer stated that the dealership informed him that another dealership has the parts available. Customer stated that they want to ensure other dealerships will not get the parts before him. Customer stated he placed an order to receive a set as soon as possible. Customer stated they will call him when they come in. Customer stated he wants to go out of town and is worried about the safety of his wife and kids. Customer states he got the dealership to look at his vehicle last week and they said it looked fine.
Briefly summarize what the customer is expecting: Customer seeking recall completed. Customer seeking rental.
Agent advised customer that the parts are not available until January 6th and there is nothing we can do at this time to get the recall expedited. Agent advised customer of recall information via ACID 24054. Agent advised customer we cannot provide rental at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL4	CG[redacted]	***Open Date***	12/26/2013	***Built Date***	01/09/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	03/01/2012	***Mileage***	105,500	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BELLEVUE MI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wanted to know about the N49 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called wanting to know about the N49 recall.
Briefly summarize what the customer is expecting: Customer expecting information on the N49 recall.
Customer contacted agent stating that he had received a letter regarding the left tie rod. Customer states that about a year ago the left tie rod had broken and that he had it replaced. Customer wants to know if with this recall if he has a defective part or not. Agent advised the customer that the customer would need to take his vehicle to the dealership for them to look at the tie rod to see if it would need to be replaced or not. Customer asked would it cost for the diagnosis. Agent advised the customer that if the diagnosis comes back and the problem is the tie rod, then there will not be a cost. Agent advised that if the dealership does not find anything wrong with the tie rod, there may be a diagnosis fee but not 100% sure. Customer states that he will just let the tie rod break and take it from there. Agent advised the customer that the agent would look into it further. Agent was looking up information for the customer when the customer hung up.
Reassigned to BR379 for survey bypass
Customer calling for information on how to handle this recall. Agent stated to customer to mail in his original receipt for reimbursement for tie rod repaired in April.
Agent provided part numbers CBUEN491AA and CBUEN492AA to customer and stated if his receipt shows those part numbers then his vehicle was repaired as per the recall. If the parts used where different then he should take the vehicle in the dealership and have the recall completed with correct parts. Customer understood.
Agent looked up dealership information and gave customer a different dealership to possible take vehicle. Dealership #68942 Cole Chrysler.
Customer stated he would contact dealership if necessary.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C8	4G[redacted]	***Open Date***	12/26/2013	***Built Date***	12/05/2003	
Model Year	2004	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	12/29/2003	***Mileage***	111,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43718	GO DODGE ARAPAHOE			
Dealer Address	10743 EAST ARAPOHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LONE TREE CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer states his tie rod snapped and punctured his tire as he was pulling into his driveway.
Briefly summarize what the customer is expecting: Customer would like this repaired.
Customer wants a rental/loaner.
Agent advised customer due to time and mileage we cannot offer a rental vehicle.
Agent contacted dealership and spoke to SA - Cody. Cody states they don t offer loaners ever.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * * for a rental
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Agent could not call customer back.
Next agent
Please advise customer unfortunately we cannot offer a loaner vehicle as the dealership does not offer them and he is out by time and mileage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C6	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	01/20/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/11/2005	***Mileage***	71,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43594	GRESHAM DODGE INC			
Dealer Address	855 E BURNSIDE				
Dealer City	GRESHAM	***Dealer State***	OR	***Dealer Zip***	97030

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	TROUTDALE OR[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	recall information
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-26 @ 17:49
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the left tie rod assembly. Customer states that he had that part replaced at the GRESHAM CHRYSLER DODGE JEEP RAM dealership 3 or 4 months ago.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent provided customer with information on recalls E17, H46 and the N62. Customer will contact the dealership to have those recalls completed. Agent provided customer with a email document request link to have the invoice and receipts sent to us for a reimbursement consideration.
Writer acknowledges assignment.
No documents.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: E17,H46,N62
Name of person writing in:[redacted]
Does customer have an e-mail address:
Concern:[redacted]
Reviewed previous files Yes
No documents.
No documents.
*
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we have not received your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy

End of Status Update
POSTMARK DATE: 010614; DATE RECEIVED: 010614
Writer will follow up with CAIR.
CUSTOMER CONTACT[redacted]: Agent attempted to call the customer to advise him that the recall is on MOPAR replacement parts. No answer unable to leave message
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
I did receive your documents for your reimbursement request. However this recall is not on factory components it is on MOPAR replacement steering linkage parts.
At some time at a previous repair appointment if you had a MOPAR steering linkage replaced. Then at a separate repair appointment you had the tie rod end replaced, then that would make your repair qualify for this recall.
Please send in a prior repair invoice showing the steering linkage was also replaced. Or please contact me for further information at 1-855-675-9291, ext 4718211
Thank-you
End of Status Update
Waiting for documentation
Waiting for documentation
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update
Reassign to JK671
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	12/03/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/30/2005	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26201	RANDALL NOE CHRYSLER DODGE INC			
Dealer Address	1608 WEST MOORE				
Dealer City	TERRELL	***Dealer State***	TX	***Dealer Zip***	75160

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	([redacted]
	SEAGOVILLE TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Request for reimbursement on previous repair on recall

Briefly summarize why the customer is contacting Chrysler: Customer called stating they had a repair completed prior to the N62 recall notice. Writer informed customer of Answer ID 17420 information to send in for possible reimbursement.
Briefly summarize what the customer is expecting: Customer expecting reimbursement for a repair done prior to the N62 recall notice.
Waiting for Documentation.
Waiting for Documentation.
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
I have not yet received your documents for your reimbursement request.
You may mail in your documents to [redacted] Auburn Hills MI [redacted] or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
End of Status Update
POSTMARK DATE: 010614; DATE RECEIVED: 010614
POSTMARK DATE: 010614; DATE RECEIVED: 010614
Customer called in to confirm that the documents have been received.
Agent advised the customer as per lines 18 and 19 that the documents have been added to the case as of January 6th. Customer thanked the agent.
Begin Customer Message reviewed:
I just wanted to make sure you got my fax. I faxed all the info on 1/5/2014.
End of Reviewed Customer message
Agent will follow up with the Customer to verify if a Mopar Steering Linkage had been replaced before this repair.
Called Customer at [redacted] Agent spoke with Customer. Agent advised that the recall applies to vehicles that have had a Steering Linkage replaced with Mopar Steering Parts.
Customer states that she will follow up with the Mechanic (IRF) and will call back with more information.
Next Agent please advise that if the vehicle has a Factory Steering Linkage that the recall would not apply. If the Steering Linkage was

replaced with a Mopar Steering Linkage to send in the invoice so that we can look into file further.
Waiting for Customer follow up.
Waiting for Customer follow up.
Closed CAIR.
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/28/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/23/2005	***Mileage***	105,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GRETNA NE [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added primary phone number and email address
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer requesting recall reimbursement
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that she received a recall notice for the Left Outer Tie Rod Assembly (N62). Customer states that she already had the whole front end of this truck replaced for this issue and the letter she received states she is eligible for recall reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting recall reimbursement. Agent verified mailing address with customer and advised of case number. Agent advised that customer send in her repair order and proof of payment to the mailing address included on the recall letter she received. Customer states that she had recall repair done at IRF. Agent advised customer that she may only get reimbursed for the parts, but not labor. Customer understood.
Reassigned to 86Y for recall reimbursement.

Writer notes that the customer has contacted us in regards to receiving their N62 recall letter and will be submitting their corresponding repair invoices for reimbursement consideration.

As per GWA, claim [redacted], the H46 recall was completed by the Woodhouse dealer on 05/27/2010
Claim Total = $0.00
With the above information, there was no repairs completed with the H46 repair, thus the customer does not qualify for the N62 reimbursement.

[redacted]

Status update provided via email to the following email address:
[redacted]
Dear Ms. [redacted] This is Michelle, your case manager assigned to your request for reimbursement for the repairs completed to the tie-rods on your 2005 Ram 2500. I am just providing you with a follow up email to ensure that you are still sending your information to us for review. You

may fax the information to us at 877-768-5076, using your case number of [redacted] as the attention line. Once the information arrives, I will follow up with you to advise you if you qualify for reimbursement for the costs incurred. Should you have any other questions or concerns, please contact me directly at 855-675-9292, EXT 4718097 or you may respond to this email correspondence. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update
Status update provided via email to the following email address: [redacted]
Dear Ms. [redacted] This is Michelle, your case manager assigned to your reimbursement claim for the repairs that were completed to your 2005 Ram 2500. I wanted to advise you that should I not receive your information within 2 more business days, your case will be temporarily closed. However, upon such time that you are able to submit the information to us; your case will be re-opened and re-visited where it was left off.
You may fax the information to us at 877-768-5076, using your case number of [redacted] as the attention line. Should you require further assistance, you may contact me directly at 855-675-9291, EXT 4718097 or you may respond to this email correspondence. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update

Writer received a message from Ms. [redacted] at 3:48pm requesting that writer contact her in regards to her document submission at [redacted]

Writer contacted the customer at [redacted]. at 4:20pm and spoke with Ms. Rye. She advised writer that she mailed the information in to us on Dec. 30th and wanted to know if we received the information yet. Writer advised her of the scanning process involved in receiving our customer information and advised her that this could be the location of her documents and to allow another week or two for them to be attached to her case. She thanked writer and provided writer with another contact number for future reference: [redacted], and requested that writer follow up with her upon receipt of her information by phone or email, and writer advised her that this will be completed.

No Documents: JK671

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Documents attached for review.
documents now attached.

Writer notes that the customer has submitted their repair invoices to reflect their repair to the inner tie-rods and upper & lower ball joints. Writer notes that the customer s are submitting for their N62 recall repair/reimbursement, however, under the N62 recall parameters the customer does not qualify for reimbursement.
As per Answer ID 24057 :
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.

Writer contacted the customer at [redacted]. at 3:35pm and reached their VM. Writer advised the customer that their documents have been received and reviewed, however, writer would like to further discuss the recall parameters with her and requested a return call. Writer provided all contact information with hours of availability and CAIR number for the return call.

Writer contacted the customer at [redacted] at 12:30pm and reached her VM. Writer left a detailed message advising her that her documents have been received and reviewed, however, writer has requested a return call. Writer provided all contact information with CAIR number and hours of availability.

Writer contacted the customer at [redacted] at 3:45pm and reached her VM. Writer left a detailed message advising the customer that their documents have been received, however, writer has a couple of questions

for the customer before writer can complete their reimbursement. Writer requested a return call and provided all contact information, with CAIR number and hours of availability for the return call.
Writer also advised Ms. [redacted] that should writer not receive any correspondence from her, her case will be closed within 2 business days. Once she is able to correspond with writer her case will be reopened.

Writer notes that the customer does not qualify for reimbursement under the N62 recall parameters and writer believes that the incorrect information was applied to the case as per lines: 102-105. Writer notes that the customer has been contacted, however, there has been no correspondence from the customer.

JK671 - NO Correspondence
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by pass added.
CLOSED LOOP UPDATE - customer-no correspondence.

Writer received a call from the customer, Ms. [redacted] at 10:25am in regards to the messages that writer left for her. Writer thanked her for her follow up correspondence and further explained the recall parameters to her and outlined that the repairs submitted do not fall within the recall parameters. Writer did suggest that at her earliest convenience if she could bring her vehicle to any dealership and they will inspect the components at no cost to her to ensure that they are still working as designed. The customer understood writer and thanked writer for the added information. Writer thanked her for her time today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	08/26/2010	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/19/2011	***Mileage***	20,232	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	P64	LIGHT CREAM					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45306	RONAN DODGE CHRYSLER JEEP			
Dealer Address	62683 US HIGHWAY 93				
Dealer City	RONAN	***Dealer State***	MT	***Dealer Zip***	59864

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CONDON MT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer upset recall cannnot be completed.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer vehicle is a business vehicle. Customer states that the customer has to haul a trailer load home and then to another location. Customer states that the customer cannot use the vehicle for work purposes being that the tie rod could snap. Customer states that the dealership told the customer that the parts are limited and that the dealership can only order a certain amounts of parts for the recall every 2 Weeks time. Customer states that the customer wants to know what to do. Customer states that the customer is 28th on the list. Customer states the dealership stated the customers vehicle will not be repaired until 06/2014.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall completed so the customer can use the vehicle for the purpose they bought the vehicle for.
Agent Advised: Agent stated that the dealerships can begin the recall process to complete the recalls. Agent stated that the process could be sped up. Agent stated that the agent does not have a tentative eta of when the customers vehicle will be able to be repaired. Agent stated the customer can have the vehicle looked at to make sure that everything is running in order with the tie rod. Agent stated that if the customer does look into a rental the customer should keep all of the receipts/invoices for possible reimbusment for the rental. Agent stated that the agent was not going to promise anything. Agent stated that the customer should hold off until the recall can be completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WS28TX	9G[redacted]	***Open Date***	12/26/2013	***Built Date***	11/14/2008	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/01/2009	***Mileage***	108,941	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44940	MAROONE DODGE OF PEMBROKE PINES			
Dealer Address	13601 PINES BLVD				
Dealer City	PEMBROKE PINES	***Dealer State***	FL	***Dealer Zip***	33027

Owner	[redacted]	[redacted] ***Type***	TELEPHONE	
Address	[redacted]	ATTN JIM WILLIAMS	***Home Phone***	
	CANONSBURG PA [redacted]		***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	N49 Recall Left outer Tie Rod
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Outer Tie Rods
Dealer - By-Pass - Default - Default - Default	

****** Below Customer Contacted for Documentation Request ******
Contact information: PHH, Bob Reardon, 410-771-2428, bob.reardon@phh.com
Customer Concern: Vehicle down at dealership due to back ordered part CBUEN491AA, Outer Tie Rods, Order #CP226B, ordered 12/26/2013, Special Handling.
Status update provided via email to the following email address:
b[redacted]
Hi [redacted]
We have found that the part is on backorder with no current promise date. For your convenience we are sending your case to our parts escalations department for further handling. I will still be your case manager for any of your questions or concerns; however, please be aware that you may be contacted by our parts escalations department with updated periodically.
Thank you and have a great day,
End of Status Update
CONTACT UPDATE - 1st Contact attempt, customer contacted through email.
****** Below Customer Contacted for Documentation Request ******
ks793@chrysler.com on 2013-12-26 @ 18:28
***** Customer Document Received *****
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#CBUEN491AA,Order#CP226B,OMC#25945883
on 2013-12-27 @ 09:46
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON:2013-12-27 @ 09:46
PART NUMBER:CBUEN491AA
PART DESCRIPTION:PACKAGE
ORDER NUMBER:CP226B
NUMBER OF DEALERS WITH PART:12
CUSTOMER IN RENTAL (Y OR N):no info
WHO AUTHORIZED RENTAL:na
HOW MANY DAYS IN RENTAL:na

ASSIGN TO:CG1016
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as part #CBUEN491AA .
There is no firm ETA at this time.
**********END OF UPDATE **********
Customer Document Reviewed.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#CBUEN491AA,Order#CP226B,OMC#88180727
Order has been forced to fill at the Cleveland PDC. ETA is 2-3 business days.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Status update provided via email to the following email address:
[redacted]
Hi [redacted]
We have been informed that Part#CBUEN491AA,Order#CP226B, Outer Tie Rods has set to fill at the Cleveland PDC. ETA is 2-3 business days. I will follow up again with the dealership and you Tuesday 1/7.
Thank you and have a great day,
End of Status Update
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as tracking [redacted]
ETA for part is 1/3/14 by COB.
**********END OF UPDATE **********
OMC# 88180727Order# CP226B FOR PN: CBUEN491AA IS RESOLVED
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#CBUEN491AA,Order#CP226B,OMC#88180727
UPS TRACKING# [redacted] indicates part delivered to dealer on Friday, 01/03/2014 at 2:53 P.M.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Status update provided via email to the following email address:
[redacted]
Hi [redacted]
We have been informed that part #Part#CBUEN491AA,Order#CP226B for the tie rods was shipped UPS TRACKING# [redacted] indicates part delivered to dealer on 1/3/2014.
I have left a message for the service manager to confirm receipt of the parts and a repair status. I will let you know when I have more information.
Thank you and have a great day,
End of Status Update
OMC# 88180727Order# CP226B FOR PN: CBUEN491AA IS RESOLVED
Writer left message for Raquel, Customer Care, in the service department to confirm repairs and vehicles return to the customer. Writer left call back information to ext. 66324.
Email sent to Service Manager at woodj3@autonation.com to confirm receipt of part and ETA of when repairs will be completed and vehicles return to the customer.
Email received from SM John confirming parts have been received and customer has appointment set for 1/10/14.
Status update provided via email to the following email address:
[redacted]
We have confirmed part for the tie rod repair has been received at the dealership and the driver has appointment to have the repair completed tomorrow 1/10/2014. I will follow up again with the dealership on Monday to confirm repairs were completed and vehicle returned to the driver.
Thank you and have a great day,
End of Status Update
Writer left message for Robert in service department to confirm repairs for the tie rods, Recall N49 have been completed and vehicles return to the customer. Writer provided VIN#, CAIR # and call back information to ext. 66324.
Email sent to Service Manger John at woodj3@autonation.com to confirm repairs and vehicles return to the customer.
Email received from Service Manager John stating repairs have been completed and vehicle returned to the customer.

Status update provided via email to the following email address:
[redacted]
Hi [redacted],
We have been informed the repairs are completed for the tie rods and vehicle has been returned to the customer. I want to make sure everything is ok with the repairs before I close your case on 1/15. If the repairs were completed to your satisfaction there is no need to reply back. However if you are still having issues with this repair or future repairs and need assistance please contact us back.
Thank you and have a great day,
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL6	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	06/23/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	08/26/2011	***Mileage***	35,859	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44837	SALMON RIVER MOTORS INC			
Dealer Address	1065 S CHALLIS ST				
Dealer City	SALMON	***Dealer State***	ID	***Dealer Zip***	83467

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CARMEN ID [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer inquiring about N49 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have the N49 recall on their vehicle and are wondering when they will be able to get the recall completed. Customer states that he spoke with his dealership and there is a long waiting list to get it completed and it won t be until sometime after February that he can get the recall completed. Customer is concerned about this because he is going to Arizona soon and the dealerships in Arizona have a long waiting list as well. Customer is worried because the dealership informed him that it is a safety concern while driving the vehicle. Agent advised the customer that there is a very slim chance of anything happening while driving. Customer asked agent if there is anything to look for to see if there will be any issues before driving to Arizona. Agent advised the customer that they are technically inclined but offered to make a call over to the dealership and inquire about that. Customer stated that they will call over to the dealership themselves.
Briefly summarize what the customer is expecting: Customer is expecting to get the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C8	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	06/12/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/25/2003	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68679	GRIFFIN C-D-J			
Dealer Address	961 E US HWY 74				
Dealer City	ROCKINGHAM	***Dealer State***	NC	***Dealer Zip***	28379

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BENNETTSVILLE SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall reimbursement

Customer states that his vehicle was in a wreck and he is having to rebuild it. Customer states that he received a recall letter and he believes that it was the left outer tie rods that caused the accident. Customer states that he bought the vehicle back and is fixing it himself. Writer advised that since the vehicle was not diagnosed through a DLR to determine if the tie rod assembly did cause the accident. Writer advised that if he is seeking possible reimbursement for the cause of the recall parts he would have to submit for that.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL4	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	05/24/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	09/30/2011	***Mileage***	36,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GRANTS PASS OR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	parts available

Briefly summarize why the customer is contacting Chrysler: Customer calling for information on parts to complete recall
Briefly summarize what the customer is expecting: Customer states she contacted dealership #59564 to setup an appointment to complete recall. Customer was told the part is not available and is on back order. Customer is calling CAC for information and assistance as to why the part is not available.
Agent explained to customer that this recall has just been sent to customers and Chrysler is working on getting the parts into the dealership and to allow a bit more time.
Agent stated to customer that CAC would contact dealership to see if part has been ordered and let customer know.
Agent contacted dealership and could not reach a live SA. Agent left a voice message for a callback regarding the part to complete recall.
Agent contacted customer and left a message that CAC agent has contacted dealership and is awaiting a callback for information regarding part needed to complete recall.
Agent called customer and advised Linda to contact dealership after January 6th and advise them that the vehicle needs the recall N49 completed. Agent stated that the dealership can place an order for the part at that time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2861	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	09/12/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/19/2002	***Mileage***	69,905	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TACOMA WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information call

Briefly summarize why the customer is contacting Chrysler: Customer states he received a notice about the N62 recall and that it is stated on the recall notice that appointments at the dealership can be made starting on January 06 2014. Customer will be going to Arizona before then and is looking to have recall work completed before January 06 2014.
Briefly summarize what the customer is expecting: Customer is seeking information on the N62 recall.
Agent advised customer that if the dealership has the parts available to complete the recall repair work then the dealership may be able to schedule customer in to have the repair completed. Agent advised customer that he would need to speak with the dealership in regards to have the recall work completed before January 06 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D0	4J[redacted]	***Open Date***	12/26/2013	***Built Date***	11/19/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/28/2003	***Mileage***	111,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.			
Dealer Address	3470 BOULDER HWY				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89121

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	LAS VEGAS NV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recall # N62.
Briefly summarize what the customer is expecting: Customer wants to be reimbursed for the repairs he already had done.
Agent provided customer with address for recall reimbursement:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Agent advised customer to still follow through with the instructions he received in the recall letter. Customer agreed. Customer states he will call to schedule an appointment.
POSTMARK DATE: 123013; DATE RECEIVED: 010714
Documents attached for review
Agent reviewed documents submitted by customer and found customer had the H46 recall performed in July of 2013 and then had steering linkage components replaced shortly after that and paid out of pocket for the repairs. Agent found the customer submitted an invoice showing the repairs completed at CHAPMAN S LAS VEGAS DODGE.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called back and stated that she did get a call from Greg however she missed it. Agent informed lines 22-26 and customer is not happy wit this. Customer states she has the recall inspected for H46 7/12/2013 and on 7/13/2013 they were on a trip and had to bring the vehicle and pay for parts that are listed under the recall replacement. Customer is seeking reimbursement on the H46 not the N62.
Customer states that she is seeking a call from the case manager GG467.
Agent called customer and advised him of the decline. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	4G[redacted]	***Open Date***	12/26/2013	***Built Date***	07/12/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/22/2004	***Mileage***	110,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	63920	RUEL TEAGUE MOTOR CO OF BURNS			
Dealer Address	82 S HARNEY				
Dealer City	BURNS	***Dealer State***	OR	***Dealer Zip***	97720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BURNS OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received notification of the N62 recall on his vehicle. Customer stated that he has never had the the steering linkage replaced with MOPAR service parts.
Briefly summarize what the customer is expecting: Customer is seeking as to whether the recall would be applicable to his vehicle as the steering linkage has never been replaced to his knowledge.
Agent advised the customer that the N62 Recall will only be applicable to vehicle whose steering linkage has replaced with MOPAR service parts. Agent advised the customer they should still visit a dealership for an inspection of the steering linkage to ensure that the recall would not be applicable. Agent advised the customer that this inspection will take approximately only 1/2 an hour. Agent offered to contact a dealership to assist the customer. Customer declined assistance with contacting a dealership.
Reassigned to LB546 for survey bypass- Incomplete Recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	3G8[redacted]	***Open Date***	12/26/2013	***Built Date***	07/04/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/30/2003	***Mileage***	150,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66388	FIRST CHRYSLER INC			
Dealer Address	4611 EXPO DRIVE				
Dealer City	MANITOWOC	***Dealer State***	WI	***Dealer Zip***	54220

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TWO RIVERS WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment for recall N62
Corporate - Reimbursement - Default - Default - Default	Customer seeking to get reimbursed for recall N62

Briefly summarize why the customer is contacting Chrysler: Customer states that he had his tie rod end break while he was in traffic.
Customer states that the issue could have caused an accident.
Briefly summarize what the customer is expecting: Customer seeking to be reimbursed for parts, labor and towing for the recall since he had gotten replaced.
Agent advised customer of reimbursement information from AC # 17420.
Customer stated that this process is more lengthily then getting the recall repaired. Customer states they would like to be reimbursed for the towing of the vehicle as well. Agent advised customer of AC # 19226 of recall inconveniences. Customer stated that he will not be purchasing any more dodge products.
POSTMARK DATE: 122713; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS
Any open recalls: Yes N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: DAVE NICOLETTE
Does customer have an e-mail address:[redacted]
Concern: Customer is seeking reimbursement for recall N62 repairs in the amount of : 252.46
Reviewed previous files: Yes
RECALL - N62 LEFT OUTER TIE ROD ASSEMBLY
****

Customer submitted request for reimbursement for recall (N62 LEFT OUTER TIE ROD ASSEMBLY).
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Paid stamp on the Dealerships invoice
Date of Repair:11/25/13
Invoice #: SO# 341539
Labor $157.94
Parts $75
Misc. Charges $7.50
Tax $12.02
Total $252.46
Writer is submitting check for approval in the amount of $252.46

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48CX	3G[redacted]	***Open Date***	12/26/2013	***Built Date***	05/21/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/06/2003	***Mileage***	65,600	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60337	RAIRDON'S CHRYSLER JEEP OF	KIRKLAND		
Dealer Address	12828 NE 124TH ST				
Dealer City	KIRKLAND	***Dealer State***	WA	***Dealer Zip***	98034

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KENMORE WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer inquiring about the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have the N62 recall and is wondering if there has been a duplicate recall on his vehicle because he had a recall completed similar to the N62 recall. Agent advised the customer that they have the N62 recall and this is the first time that his vehicle has had this recall according to the records. Customer understood. Agent offered to call over to the dealership so the customer could make an appointment. Customer stated that they will call themselves because the notice stated that he should call any time after the 6th of January.
Briefly summarize what the customer is expecting: Customer is inquiring about the N62 recall.
Reassigned to LB546 for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L1	9G[redacted]	***Open Date***	12/26/2013	***Built Date***	02/03/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	05/01/2009	***Mileage***	35,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26285	TOWN&COUNTRY CAR/TRK CNTR INC			
Dealer Address	20 KRAFT EXTENSION				
Dealer City	ALAMOSA	***Dealer State***	CO	***Dealer Zip***	81101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANFORD CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer is seeking to have the recall completed immediately.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she received a recall notice in the mail for the N49 recall for LEFT TIE ROD.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall completed immediately as this is a safety recall. Customer states she phoned the DLR and they advised her there was a waiting list for the part and they can only get one every 14 days. Writer advised customer that as per the recall letter she received under the section 'What to do to ensure my safety' we advise not to phone the DLR until January 6, 2014 to schedule the appointment. Writer advised customer that this is due to limited parts availability. Customer inquired if she should stop driving the vehicle. Writer advised customer that the recall is a safety recall and we cannot advise one way or the other regarding the vehicle s drivability.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	12/13/2004
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	01/22/2005	***Mileage***	125,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	05601	BECK MOTORS INC			
Dealer Address	U S HWY 63				
Dealer City	FREEBURG	***Dealer State***	MO	***Dealer Zip***	65035

Owner	TAL[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JEFFERSON CTY MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer stated that he recently had his tie rods replaced at an IRF

Briefly summarize why the customer is contacting Chrysler:Customer stated that he recently had his tie rods replaced on his vehicle and wanted to know about being reimbursed for the repairs for his tie rods since that is what the recall was for. Agent advised the customer to send in his information and we would be able to determine according to his receipts and paperwork how much we would be able to reimburse him. Customer stated that he had the repairs performed at his IRF and not at a chrysler deaelrship and agent advised that she was not sure how much they would reimburse him until they received everything and it was looked into further. Customer stated he understood and had the information already to send in his paperwork.
Briefly summarize what the customer is expecting:to find out if he would be able to be reimbursed for the repairs to the tie rod assemblies on his vehicle and how much he would be getting back

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	12/26/2013	***Built Date***	04/01/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/19/2005	***Mileage***	56,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43064	WINDWARD DODGE-CHRY-PLYM-JEEP			
Dealer Address	46-177 KAHUHIPA ST				
Dealer City	KANEOHE	***Dealer State***	HI	***Dealer Zip***	96744

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	WAILUKU HI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called to inquire about the N62 recall

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: Customer contacted Chrysler to inquire about the N62 recall. Writer advised the customer to take their vehicle to Kiwi car care as per AC document 19600.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	5G7[redacted]	***Open Date***	12/26/2013	***Built Date***	08/31/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/23/2005	***Mileage***	182,742	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45114	COLUMBIANA CHRYSLER JEEP DODGE			
Dealer Address	100 COMMERCE CIRCLE				
Dealer City	COLUMBIANA	***Dealer State***	OH	***Dealer Zip***	44408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	APPLE VALLEY CA 9[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring on the N62 recall repair
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he received the letter for the N62 recall repair completion.
Briefly summarize what the customer is expecting: Customer is seeking as to whether there will be reimbursement for wages for the day of work he must miss to have the recall completed.
Agent advised the customer that we do not provide any type of reimbursement for lost wages when it comes to the repair of a recall as the repair is paid in full by Chrysler. Agent offered to contact a dealership for the customer to assist in making a repair appointment. Customer declined stating that he would contact the dealership himself.
Reassigned to LB546 for survey bypass- Incomplete Recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL7	BG[redacted]	***Open Date***	12/26/2013	***Built Date***	04/18/2011	
Model Year	2011	***Body***	DJ7R81	DODGE RAM PREMIUM 4X4 2500 MEGA CAB			
In Service Dt	08/19/2011	***Mileage***	25,300	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	APPLE VALLEY CA[redacted]	***Country***	UNITED STATES

Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR -	Customer seeking to have L38 recall completed
Recall - N49: LEFT TIE ROD -	Customer seeking to have N49 recall completed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they received the letter for the N49 recall.
Briefly summarize what the customer is expecting: Customer is seeking completion of the N49 recall repair. Customer is seeking as to whether there are additional recalls on vehicle.
Agent advised the customer that there is a previously incomplete recall on his vehicle(L38). Agent offered to contact a dealership to assist in making an appointment for both the N49 and the L38 recall. Customer declined stating that he would contact the dealership himself.
Reassigned to LB546 for survey bypass- Incomplete recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5 6[redacted]	***Open Date***	12/26/2013	***Built Date***	06/15/2006		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/28/2006	***Mileage***	133,202	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	54623	CASSENS & SONS INC			
Dealer Address	3333 S HIGHWAY 159				
Dealer City	GLEN CARBON	***Dealer State***	IL	***Dealer Zip***	62034

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OLIVE BRANCH MS [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	left and right inner and outer tie rods need replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	left outer tie rod assembly
Product - Steering - Unknown - Other - Default	steering dampener needs replaced (shock)
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Reimbursement - Status Request - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated his tie rod broke on Tuesday and had vehicle towed to an IRF. Customer has now received a letter advising of recall N62 and wanted to know what to do since vehicle has broken down.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised that if vehicle could be seen by a CDJR dlr then recall related parts and labor would be covered. Customer states there may be other damage done to vehicle since he had to get it out of the road when it broke. Agent advised once a dlr can diagnose all the issues, we can review the file for cost assistance but need the diagnosis first.
Customer stated he will see if vehicle can be towed to dlr tomorrow from the IRF and his wife Pam will call back. Agent provided CAIR# for future reference.
Requesting survey bypass for undiagnosed with recall related issue.
Customer called back in about the issue with his vehicle. Customer states that the IRF advised that the vehicle would need new tie rods, new shock stabilizer bar, a new hub bearing and new ball joints. Agent advised customer that the tie rods are covered under the recall, but the hub bearing and ball joints would not be. Agent was uncertain if the shock stabilizer would be covered, and customer will contact his local dealership. Agent advised customer that recall repair part is not available until 01/06/2014, so if the customer were to get the repair done at the IRF, he could file for possible reimbursement.
Customer called and stated that the tie-rod snapped and cause other damage to the vehicle. Customer states that his stabilizer bar was bent as collateral damage to the recall. Customer stated that the vehicle was still not diagnosed by a CJDR DLR. Customer disconnected the call.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer called back in again, trying to find out what would possibly be reimbursed. Customer states that she was advised she would need to have the vehicle towed to a Chrysler dealership then towed back to the IRF where it currently is, and did not think that was correct. Customer states that she and her husband have spoken to several different people since the part had gone out. Agent advised customer that it would be the parts covered under the recall which is the tie rod ends that would be considered for reimbursement. Agent advised customer that there were no open recalls showing on the VIN for the ball joints or the hub bearing for this vehicle. Customer was unhappy with that information and feels that since the tie rod going out caused all of the problems, the reimbursement should cover all of the broken parts.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Unhappy with information that reimbursement for recall only covers the recall part and no other damage.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
****SUPERVISOR CONTACT****
Customer contacted at phone number [redacted]
Vehicle is at Raleigh Tire, 6902 Goodman Rd, Olive Branch, MS 38654, (662) 890-9545
Customer reviewed break down and where the vehicle is located.
Customer wants reimbursement for consequential damages caused by the recall. Supervisor advised that only the parts listed in the recall would be covered.
Customer requested that her husband be contacted at phone [redacted]
Stabalizer bar and stabalizer shock will need to be replaced as well as tie rod assembly; approximate cost $1300.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 9[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) IRF
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer requesting coverage/reimbursement for residual damages caused by recalled components.
* * * * * CASE MANAGER TEAM - District P * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Agent contacted dealership. Agent states if customer vehicle is there or has been there. SA Vicki states have not seen vehicle. Agent thanked SA and call was ended.
Agent contacted IRF where vehicle is at. Agent spoke with SM Don. Agent requesting information on customers vehicle. SM states customer had vehicle towed due to the right tie rod breaking. SM states other damage to the vehicle also but can not states if the right tie rod caused the other damage. Agent request price break down on repairs.
tow $70.00
right outer tie rod $94.57
right inner tie rod $31.04
left inner tie rod $102.20
left outer tie rod $50.44
steering schock $73.50
labor $160.00
alignment $79.95
Agent states to SM what is condition of vehicle. SM states vehicle is in really good shape. Agent request exact mileage 133202. SM states customer is having repairs completed at the IRF. Agent will look further into customers request for reimbursement. Agent to contact customer 12/31/2013
Status update provided via email to the following email address: [redacted]
My name is Denny and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.

Chrysler Case Management telephone- 800-763-8422
My direct extension is 66071.
My work hours are from 7 am-3:30 pm Mountain Time.
I will contact you by telephone within one business day to review your case with you.
End of Status Update
Agent spoke with TL on what would be able to reimburse customer for repairs done at IRF. Agent states would only be able to cover recall parts. Agent states left inner and outer tie rod and cost of the tow.
Agent will contact customer and find out why vehicle was towed to dealer to begin with that way Chrysler could of helped out more.
Agent attempted to reach customer. Agent spoke with Pam McDonald. Customer states it would be best to speak with her husband. Customer states he is the owner and driver of the truck and would be able to answer agents questions about the vehicle. Customer supplied agent with cell # [redacted]. Pam contacted husband at work and was told husband right in the middle of something and could agent contact customer back at 2pm which will be 1pm here. Agent to contact customer at 1pm.
Agent attempted to reach customer [redacted]. Agent left message with contact information and request a return call to discuss customers request for reimbursement. Follow up 1/02/2014
Agent received voicemail from customer. Customer states could nort get to phone quick enough and request a call back from agent.
Agent contacted customer. Agent states to customer what happened to customers vehicle and when. Customer states it was Tuesday the 24th at 4am while on way to work. Customer states vehicle started shaking and customer heard a big clank. Customer states broke the tie rod and bent stabilizer bar and stabilizer shock. Agent states why vehicle towed to IRF. Customer states it was 4am and the IRF is within walking distance from customers home. Customer states put him down to one vehicle. Customer states he only had IRF fix what needed to be fixed and the bill came to around $750.00. Customer states he will get exact cost from wife when he gets home. Agent states what he would be able to reimburse would be for the left inner and out tie rod, the towing and the steering damper. Agent states since hearing the reason for towing to independant and having work done there that would see what can be done to increase customers reimbursement. Agent states will follow up with customer 1/02/2014
Agent attempted to reach customer. Agent left message stating would need customer to send documentation in before any decision could be made on what amount would be able to reimburse. Agent supplied fax number and will send link for documents. Agent will folow up with customer 1/03/2014
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 14:50
Agent contacted customer. Customer states he faxed documents around 5am this morning. Agent states will gather documents and have them review and will follow up with customer 1/07/2014
****** Below Customer Contacted for Documentation Request ******
as1371@chrysler.com on 2014-01-07 @ 10:48
***** Customer Document Received *****
Agent attempted to contact customer. Agent left message stating document have been added and are now being reviewed. Agent states will contact customer 1/08/2014 to discuss reimbursement.
Agent attempted to reach customer . Agent left message in regards to customers reimbursement request. Agent to follow up 1/09/2014
Agent states after review of documents chrysler will be reimbursing customer 588.20 for out of pocket repairs due to the N62 recall. Agent states customer will still need to take vehicle to dealer for the N62 recall. Agent will contact customer.
What has the customer requested? reimbursement for out of pocket repairs.
If this is a Recall or Extended Warranty, enter the campaign number. Yes N62
If this is for a previously made goodwill decision, what is that CAIR #? no
Enter the Mileage at the time of the repair. 133202
Enter the Date when the repairs were completed. 12/31/2013
What is the total cost of the Parts to be reimbursed? $351.75
What is the total cost of the Labor to be reimbursed? $160.00
What is the total tax to be reimbursed? $0.00
Towing $70.00

Alignment $79.95
What is the total amount being reimbursed? $661.70
Writer has reviewed case and documents. Please submit check.
Agent contacted customer. Agent states to customer will be reimbursing $661.70. Customer was very pleased to hear that and thanked agent for everything he has done. Agent states allow 10 to 14 days for check to arrive. Agent states case will automatically close once check is submitted. Agent states if any issues or concerns down the road to please contact customer care back and could always open a new case.
Customer Document Reviewed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	01/17/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/07/2006	***Mileage***	111,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	23498	SUNSET MOTORS INCORP			
Dealer Address	2218 SUNSET BLVD.				
Dealer City	STEUBENVILLE	***Dealer State***	OH	***Dealer Zip***	43952

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	BLOOMINGDALE OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Caller seeking N62 reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Ram because she is seeking reimbursement for a repair that she had completed on the vehicle regarding the N62 recall. Customer states she had the repair done in October 2013. Writer provided customer with the fax number as per answer ID 18891, and the information on what to include as per answer ID 19074. Customer understood. Writer provided case number as well. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking reimbursement under N62 recall.
**********CASE MANAGER**********
Writer is waiting on documentation.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part. If customer has an invoice that shows he had previous repair on the tie rod writer submit for reimbursement.
This recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part.
If customer has an invoice that shows he had previous repair on the tie rod writer submit for reimbursement.
This customer had an inspection done on the vehicle for the recall H46. no parts were put on the vehicle. So customer does not meet the requirement s for the mopar service parts. If customer had previous repair of the steering linkage or Tie rods and can provided an invoice than a possible reimbursement can be considered.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] Writer advised the customer that the recall is related o a Mopar service repair. Customer would had to have a previous repair on the steering linkage or Tie rods. Writer advised the case is being closed this time.
Customer called to check status of his case, agent placed him on hold to review file.
When agent went back to customer the caller was gone.
** NEXT AGENT**
If customer calls back please advised of lines 17-21.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HLX	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	10/20/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	09/02/2011	***Mileage***	24,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SMITHTOWN NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	customer seeking to get recall complete

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice in the mail. Customer sates he has to drive to California with a 1400 pound trailer. Customer states he called to two different dealerships 44812 SMITH HAVEN and 23171 HUNTINGTON JEEP. Customer states dealer 44812 stated he would have to wait for the second letter to come in to get the recall complete.
Customer states dealer 23171 stated they haven t started to receive the parts for the recall yet. Customer states he has to leave January 15.
Briefly summarize what the customer is expecting: Customer seeking to just get the recall complete.
Agent called dealership 44812 SMITH HAVEN CHRYSLER JEEP DODGE 631-863-2000 spoke with Nick stated they could get in him before he leaves.
Agent advised customer of the information. Agent offered to get customer transferred to the dealership to set up an appointment. Customer declined stated he would just go into the dealership himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	08/20/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/29/2010	***Mileage***	33,199	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23170	BROWN'S JEEP CHRYSLER DODGE			
Dealer Address	483 ROUTE 112				
Dealer City	PATCHOGUE	***Dealer State***	NY	***Dealer Zip***	11772

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PATCHOGUE NY 1[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking reimbursement for deductible.
Recall - N49: LEFT TIE ROD - Information Request	Inquiring about recall N49
Product - Suspension - Tie Rods / Drag Link - Other - Front	customer seeking reimbursement under N49

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he already paid to have repair done for tie rod end in relation to recall N49, was wondering if he could be reimbursed the $100 deductible for the SC repair. Customer stated his insurance paid for the tow and SC paid for parts/labor. Agent noticed that recall L16 was completed 08/08/2012, Service contract repair was completed 10/18/2013. L16 and SC claim are both for tie rod end. Agent contacted dealership 23170Ù to speak to SA Chris, he was not available. Agent left voice mail for SA Chris to contact us back with further information.
Next agent please ask in regards to SC claim 644770-
-Is this claim related to L16 or possible repeat recall?
-Is customer eligible for reimbursement under new recall N49?
-Is this a separate component that may have failed due to recall N49?
Briefly summarize what the customer is expecting: Find out if he can be reimbursed for his $100 deductible since SC claim could have been covered under repeat recall.
Agent contacted dealership 23170Ù to speak to SA Chris, he was not available. Agent advised receptionist we would try calling back a little later.
Reason for Dealer Contact: Need to get diagnosis information to determine if it was supposed to be repeat recall or not.
Dealer Code: 23170
Dealer Personnel Required: SA Chris
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: Cannot get a hold of SA Chris to determine if this can be deemed as repeat issue or if it had nothing to do with recall.
Assigned to 86T
-

Outbound call to [redacted] and writer left a message for the customer to contact her back at 1-855-675-9291 EXT#4718370 to discuss possible reimbursement request.
-
Writer is waiting for customer to contact her back regarding CAIR.
-
Customer called in to speak with current working agent transferred customer to 1 855 675 9291 ext 4718370
-
Inbound call from customer Mr. [redacted] and he asked writer to contact him back today at 1[redacted].
-
Outbound call to customer and writer advised customer to please fax in receipts to 1-877-768-5076 for possible reimbursement. Writer made no guarantees to the customer, but advised the customer that the receipts will be reviewed and he will be contacted once a decision is made. Writer also advised customer to please put CAIR#2[redacted] on all documentation that he faxes in.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Declined
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
BROWN S JEEP CHRYSLER DODGE #23170
Reassigned to: 86Y
-
POSTMARK DATE: 010314; DATE RECEIVED: 010314
Called customer at 3:18 [redacted]) customer could not hear the agent.
Agent advised a callback would be made.
Customer needs to submit the full invoice.
Called customer at 12:08 [redacted]) customer could not hear agent.
Called customer at 12:10 [redacted] spoke to customer and advised that the rest of the invoice is needed. Customer stated he is down in Florida now and all the information is in New York. Agent advised customer that the dealership would be contacted to try and obtain the documents. Customer understood.
Called dealership at 5:26 (631-289-8500) spoke to Stephen (service advisor) who stated he would fax in the full invoice. Stephen also confirmed that the invoice was paid in full.
Agent provided service advisor with the fax and case number.
waiting for documents
Called dealership at 5:12 (631-289-8500) spoke to Stephen (service advisor) who stated he faxed the information. Stephen stated he would fax the information again. Agent provided fax number and case number.
waiting on documents.
waiting on documents.
waiting on documents.
waiting on documents.
Called dealership at 9:14 (631-289-8500) spoke to Stephen (assistant service manager) who stated he has already faxed this information twice. Agent asked if he had access to a scanner and Stephen stated he did not. Agent advised there is no need to fax the information again as we will have to wait for the documents.
waiting for documents.
POSTMARK DATE: 020314; DATE RECEIVED: 020314
Document that was submitted is a duplicate from the customer. Agent is still waiting for the documents from the dealership.
Documents have not been received from the dealership. Agent has contacted the dealership and they have advised the documents have been faxed in twice. Agent is closing CAIR until the documents arrive.
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814
Richard called back for an update.
Writer found documents received 03/20 and 04/08.
Reassigned to 86Y

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1 7G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/16/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	03/27/2007	***Mileage***	92,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	67937	ULTIMATE AUTO GROUP INC			
Dealer Address	HIGHWAY 62 SOUTHWEST				
Dealer City	MOUNTAIN HOME	***Dealer State***	AR	***Dealer Zip***	72653

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FLIPPIN AR [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler: Mr. Johnsen called in as he is going on vacation for two months and will not be anywhere to get the recall completed, and is leaving on January 4th.
Briefly summarize what the customer is expecting: N62
Agent advised Mr. Johnsen that the parts for the recall are not available to the dealership until January 6th, and if he can call back to CAC when he reaches his destination and we will be able to locate a dealership for him, so that he can make an appointment to have the recall completed, and he chooses not to go to a dealership while on vacation, then he will have to make his appointment when he get home. Agent advised Mr. Johnson that the choice is his.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/08/2007
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/17/2007	***Mileage***	146,472	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	***Dealer State***	CA	***Dealer Zip***	95661

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SHREVE OH 4[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry
Corporate - Reimbursement - Default - Default - Default	Reimbursement for recall

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 09:20
Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement of a recall that was completed at an IRF. Customer stated the vehicle needed to have the tie rod assembly repair already due to it breaking. Customer stated he just received a notice in the mail for the N62 LEFT OUTER TIE ROD ASSEMBLY recall and wanted to be reimbursed for the repair he had to pay out of pocket. Agent advised on the documentation needed for review for possible reimbursement. Customer requested the email link to send the documents in.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information.
Writer acknowledges assignment.
No documents.
***** Customer Document Received *****
Writer acknowledges documents.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service

procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Customer has submitted document for repair 07/01/2013. Writer provided US CAC for contact and case#.
***AGENTS - Customer has submitted a document for linkage repair from this summer. The N62 recall is for a replacement MOPAR part. Customers vehicle was inspected (H46) 08/10/2009 and found to have original factory equipment, so the Customer would have had to had a repair/replacemnt between that date of 08/10/2009 until the repair 07/01/2013 in order to qualify for the recall. N62 is for a REPLACEMENT part only. If it was a replacement that broke then we can cover the invoice. Customer must also be advised to have all recalls and warranty work performed at Chrysler.
No contact. Writer will call to Customer Jan 2nd.
Customer should have the vehicle inspected, repairs done at IRF. Writer unsure of make of replacement parts.
Customer calling in due to the fact that he recently received a voice mail from CW653. Customer is returning as he states in the voice mail the agent needed more information from him. Agent advised customer of the information in line 50. Agent also advised customer that he will be receiving a call back on January 2nd as per line 49. Agent also advised that the contact the customer has made will be documented in order for the agent to be notified that the customer returned the call.
CUSTOMER CONTACT: Writer called [redacted]. Writer called back as Customer had called in. Voice mail that Writer will try again January 2nd.
Agents can you please read and relay 41-62********
*
Writer called customer at [redacted]. Customer was not available. Writer left a message for a call back.
Next Agent: Please advise customer of lines 41-62.
Customer called in stating he was looking for information about his case. Agent reviewed lines 41-62. Agent advised customer he will need to bring his vehicle in to a Chrysler dealer to have the replacement part inspected to confirm that it is a Mopar part. Agent advised customer that if the IRF who did the repair did not use a Mopar part, the replacement of this part would not be covered. Customer advised he will look to bring the vehicle to a Ram dealer to inspect to make sure that a Mopar part was used. Customer was just unsure why it mattered what part was put in as a recall is a recall and he did have the work done. Customer thanked agent for the information.
Customer called back in and wanted it documented that he spoke with a Chrysler dealership in his area this morning and was advised by the SA that it was OK to use any brand of tie rod/steering linkage to get the truck up and running.
Agent advised customer that his information would be documented.
Writer acknowledges update. Writer will review as soon as posssible.
Will review as soon as possible.
No time today to review.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
********AGENTS PLEASE< LETS NOT GET CONFUSED: N 62 IS FOR A REPLACEMENT MOPAR PART, NOT ORIGINAL FACTORY EQUIPMENT. CUSTOMER HAD ORIGINAL EQUIPMENT STILL ON VEHICLE WHEN IT WAS INSPECTED FOR H46 - 08/10/2009. IF THIS IS THE FIRST AND ONLY REPAIR CISTOMER HAS HAD DONE THEN THE VEHICLE DOES NOT QUALIFY FOR N62 REIMBURSEMENT. CUSTOMER NEEDS TO HAVE VEHICLE INSPECTED AT CDJR AS IT NOW HAS REPLACEMENT PARTS AND CHRYSLER WILL REPLACE PARTS AGAIN AS REQUIRED.
Briefly summarize why the customer is contacting Chrysler: Customer wants to know about the recall on his vehicle. Customer wants an update on the case. Customer wants to be reimbursed for the recall.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for the repair on the recall.
Agent advised that for the H46 had the original parts and did not have a MOPAR part put on the vehicle. Agent advised that a dealership needs to look at the vehicle to see if a new parts is needed or if the repair will complete the recall. Agent advised that if the dealership states that the vehicle does not need the part then he can submit the receipts for possible reimbursement on the repair. Agent advised that if the repair does not pass the recall the dealership would have to order the part for

the customer and do the repair which then there would be no reimbursement.
Agent acknowledges the update.
CUSTOMER CONTACT: Writer called [redacted]. Agent left message that she will call back after 5 PM. Customer is getting a lot of convoluted confusing information that is just not correct.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Customer directly. Writer advised of the N62 recall in as simple terms as possible. Chrysler is looking for replacement parts NOT factory original equipment. Customer did have original equipment repaired at IRF so he needs to have vehicle inspected. Chrysler will NOT be reimbursing for the repair, but we will replace as deemed necessary and align the vehicle compliments of Chrysler. Customer understands, and accepts. Writer is closing.
SM Chris from the AUTONATION CHRYSLER 45188 dealership contacted Chrysler to advised that an inspection for the H46 recall and the N62 recall has taken place.
SM Chris stated that as far as the 45188 dealership is concerned this case is closed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A9	7J[redacted]	***Open Date***	12/27/2013	***Built Date***	05/11/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	08/04/2007	***Mileage***	141,723	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42427	DON MARSHALL CHRYSLER CENTER INC			
Dealer Address	1147 S HIGHWAY 27				
Dealer City	SOMERSET	***Dealer State***	KY	***Dealer Zip***	42501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOWLING GREEN KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recall # N62. Customer states he is going on a trip and planning on hauling a large trailer and is concerned about his tie rods lasting the trip.
Briefly summarize what the customer is expecting: Customer wants recall done.
Agent advised the ETA for the new Tie Rod parts for this recall is Jan 6.
Agent advised the dealerships will be making appointments after Jan 6, 2014. as per answer connect # 24057.
Customer understood.
Customer states he will try to borrow a truck for his trip.
Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	08/04/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	09/15/2010	***Mileage***	28,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLARKESVILLE GA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler: [redacted] states that she called the dealership on the recall N49, and they told her that they do not think the parts will be in on January 6th. [redacted] feels that Chrysler should not have sent out the recall letter until the part was available. [redacted] states they have had two friends truck have the tie rods break.
Briefly summarize what the customer is expecting: N49
Agent advised [redacted] that this department has the same information on the recall as she has in the recall letter. Agent advised Linda of hours of operation and if the tie rods break to call CAC back.
Reassigned to JT962, for Survey Bypass – No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A3	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/30/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	04/30/2008	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60215	RED WING CHRYSLER DODGE JEEP			
Dealer Address	3538 HIGHWAY 61 W				
Dealer City	RED WING	***Dealer State***	MN	***Dealer Zip***	55066

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RED WING MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that this was repaired already.

Briefly summarize why the customer is contacting Chrysler: Customer states that he received 4 recall notices for his Ram trucks but this one had already had the tie rod replaced he believes. Customer states that he does not have the invoice for the repair and cannot say that it was this exact repair that was done but would like to be reimbursed for this.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the N62 recall.
Agent advised the customer that in order for us to look into reimbursement he would need to have the repair order and proof of payment as well. Agent advised the customer that if he can obtain this information and it is the tie rod that was replaced then he can submit for reimbursement but we cannot guarantee that he will be reimbursed.
Agent provided the customer with the Chrysler Recall Assistance Center mailing address and advised the customer what he needs to send in for reimbursement request.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	07/29/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	02/18/2003	***Mileage***	358,637	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	68942	COLE CHRY-JEEP-DODGE LLC			
Dealer Address	15514 W MICHIGAN AVE				
Dealer City	MARSHALL	***Dealer State***	MI	***Dealer Zip***	49068

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	BELLEVUE MI [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Reimbursement	Customer seeking reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer states he has received a new letter for a recall for his tie rod ends. Customer states he has already experienced this issue and had the vehicle repaired and paid out of pocket. Customer states he has already sent in his receipt previously but was advised it was not covered and now there is a new recall letter that he has received.
Briefly summarize what the customer is expecting:reimbursement for out of pocket expense for recall repair.
Writer advised customer that the recall letters are mandatory to advised a customer of a recall.
Writer advised customer that his information would be sent for reimbursement review and will take up to 60 days to process.
Customer states he has already sent in documentation which can be found on Case [redacted].
Reassinged to 86Y.
Writer acknowledges assignment.
Writer has reviewed Case #[redacted], and the document Customer submitted.
Invoice dated 2/5/2012 very clearly indicates that each piece of replacement part is manufactured by 'Moog'. No Mopar. Customer has already been advised did not qualify for L16 as that was a recall of a replacement part and up until the repair Customers vehicle had factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts

steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Repair: The steering linkage assembly must be inspected and replaced if required.
Writer will have to contact Customer to advise N62 will not be any format for reimbursement either as Customer had Moog parts installed not MOPAR.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Mr. [redacted] directly to advise the repair he had completed on the vehicle does not qualify for reimbursement under N62. Customer was not happy. Writer closing Case.
Brad stated that he was told that the vehicle didn t qualify for the L16 or N62 recall as he used Moog parts instead of Mopar parts to repair the issue.
Writer advised the customer that the reason that the the vehicle didn t qualify for the recall was because, per lines 20-22 and 33-35, the recall only applied to a replacement part that wasn t used on this vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3CL1	CG[redacted]	***Open Date***	12/27/2013	***Built Date***	11/23/2012	
Model Year	2012	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	02/16/2013	***Mileage***	30,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45027	SAFFORD MOTORS DODGE			
Dealer Address	5202 JEFFERSON DAVIS HWY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	([redacted]
	SPOTSYLVANIA VA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wondering about repair

Briefly summarize why the customer is contacting Chrysler: Customer called in looking to see if recall was for inner or outer tierod and whether or not there would be an alignment done on vehicle after it was completed. Agent advised that it was for outer tie rod and that repair did not mention the alignment.
Briefly summarize what the customer is expecting: To know if alignment was included in the recall repair. Agent advised as per repair order only steering link pacgage was being replaced but no word on alignment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	03/16/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	08/27/2011	***Mileage***	22,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45086	FOWLER DODGE INC			
Dealer Address	55 WEST INTERSTATE 240				
Dealer City	OKLAHOMA CITY	***Dealer State***	OK	***Dealer Zip***	73139

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	OKLAHOMA CITY OK[redacted]	***Country***	UNITED STATES

Product - Brakes - Unknown - Other - Front	Customer states also having issues with brakes
Recall - N49: LEFT TIE ROD - Information Request	Customer would like to know why rental is not covered under recall
Corporate - Rental Vehicle - Default - Default - Default	customer requesting rental vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that they received a recall notice in the mail for the left outer tie rods and took it into the dealership. Customer states found out they didn t need an appointment for it and it just needed to be inspected and then order the parts which would take awhile to come in. Customer states they were also having an issue with the vehicle where as the brake pedals weren t working properly and they were advised by the dealership that they needed to keep the vehicle for 3 days. Customer states they would not provide the customer with a rental vehicle and customer wasn t sure why. Writer advised would like to contact the dealership for further information on the situation. Writer spoke with Jeremy - Service Advisor - Fowlers Chrysler (45086). Service Advisor states that with the workload we have the vehicle usually needs to stay for 3 days. Service Advisor states the parts needed for repair are on restriction so we are currently waiting on parts but the vehicle is driveable. Service Advisor would like to know what the customers concern is. Writer asked to speak with Service Manager regarding a rental. Service Advisor states that the Service Manager is not available but he is able to make decisions while he is gone. Writer informed Service Advisor that the dealership is able to provide the customer with a rental vehicle under Warranty Bulletin D-11-53 if the vehicle needs to be kept for an extended period of time. Service Advisor states that as soon as the parts come in (Part #: cbuen491AA & cbuen492AA), we will have the customers vehicle in for repair and provide him with a rental vehicle. Writer advised Service Advisor of Case number if he needs to refer back to this documentation. Writer advised customer that the dealership will notify him once the parts have arrived to have the recall performed and once he is able to bring it into the dealership they will provide a rental for the customer. Customer understood and thanked.
Briefly summarize what the customer is expecting: Rental vehicle for the time their vehicle is in for repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D5	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/20/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/06/2003	***Mileage***	107,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER		DODGE JEEP, INC.	
Dealer Address	67567 SOUTH MAIN STREET				
Dealer City	RICHMOND		***Dealer State***	MI	***Dealer Zip*** 48062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOGADORE OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer hoping for repair
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	told owner this was never completed

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know when parts would be available as dealership told him to call back in a couple of months. Agent advised that letter states to start contacting dealerships after the 6th of January.
Briefly summarize what the customer is expecting: To have repairs completed in a timely fashion.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/03/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/19/2006	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	61210	BAXTER CHRYSLER JEEP DODGE			
Dealer Address	17950 BURT ST				
Dealer City	OMAHA	***Dealer State***	NE	***Dealer Zip***	68118

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COUNCIL BLUFFS IA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.
Product - Suspension - Unknown - Other - Unknown	Customer states that dealer replaced suspension components.
Corporate - Product Information - Default - Default - Default	Parts replaced do not fall under recall.

Briefly summarize why the customer is contacting Chrysler: Customer states that he just received the recall notice for the N62 recall and states that he has already had a repair done on his suspension but the invoice he has does not show the tie rod being replaced. Customer states that he contacted BAXTER CHRYSLER JEEP DODGE to see if the tie rod was replaced but they cannot tell as it is not on the invoice. Customer states that he would like to be reimbursed for this repair that he had completed.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the N62 recall.
Agent advised the customer that he would need an invoice showing that the repair completed was for a recall related repair before we can look into reimbursement. Agent advised the customer that he would need to take the vehicle in to have the steering linkage assembly inspected and replaced if required. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL0	CG[redacted]	***Open Date***	12/27/2013	***Built Date***	12/10/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	02/02/2013	***Mileage***	21,698	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60314	FLETCHER CHRYSLER-DODGE-JEEP			
Dealer Address	3111 E 32ND ST				
Dealer City	JOPLIN	***Dealer State***	MO	***Dealer Zip***	64804

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	ORONOGO MO [redacted]	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Open recall.
Recall - N49: LEFT TIE ROD - Information Request	Open recall.
Corporate - Field Backordered Parts Escalation Request - Default - Default - Default	T EASTIN
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	axle housing is bent, is wearing tire prematurely
Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown	axle housing is bent, is wearing tire prematurely
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:The customer received a recall notice and his vehicle is already at the DLR.
Briefly summarize what the customer is expecting:TH customer wanted to know if they needed to align the vehicle after they replace the tie rod ends. Agent advised they should have to yes.
Left a voice mail message for the customer requesting a returned call.
Left a voice mail message for the customer requesting a returned call.
POSTMARK DATE: 010314; DATE RECEIVED: 011314
****

Joshua Avigad -Attorney -Lemon Law Notice
Reassigned to Business Center for review and handling.
Sent JM345 Lemon Law notification letter for handling. emj5 _
Received email from JM345, they will be handling.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MU48CX	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	06/23/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/31/2004	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RENO NV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall

Briefly summarize why the customer is contacting Chrysler:The customer had her LEFT OUTER TIE ROD ASSEMBLY repair in 2011.
Briefly summarize what the customer is expecting:Agent advised to submit for a reimbursement for the parts. The labor was done by her husband.
POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS.
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY, already completed.
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for repairs done to his tie rod ends that were completed before the recall came out in the amount of 1034.20.
Reviewed previous files: Yes
Reassigned to 86Y
Called Customer at [redacted]. Left Message.
Please advise that the Recall applies to vehicles that have had a Mopar Steering Linkage Replacement installed. Please advise that if the Steering Linkage was OEM at the time of the repair then the recall would not apply.
Please advise that the Customer should take the vehicle to the DLR to have an inspection to ensure which steering linkage is installed on the vehicle.
Mrs. [redacted] called seeking a case update. Agent advised customer of lines 17-23. Customer states that she already had the steering linkage and other components replaced, she does not want it done again as there are no present issues. Customet states the invoice shows the steering linkage is a Mopar components that should ve been covered. Customer is seeking to have WL148 call her back tomorrow at [redacted] to discuss the reimbursement further.
Called Customer at [redacted]. Line was busy.
Called Customer at [redacted] Left Message.
Next Agent - Please Advise that the vehicle needs to be inspected to make sure that the Correct Tie Rod Ends are being used with the Correct Steering Linkage. Please advise that the Invoice shows that there was several components replaced but that the recall is for vehicles that had the Steering Linkage replaced with a Mopar Steering Linkage on a Previous Visit (Previous Visit meaning before the Steering Linkage and Tie Rods

were replaced as per invoice Dated 24 Jan 11).
Please advise that if the Steering Linkage as of 24 Jan 11 was the Factory (Stock or OEM) that the recall does not apply and that Chrysler will not be able to reimburse for the repairs at this time.
If the Customer has an Invoice Showing that the Steering Linkage was replaced before 24 Jan 11 please ask the Customer to send in the Documentation for review.
Called Customer at [redacted] Left Message.
Please See Lines 32-45. (Steering Linkage Does Not need to be replaced - Tie Rods need to be inspected by DLR) Disregard Lines 24-30.
Customer calling in due to the fact that they received a call from WL148 and missed it, therefore they are returning the call. Agent advised customer of the information in lines 33-45. Customer was very upset.
Customer has been informed of the decision Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/30/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/09/2005	***Mileage***	320,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26212	LANDERS CHRYSLER DODGE JEEP			
Dealer Address	7800 ALCOA RD				
Dealer City	BENTON	***Dealer State***	AR	***Dealer Zip***	72015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	POYEN AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer states they have replaced parts for recall already

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that she received a recall letter and customer is stating that they already replaced the parts for the recall . Customer is seeking reimbursement for the repairs .Customer is stating that she thinks they have the reciepts for the repairs .Agent advised the customer that she would need mail in her reciepts for the repairs and request reimbursement . Agent provided customer with chrysler recall address to send in reciepts for reimbursement requests .
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/09/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/22/2004	***Mileage***	235,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	60147	PORTERVILLE CJD			
Dealer Address	777 WEST OLIVE AVENUE				
Dealer City	PORTERVILLE	***Dealer State***	CA	***Dealer Zip***	93257

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	THREE RIVERS CA [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer had repairs performed a year ago for steering linkage.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for past related repairs.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called inquiring about the possibility of being reimbursed for repairs relating to the recall N62 he just received a letter for.
Customer stated a year ago his truck broke down in the steering linkage area and had it serviced at an IRF because it was a Saturday and needed it repaired as soon as possible.
Briefly summarize what the customer is expecting:
Agent informed that he can certainly submit his repair order and proof of purchase for reimbursement by mailing or faxing it to Chrysler. Customer requested the fax number. Agent provided 1-877-768-5076 with instructions that he send attention to CAIR #[redacted] . Agent informed of up to 60 days processing time.
Writer acknowledges assignment.
Writer noting no documents, will follow process.
No documents.
No documents.
*
no documents.
No documents, will call Customer as soon as possible to advise of close in two days.
No documents. Writer will call Customer as soon as possible.
No time today to review.
CUSTOMER CONTACT: Writer called [redacted] .recording does not allow Writer to leave a message. Writer is sending and email to [redacted]
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted]
Could you please contact Dodge Customer Service at 1-800-992-1997 quoting Case # [redacted] . This request is in regards to your request for recall reimbursement.

Thank you,
Charlene
Customer Service Representative
End of Status Update
********Agents - Customer has not yet submitted documents for N62, but before inconveniencing the Customer could you please explain what the N62 recall actually is.
Customer had H46 and tie rods were inspected 07/23/2009, vehicle had original equipment.
Chrysler is looking for replacement parts, so if the Customer has had vehicle repaired it NOW has replacement parts that need to be inspected at CDJR and if they need replaced Chrysler will do so. There is no reimbursement for repair unless the Customer has had more than one repair to steering linkage.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact. Writer advised case will close in two days.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement parts, not factory original equipment. If Customer has had repair, and this is the first and only repair to the steering linkage then we cannot reimburse, but the Customer still should take the vehicle to CDJR for inspection of replacement parts, and to close the recall. If the Customer has had multiple repairs to steering linkage we will consider reimbursement, but we require his documents be sent in for review.
No documents, no contact from Customer, can I get a by pass please.
Reassigning to JK671.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C8	5G7[redacted]	***Open Date***	12/27/2013	***Built Date***	11/09/2004	
Model Year	2005	***Body***	DH7L62	DODGE RAM ST 2500 REG. CAB PICKUP			
In Service Dt	03/04/2005	***Mileage***	135,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45393	CLEAR LAKE DODGE			
Dealer Address	15711 GULF FWY				
Dealer City	WEBSTER	***Dealer State***	TX	***Dealer Zip***	77598

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GRAPELAND TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice in the mail yesterday. Customer states 2 years ago the right side tie rod broke. Customer states they had it towed in. Customer states the right side was replaced. Customer states the left side was also replaced due to it not looking good.
Briefly summarize what the customer is expecting: Customer seeking if the recall has to do with the right side as well. Customer seeking if the right side is covered as well.
Agent advised customer that the N62 recall is to replace the steering linkage if required. Agent advised customer he would need to speak to a dealership to see about the right side being covered or not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	7J[redacted]	***Open Date***	12/27/2013	***Built Date***	07/19/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/29/2006	***Mileage***	151,662	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26769	HALL CHRYSLER JEEP			
Dealer Address	3152 VIRGINIA BEACH BLVD				
Dealer City	VIRGINIA BEACH	***Dealer State***	VA	***Dealer Zip***	23452

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VIRGINIA BCH VA[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted dealer for more information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring when parts will be available.
Corporate - Rental Vehicle - Default - Default - Default	Customer is seeking a rental vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod on his vehicle broke and has been at the dealership for a few days now but they will not provide him with a rental vehicle. Customer states that the dealer does not have an ETA on when the parts will be in and would like Chrysler to provide him with a rental vehicle.
Briefly summarize what the customer is expecting: Customer is seeking a rental vehicle from Chrysler until the recall can be completed on his vehicle.
Agent contacted HALL CHRYSLER DODGE JEEP RAM and spoke to SA Joe. Joe states that the vehicle is in for the recall concern as the tie rod did separate like the recall states. Agent informed Joe of warranty bulletin D-11-53 and advised that since this is a recall repair then they can offer rental for up to 5 days. Joe understood and will have this set up for the customer right away. Agent advised the customer that the dealership will be putting him in a rental vehicle that will be covered for him. Agent advised the customer to contact the dealership to have this set up for him. Customer understood and was thankful for assistance.
Joe from 26769 contacted Ram about a customer s vehicle. Joe states that the vehicle had the tie rod fail on it and came into the dealership at the end of Dec 2013. Joe states that he was advised to put the customer into a rental vehicle under the D-11-53 for up to 5 days and was told that if it required more days to contact Ram again for extensions. Joe states that the customer has been in a rental for 21 days and the rental cost is over $700. Joe states that this is the first time the vehicle has been at the dealership. Joe states that the vehicle is well maintained, and seems like it has had regular maintenance done.
Escalation Override approved by NC603 due to the recall.
Who has possession of the vehicle? Dealership but repair is done and being returned to the customer.
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? Hall

Chrysler 26769
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: 7[redacted]
Customer email address for case updates: None provided
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW:BASIC Expired by 5 years and 104000 miles
POWERTRAIN Expired by 5 years and 104000 miles
MVP:None
Owned:3 New, 0 Used
Writer contacted dealer, writer left voicemail for Service Manager (SM).
Writer spoke to the customer who states he is satisfied with repairs, but he would like to see if his steering wheel gets aligned. Customer stated he will bring that up to SM Joe who has been helping him. Customer stated he has a concern about the towing bill. Customer stated he was supposed to pay that out of pocket and get reimburse by Chrysler. Customer states it has been 30 days and he has not seen the towing bill, and he would like to get more information.
Writer spoke to SM who stated they have on their notes that the customer arrived at the dealer on 12/18/2013 and received the vehicle on 01/18/2014. SM states he provided rental at $35 a day, for 30 days. SM states 5 first days are provided by dealer. Writer will authorize 25 days of rental by CAC, for RO [redacted], left side tie rod recall (N62). Writer verified current mileage on the vehicle of 151662 miles.
Writer spoke to SM Keith about rental provided, total cost and total days, and customers toeing concern. SM stated the good news of the towing is that the customer had the towing covered by his auto insurance, and for rental vehicle there only 21 days have to be reimburse to the dealer at $31.53 a day, for grand total of 662.13.
Customer seeking rental assistance because recall (N62) . Contacted Service Manager, Keith at DLR HALL CHRYSLER DODGE JEEP RAM 26769 to discuss the customer s request for rental assistance. Confirmer customer s concern and with Service Manager concurrence, authorized 21 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
Writer spoke to the customer who was wondering about towing expenses, and wrtiter informed that his insurance covered for his towing expenses.
Writer will now close case with customers permission.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/18/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/21/2006	***Mileage***	63,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LOS LUNAS NM [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking assistance completing recall
Corporate - Dealer Information - Default - Default - Default	Provided name/address/phone number of dealers 45574 and 45455

Briefly summarize why the customer is contacting Chrysler: Customer states that he recently received a recall notice for recall N62 and he does not know of any local dealers or how to proceed with the recall.
Briefly summarize what the customer is expecting: Assistance completing the recall and the contact information for local dealers.
Agent advised customer of open recall H46. Agent provided customer with name/address/phone number of dealers 45574 and 45455. Agent advised customer to hold of until after Jan 6th 2014 to book the appointment to have the recall completed as per Customer Recall Letter for recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/29/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/18/2006	***Mileage***	86,300	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60145	COURTESY AUTO SUPERSTORE INC.			
Dealer Address	205 COMMERCE WAY				
Dealer City	UPPER SANDUSKY	***Dealer State***	OH	***Dealer Zip***	43351

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NEVADA OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer replaced his steering linkage at the 11/27/2013. He purchased the parts through the DLR but he had the work done at an IRF.
Briefly summarize what the customer is expecting:Agent advised he can submit and get reimbursed for the parts but not the labor. Agent provided address to write to and what needed to be submitted for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A7	8G[redacted]	***Open Date***	12/27/2013	***Built Date***	07/27/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	02/14/2008	***Mileage***	130,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RANGELY CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014
Corporate - Complaint Contact - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Josh states he replace the outer tie rods last year himself and used Dodge parts, and now he has a recall letter.
Briefly summarize what the customer is expecting: Recall
Agent advised Josh that the dealership will need to inspect the tie rods as the parts for that recall are not available to the dealership until after January 6, 2014. Agetn advised Josh that if the dealership tells him the tie rods meet the standards then he can send in for reimbursement review.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C3	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/15/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	07/17/2006	***Mileage***	10,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44578	RIVERSIDE AUTOPLEX LLC			
Dealer Address	916 SO. GEORGE NIGH EXPRESSWAY				
Dealer City	MCALESTER	***Dealer State***	OK	***Dealer Zip***	74501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STRINGTOWN OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for the repair of the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information about the N62 recall as well as reimbursement for the repairs performed earlier.
Briefly summarize what the customer is expecting: Agent updated the customer on the information regarding the N62 recall. Agent transferred customer to the dealership to set up an appointment for a diagnostic.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	12/27/2013	***Built Date***	02/03/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/25/2010	***Mileage***	47,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELLMORE NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Inquiring about recall N49
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that she has recall N49 and needs the part because she s driving her son to college on January 2nd. Agent advised that the parts will not be available until January 6th, 2014. Customer stated that is unacceptable she needs the part. Agent advised that unfortunately we do not have the parts available for this recall and no one will be able to get the part for her sooner. Customer stated basically Chrysler is telling her to drive her vehicle and get killed. Agent advised that yes to drive the vehicle is risky, however there is nothing that can be done. Customer request supervisor because this is unacceptable from Chrysler. Agent advised supervisor will inform her of the same thing, parts are not available. Customer persistant, agent advised call back will be Monday, advise of same thing.
Briefly summarize what the customer is expecting: Wants part that is not available.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: Believes this is not acceptable, needs part that is not available.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*** Supervisor Callback ***
Supervisor called customer to discuss her situation. Customer upset that she is driving 3,000 miles on January 2nd and she is afraid of her safety with the open recall. Supervisor apologized for the situation she is in and advised that it has been documented at Chrysler.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/17/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/05/2005	***Mileage***	156,733	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	62932	HEAFNER MOTORS INC			
Dealer Address	935 HIGHWAY 6 WEST				
Dealer City	BATESVILLE	***Dealer State***	MS	***Dealer Zip***	38606

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BATESVILLE MS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice on left tie rod. Customer states the tie rod came off last year. Customer states they had it replaced already.
Briefly summarize what the customer is expecting: Customer seeking what to do now since it s a recall and he already had the part replaced.
Call was disconnected

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	06/09/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	12/04/2006	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43417	OXENDALE CHRY-DODGE-JEEP			
Dealer Address	792 E HWY 89A				
Dealer City	COTTONWOOD	***Dealer State***	AZ	***Dealer Zip***	86326

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CAMP VERDE AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer alleges recall N62 was done improperly.
Recall - H46: STEERING LINKAGE -	Customer alleges recall was never completed.

Briefly summarize why the customer is contacting Chrysler:The customer states that Oxendale Chrysler dealership did not put the correct part on his vehicle when they did the recall for the Left Outer Tie Rod Assembly. He states they are telling him that the recall for the STEERING LINKAGE was completed in the past but the customer states that nobody has ever touched his vehicle other than himself and alleges that Oxendale Chrysler Dodge Jeep is lying to him and insisted that the agent call them to get this straightened out and to call him back with information of what recalls were done and what parts they had replaced. The customer states he does not want the agent to mention his name when talking to the dealership.
Briefly summarize what the customer is expecting:To have recalls performed and the right parts put on.
Agent advised the customer that she cannot discuss the customer s concern about the recalls without mentioning his name and advised him that if he is not willing to have his name mentioned that we cannot assist him with his inquiry.
The customer states to go ahead and use his name but to call him back once the agent finds out what is going on.
Agent advised the customer she will call him back but advised she could not give him an exact time of call back.
The customer states he understands and stated he wants to be called back on [redacted]
Agent called OXENDALE CHRY-DODGE-JEEP,Dealer Code: 70- 43417 and spoke with SA, Barbara and explained that the customer alleges that he does not believe the H46 recall for the Steering Linkage was ever done on his vehicle and had stated that he has never been to the dealership for anything other than an oil change before going in this month for the N46 recall. SA, Barbara states that back on 09/11/2009 they performed the H46 Steering Linkage recall on this customer s vehicle and again on 12/23/2013 they performed the N62 recall and states they did an inspection and there was is no further action required.She also states that they do not just pull the customer s name out of a hat to do a recall.
Agent called the customer back and advised him of what SA, Barbara

stated.
The customer states he talked to the manufacturer and alleges that they have told him that Chrysler is providing the wrong information to customers and states he also called Oxendale Chrysler and spoke with the SM whom the customer alleges has told him that the left tie rod ball joint is cracked and that Chrylser is providing the wrong information.
The customer then started using vulgar language with the agent and stated he will contact a lawyer and sue Chrysler if anyone gets hurt or killed.
Agent then advised the customer to please keep the call professional and refrain from using that type of language and warned the customer that the call would end if he continued.The customer then disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C3	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	12/01/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	12/02/2007	***Mileage***	93,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68377	VERO BEACH CHRYSLER			
Dealer Address	855 S US HIGHWAY 1				
Dealer City	VERO BEACH	***Dealer State***	FL	***Dealer Zip***	32962

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	VERO BEACH FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall reimbursment

Briefly summarize why the customer is contacting Chrysler: Customer states that he believes he had this repair completed about a year ago and was inquiring about if he can be reimbursed for the cost of the repair.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for recall repair cost. Writer advised that he would need to submit for possible reimbursement. Writer advised that he should take the vehicle to a DLR to be inspected also to make sure the proper parts are on the vehicle. Writer advised that we will send out a document request link for possible reimbursement.
****** Below Customer Contacted for Documentation Request ******
c[redacted] on 2013-12-27 @ 11:08
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Writer acknowledges assignment.
Writer will follow process, no documents yet.
No documents.
No documents.
*
No documents, call Customer advise case will close in two days.
No documents. Writer will call Customer as soon as possible.
No time today to review.

CUSTOMER CONTACT: Writer called [redacted]. Writer acknowledges that H46 recall was completed 10/31/2013 and it must have been deemed original factory equipment - inspection as no parts were required.
CUSTOMER CONTACT: Writer provided case # and US CAC for contact.
**********AGENTS - Please explain the N62 recall to Customer. Customer had H46 completed 10/31/13 - Vehicle still had factory equipment. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler would like to have those inspected and will replace again as needed. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual. Customer can still send in documents if he wishes.
CUSTOMER CONTACT: Writer called [redacted]. Writer explained the H46/N62. Customer advised he upgraded to the new style of steering linkage just the once. Writer advised that needs to be inspected by CDJR, and dealership will replace parts as they deem necessary under the recall compliments of Chrysler. Customer understands, and we will not need his documents. Customer will take vehicle to CDJR as soon as he goes to town. Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C6	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/08/2005	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	04/20/2006	***Mileage***	101,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44373	PERFORMANCE JEEP DODGE OF LINCOLN			
Dealer Address	6601 TELLURIDE DRIVE				
Dealer City	LINCOLN	***Dealer State***	NE	***Dealer Zip***	68521

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	WILBER NE [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in regarding the N62 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer called in stating that the tie rods on his vehicle had broken

Briefly summarize why the customer is contacting Chrysler:
Customer called in to request reimbursement for a repair he had done to his car a year ago. Customer states he was driving and the tie rod had snapped and vehicle had lost control and went into the ditch. Customer had taken vehicle to Performance Chrysler Jeep Dodge. Customer stated repairs had cost around $1,200. Customer has just received the recall notice for the tie rods in the mail and would like reimbursement for the repair he had on his truck due to the prior accident. Agent provided Fax number for customer as well as standard reimbursement verbiage. Customer is going to have dealership fax a copy of the repair order.
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for repair on his truck due to a tie rod breaking prior to the recall being released.
POSTMARK DATE: 122713; DATE RECEIVED: 122713
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
This recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part.
If customer has an invoice that shows he had previous repair on the tie rod writer submit for reimbursement.
Writer reviewed the file and customer will have to provided an invoice for previous repair on the tie rods.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] Writer left a voice message for the customer to contact her back regarding the letter he submitted. Writer provided the case number as well as her contact information as followed 855-675-9291 Ext 4718290.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] Writer left a voice message for the customer to contact her back regarding the letter he submitted. Writer provided the case number as well as her contact information as followed 855-675-9291 Ext 4718290.
Writer is closing the case as no response from customer.
POSTMARK DATE: 012814; DATE RECEIVED: 012814
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D2	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/07/2006
Model Year	2007	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
In Service Dt	10/12/2007	***Mileage***	78,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	65033	KEY CHRYSLER JEEP DODGE INC			
Dealer Address	2020 N DETROIT STREET				
Dealer City	XENIA	***Dealer State***	OH	***Dealer Zip***	45385

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPRINGBORO OH [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Recall N62 reimbursment
Recall - H46: STEERING LINKAGE - Information Request	recall on VIN
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall on VIN

Briefly summarize why the customer is contacting Chrysler: recall reimbursement for the tie rod ends
Agent gave reimbursement information.
Briefly summarize what the customer is expecting: any information on the exhaust manifold bolts breaking? Have done the passenger side and now the driver side is getting done right now.
Agent states no concern on the manifold bolts. Please keep records of repairs and if the concerns is covered in the future you can request a reinbursment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G1[redacted]	***Open Date***	12/27/2013	***Built Date***	08/25/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/06/2006	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68871	BRANDL MOTORS			
Dealer Address	HIGHWAY 25 SOUTH				
Dealer City	PIERZ	***Dealer State***	MN	***Dealer Zip***	56364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ONAMIA MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer received notice and asked for information.
Corporate - CNA Change - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated receiving N62 letter and requested additional information.
Briefly summarize what the customer is expecting: Customer expecting clarification on N62.
Writer advises Customer that this N62 was a recent recall.
Customer indicated great satisfaction with vehicle but it had been placed in storage for winter.
Writer offered to transfer Customer to DLR to be placed on waiting list for spring repair. Customer declined.
Writer re-enforced that the best action was to see DLR as soon as possible and be placed on waiting list. Customer agreed.
Customer restates satisfaction with Dodge product. Writer thanked Customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/03/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	06/03/2006	***Mileage***	124,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60340	CAROLINA CHRYSLER JEEP DODGE, LLC.			
Dealer Address	891 HIGHWAY 1 S				
Dealer City	LUGOFF	***Dealer State***	SC	***Dealer Zip***	29078

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LUGOFF SC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	advised customer of recall information

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he recieved a recall notice .
Customer is stating that he had the right side replaced already .Customer is wanting to know if the recall only covers the left side . Agent updated customers information and advised customer that the recall only covers the the left side . Customer thanked agent and understood .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	11/12/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	04/12/2011	***Mileage***	91,453	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CASPER WY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Left tie rod broke
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has the recall N49 on the vehicle and his left tie rod broke. Customer states the vehicle is at the DLR right now.
Briefly summarize what the customer is expecting: Customer seeking part for repair.
Agent confirmed customer information.
Agent contacted DLR and spoke to SA Ryan.
SA states the vehicle is at the DLR and the left tie rod did break.
SA transferred agent to PA Darrin.
Darrin states the part number as follows:
cbuen491aa
cbuen492aa
Agent advised customer of a CM being assigned to his case.
Customer states he would need a rental vehicle next week as his friend will need his vehicle back on Tuesday.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 7[redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF) DLR
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45518 FREMONT MOTOR CASPER, INC
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Writer contacted SA Ryan. SA stated that the tie rod did brake due to the recall. SA stated that there are no parts available at the moment. SA asked if it would be alright if they took the parts from the L16 recall until the N49 parts are available. Writer stated that more research will be required and that there will be a call back later.
Customer calling in due to the fact that they requested to speak with their CM because they need to request a rental as soon as possible. Agent advised customer that a note would be left in his CAIR in order to notify the CM to contact customer. Agent also advised that their CM is working as hard as possible to provide a rental; customer stated he needs one as soon as possible.
Writer contacted Parts Advisor Dave. PA stated that the part isn t even created and that there is no part to order. PA asked if they can use the L16 parts for the N49 recall since there are no parts even created. Writer stated to contact the AM.
****** Following Corporate Resource has been contacted ******

PARTS SPECIFYING
on 2013-12-30 @ 14:45
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer stated that the customer could get a rental and that the writer could look into reimbursing the customer. Writer stated that the part isn t available at the moment and that the dealership doesn t know when the part will be in. Writer stated that there will be a call back no later then Thursday 01/02.
Dealer 44136 (Sales Person) William calls to speak with their Case Manager.
While the writer was trying to locate the CM,the dealer disconnected the call.
Writer advised the CM the detail of the conversation with the dealer.
Sales Manager William from Bob Ruwart Motors contacted writer. Sales manager stated that CHRYLSER should put the customer in the rental for the open recall. Writer advised the Sales Manger that the writer stated that the customer could get into a rental and that the writer would look into reimbursing the customer. Sales Manager stated that if the writer couldn t help the customer and the sales Manager that the Sales Manger would like to speak to a supervisor. Writer stated that the writer would look into reimbursing the customer for the rental and that is all that the writer could do for the customer. Sales Manager asked for a supervisor.
Supervisor Call: [redacted]
Writer received call from Sales Manager William at BOB RUWART MOTORS INC, 44136, 307-322-3146. William states that he feels that Chrysler should put the customer in a rental. William states that the customer needs a rental vehicle. Writer advised William that at this time Chrysler Customer Care had no information on the part. Writer advised that per the information in the case, the part is not being manufactured yet. Writer advised William that the customer is able to rent a vehicle and Chrysler could look into possible reimbursement once there is more information on the part. Writer advised William that the case manager will contact the customer once there is information about the part. Writer advised that the case manager has reached out to Parts Specifying for help with the part information.
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T6262AB******
This is not a specifying issue please contact expediting
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
Writer noting this is a campaign part. CAIR will be transferred to CM-KC523 to advise customer the dealer will be the point of contact for this part.
**********END OF TRIAGE**********
Writer contacted SM Jamie. SM stated that they contact the AM and the AM stated to put the L16 parts on until the N49 parts come in. SM stated that once they put the parts on the vehicle it damaged the wheel. SM stated that the wheel is not made anymore. SM stated that SA Ryan is working with the AM to see where to go next. SM stated that yesterday they put the customer in a rental.
Writer contacted customer. Customer stated that he is going to pick up the rental right now. Writer stated that there will be a contact on Tuesday with some more information. Call back 01/07.
Customer s son called in. Customer stated that ever since the customer bought the vehicle there has been battery issues. Customer stated that when they were doing the test drive they had to jump start the vehicle as well. Customer stated that his lawyer is going to be calling DODGE tomorrow. Customer stated that he want to take the vehicle back since the vehicle is not working properly. Writer stated that it is not and potion that Chrysler is pursuing at this time, and we would like to look at getting your vehicle repaired as soon as possible. Please feel free to review at your state s Lemon Law guidelines online at bbb.org or you can contact your states officials for more information. Writer stated that the writer would look into getting the customer a service contact and will also call the dealership as well to see when the tech is going to be coming in. Call back tomorrow 01/07.
DISREGUARD LINES 98-110.
Customer called in stating that the dealership will not release the

vehicle to the customer since there is a crack in the rim. Writer stated that there writer will call the dealership then call the customer back tomorrow 01/07.
Ryan dealer code 45518 called for an update on his customers case. Ryan said that the rim does have a crack in it and is unsafe to drive. Agent transferred call to the Case Management line 800-763-8422, x66067.
Writer called SM Jamie. SM stated that he isn t really familiar with the case and that SA Ryan is not available at the moment. Writer stated that there will be a call back later if no call back.
Writer left a message for the SA Ryan.
Writer contacted customer. Writer stated that the writer is playing phone tag with the SA Ryan. Customer stated that after today the customer will not have the rental vehicle anymore. Writer stated that there will be a call back by end of business.
Writer contacted SA Ryan. SA stated that the rim is cracked due to the rim. SA stated that the wheels are bigger and that they will have to look in to see what size the customer would want. Writer stated that Chrysler would be able to do the one rim but not the other 3.
Writer contacted customer. Writer stated that the writer would be able to assist with the one rim but not the other three rims. Customer stated that he has to pay for the other 3. Customer stated that he doesn t want to use the stock rims because he doesn t like the stock rims. Customer stated that he will look at rims tonight. Writer stated that there will be a call back on Thursday 01/09.
Writer contacted customer. Writer stated that the writer would only be able to cover the one rim if it is a MOPAR rim not an aftermarket part. Customer stated that he doesn t have the money to get the rims at the moment and that he needs to figure out a way to tow his vehicle to his shop. Writer stated that there will be a call back tomorrow.
Customer called in. Customer stated that he does want CHRYSLER to pay for an aftermarket rim and that he would like CHRYSLER to send the customer a check. Writer stated that that the writer would only be able to if the customer were to get MOPAR rims and not aftermarket rims. Customer stated that the customer went to the service department and that the service department stated that CHRYSLER would be able to send a check to the customer. Writer stated that the only way that would happen is if the customer were to get a MOPAR rim. Customer stated that he would like to talk to a supervisor. Writer stated that the writer s supervisor would be telling the customer the same thing. Customer stated that he has the right to talk to a supervisor and that he will be taking this case to court. Writer transferred call.
***Supervisor Call
Customer stated that he would like to be reimbursed for the rims that were damaged. Customer stated that he will not put factory rims on his vehicle. Customer stated that he had to order 4 new rims because the rims that were on the vehicle Customer stated that the rims that were on it were aftermarket rims. Customer stated that he understands where Chrysler is coming from on the rest of the rims however he would like to see if he can be reimbursed for the rim that was damaged. Writer informed the customer that we may be able to reimburse for the one rim that was damaged however he would need to have access to the documents from the time of purchase. Customer stated that he may be able to get them. Writer informed the customer that a call back will be made by the end of today with a final decision.
Writer contacted customer. Writer stated that the writer would be able to reimburse for the one rim that is damaged but does need to get documentation Customer stated that the customer did call the 3rd party to get the documents. Writer stated that there will be a call back on Monday 01/13.
Writer contacted customer. Customer stated that he did get the documents. Customer stated that the customer got them on Sunday. Writer gave the customer the fax number and stated that there will be a call back when the writer gets the documents.
****** Below Customer Contacted for Documentation Request ******
as1371@chrysler.com on 2014-01-13 @ 15:06
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted customer. Customer stated that the documents are at work. Customer stated that the customer will call the writer back in 45 minutes.

Customer called in. Customer stated that he couldn t find the documents. Customer stated that he paid a little over $500 for the one wheel. Writer looked up and the total for the wheel is $540.02. Customer stated that he would like an extended warranty. Writer stated that DODGE doesn t do extended warranties but can look into a service contract. Writer stated that there will be a call back on Thursday 01/23.
Writer called the customer and left message informed customer that the offer remains for the reimbursement. Customer was informed again by message that there are no extended warranties and that CM would like to discuss the finalized offer with the customer
Customer called in and informed agent that he does not need an extended warranty as customer is in the process of selling the truck. Customer was informed that the CM offer of reimbursment still stands.. Agent verified address and informed customer that the case will be closed at this time
Writer left message for customer to return call.
Writer attempted to contact customer. Writer left message requesting a call back.
Writer left message for customer to return call.
CM Needs to speak to Kc523 to see what the offer was made to the customer.
Writer contacted customer, writer advised customer all documentation has been reviewed and writer offered the reimbursement amount of $540.02 that was previously offered. Customer states for several weeks now he has gotten calls from different agents offering the amount and nothing is getting done. Writer inquired about address update. Call then was disconnected.
Writer attempted to call back customer and no response. Writer left voicemail requesting a call back to make sure everything was to satisfaction and verify the mailing address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/12/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/28/2005	***Mileage***	179,617	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42219	CENTRAL DODGE			
Dealer Address	1025 WEST SUNSHINE				
Dealer City	SPRINGFIELD	***Dealer State***	MO	***Dealer Zip***	65807

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CAMDENTON MO[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Confirmed no email address
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting information regarding N62

Briefly summarize why the customer is contacting Chrysler: Customer requesting information on N62 recall.
Briefly summarize what the customer is expecting: Customer expecting advice on driving safety of vehicle.
Customer stated the DLR had no information on this recall on December 23, 2013, or delivery date of required parts.
Customer stated he was planning a 1000 mile trip and was concerned about the safety of driving this vehicle with repair.
Writer stated to Customer that DLRs were late in receiving this recall information. Writer apologized to Customer.
Writer stated to Customer that there was not a No Drive comment on the Safety Recall (referred to Answer ID 24057)
Writer stated to Customer that it was important to contact Dealer and be placed on waiting list as soon as possible. Customer declined transfer and indicated that he would see DLR in the near future.
Writer reinforced that Customer should be placed on waiting list as soon as possible in order to avoid any kind of delay in installation when part become available.
Customer agreed and thanked Writer for advice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L0	9G[redacted]	***Open Date***	12/27/2013	***Built Date***	01/23/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/13/2009	***Mileage***	60,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67145	CAMPBELL CHRYSLER-DODGE-JEEP INC			
Dealer Address	217 WEST MAIN STREET				
Dealer City	CENTRALIA	***Dealer State***	WA	***Dealer Zip***	98531

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CENTRALIA WA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Corrected customers name on file
Recall - N49: LEFT TIE ROD -	Customer states he was advised the parts will not be available for months
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the dealership advised him the parts for his recall will not be available for many months and that they are not able to place customers on a list at this point. Agent advised customer that we are requesting the customers to allow until after 01/06/13 to book appointments with the dealership. Agent did advise customer that the parts are not available at this point.
Briefly summarize what the customer is expecting: Customer seeking fulfillment of his recall.
Reassigning to TL as recall has not been diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	01/12/2006	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	04/05/2006	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	***Dealer State***	CO	***Dealer Zip***	80234

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POWELL WY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler:
Customer stated she is contacting CAC on behalf of her Son who received a letter in the mail notifying him of an incomplete recall he has on his truck.
Customer stated the letter advised they cannot contact the DLR for service appointments until January 6, 2014.
Customer stated the letter advised this is a big safety concern if this were to happen to his vehicle.
Briefly summarize what the customer is expecting:
Customer is seeking to have recall completed on Monday.
-
Agent advised customer of N62 incomplete recall.
Agent advised customer there is a special part needed for the recall and Chrysler is releasing it 01/06/2014, however some DLR s may already have the part.
Agent advised customer she would need to get in contact with her Certified Chrysler DLR for further assistance in booking an appointment as the DLR is the one who performs the recall repairs.
Agent offered to contact the DLR to see if they are able to get customer in sooner to have the recall completed.
Customer stated she would contact them herself and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	3G7[redacted]	***Open Date***	12/27/2013	***Built Date***	08/29/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/27/2002	***Mileage***	146,871	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT STEPHEN SC [redacted]3	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Request for reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer states that a month ago he was driving his vehicle about 45 MPH and the tire slipped and broke off the spindle. The customer lost control of the steering and had to replace the hub seal unit and the spindle.
Briefly summarize what the customer is expecting: Customer states he has since received a recall notice for this concern and is seeking reimbursement. Writer referred customer to his recall notice for reimbursement steps. Writer advised there are no guarantees for reimbursement however; these are the steps to proceed. Customer understood and was satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU3869	3G7[redacted]	***Open Date***	12/27/2013	***Built Date***	09/13/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	11/30/2002	***Mileage***	110,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODGE			
Dealer Address	20700 TORRENCE CHAPEL RD				
Dealer City	CORNELIUS	***Dealer State***	NC	***Dealer Zip***	28031

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOORESVILLE NC [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states they repaired N62 recall already
Corporate - CNA Change - Default - Default - Default	Updated customer information
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	advised of recall

Customer contacted CAC stating that they just received the N62 recall notification in the mail. Customer further stated that they purchased the part at an auto parts store and that her husband had made the repair her self. Customer further stated that she wants to know if she could be reimbursed for this concern. Customer further stated that she would not like to be transferred to a dealership because her husband only drives the vehicle and that it would be up to him to make an appointment for this. Customer further stated that she does not need any dealership contact information.
Customer is expecting reimbursement for recall N62.
Agent advised customer that she would be able to apply for reimbursement and provided information from answer I.D 17420 and advised customer to send all information from that I.D. Agent further advised customer that it would not be guaranteed that reimbursement could be provided for this concern. Agent further stated that there is recalls E17 and H46 as well and that there are parts available for those recalls as well. Agent further offered assistance by connecting customer to the dealership how ever the customer stated that she did not need assistance with that. Agent advised customer to please allow 60 days for handling of this request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	07/21/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/11/2005	***Mileage***	130,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GOLD BAR WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	broken tie rod

Customer states his tie rod broke 2 weeks ago. Customer states dealer told him they could not help him so he did the repair himself. Customer states he just received the N62 recall notice and wants to know if he can be reimbursed.
Agent referred to Answer ID 24057 for the N62 recall bulletin. Agent informed customer that this recall only applies to vehicles that had certain Mopar service parts steering components installed during a prior service appointment.
Agent informed customer that it is not for the original parts.
Customer states he still has the parts and will have dealer check to see if they were Mopar replacement parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	02/18/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	07/08/2011	***Mileage***	40,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHILTON TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	Customer advised ball joints were worn
Recall - N49: LEFT TIE ROD - Information Request	Customer requesting recall information
Corporate - CNA Change - Default - Default - Default	Writer updated customers contact telephone number

Briefly summarize why the customer is contacting Chrysler: Customer states that he recently received a recall notice for the N49 recall for the Left Outer Tie Rod. Customer states that a few months back he was experiencing an issue where he was driving the vehicle and every bump he hit there was an extreme shimmy in the vehicle. Customer states he was afraid the vehicle was going to break down so he took it to a facility close in the area. Customer states the mechanic at that point said the ball joint were worn as a result of the lack of lubrication from the tie rods. Customer states he paid out of pocket approximately $400.00 to have this repaired. Customer states now there is a recall on the tie rods. Customer states he called the dealership in Waco - Allen Samuels (45456) and they said the parts aren t available yet. Writer advised customer that parts are restricted so the dealership is only receiving so many at a time. Writer advised customer would like to contact over to dealership to ensure that he is on a list to receive a part once they come in so that his vehicle can be repaired. Customer agreed. Writer spoke with Parts Counter - James - Allen Samuels (45456) and confirmed customer is on the list for the part and will be contact once the part is in. Writer advised customer that the dealership will contact him to let him know when the part has arrived so we can make an appointment. Customer would like to know if at all possible the ball joints had to be replaced as a result of this recall. Writer advised that would be something best determined by a Chrysler Dealership, we are not technically inclined. Customer states he would like to know if he could be considered for reimbursement of the previous repairs if they were caused by the recall. Writer advised if the Chrysler dealership can determine that the repair was necessary due to the recall then we could look further into the possibility at that time. Customer advised he will wait until the parts are in and if he needs further assistance will call back then.

Briefly summarize what the customer is expecting: Cost assistance/Recall completion

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A9	8G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/06/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/02/2008	***Mileage***	125,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68736	BLACKWELL-BALDWIN DODGE INC			
Dealer Address	1660 BUSINESS 60 WEST				
Dealer City	DEXTER	***Dealer State***	MO	***Dealer Zip***	63841

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CARROLLTON MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:Customer said he already got his LEFT OUTER TIE ROD ASSEMBLY replaced at an IRF. He did not know if MOPAR parts were used.
Briefly summarize what the customer is expecting:Customer asked if he could be reimbursed. Agent advised he would not be reimbursed for the labor, but if he used MOPAR parts he could get reimbursed for those. Customer said he would find out if they used MOPAR parts and would contact us back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG6[redacted]	***Open Date***	12/27/2013	***Built Date***	06/15/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	08/15/2011	***Mileage***	69,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66804	MANCARI'S CHRYSLER JEEP, INC.			
Dealer Address	4630 WEST 95TH STREET				
Dealer City	OAK LAWN	***Dealer State***	IL	***Dealer Zip***	60453

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMINGDALE IL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added primary and secondary phone numbers.
Recall - N49: LEFT TIE ROD -	Customer seeks to have N49 recall for the left tie rod performed.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:The customer states they received a recall in the mail for the left tie rod. She states it s a work vehicle used to haul horses and contacted the dealership and they told her that the parts are not available.
Briefly summarize what the customer is expecting:To locate the parts to have the left tie rod recall performed.
Agent called Mancari s Chrysler Jeep Dodge and spoke with John in the parts department to find out if they have the parts available for recall number N49 for the LEFT TIE ROD and to ask them to place an order for the parts for this customer. Parts advisor, John states an order has been placed for this customer and stated they are expected to be available around 01/06/2014.
Agent advised the customer that the parts to perform recall number are currently unavailable and advised her to that her dealership has placed an order for the parts and that they are estimated to be come available around January 6, 2014. Agent advised the customer that the issue lies with the parts supplier and to continue working with her dealership.
The customer states they will sell the truck and not buy another one.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38CX	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	06/26/2003	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/31/2003	***Mileage***	200,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	61661	FOSS MOTORS INC			
Dealer Address	133 PORTSMOUTH AVENUE				
Dealer City	EXETER	***Dealer State***	NH	***Dealer Zip***	03833

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CRAWFORDVILLE FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states she might be in Canada by January 6th. The customer wants to know if it matters where she has the recall completed. Agent advised the customer that the recall should be completed at a certified Chrysler dealership. Briefly summarize what the customer is expecting: The customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/08/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/14/2004	***Mileage***	151,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KANSAS CITY KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler:Customer called seeking information on recall.
Customer states that he has replaced the linkage and tie rods on vehicle and is inquiring on reimbursement.
Customer has had tie rods replaced before on recall.
Writer advised customer that if it is proven that the part that was replaced before is the part concerned in the recall he may be eligible for possible reimbursement of cost of part.
Customer has appointment with dealer next month and will investigate to ascertain as to whether what parts were replaced.
Briefly summarize what the customer is expecting:Customer expects recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A6	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/23/2006	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	04/21/2007	***Mileage***	100,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44192	SHELBYVILLE CHRYSLER PRODUCTS INC			
Dealer Address	2121 MIDLAND TRAIL				
Dealer City	SHELBYVILLE	***Dealer State***	KY	***Dealer Zip***	40065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PLEASUREVILLE KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states that he has a recall on his vehicle.

Briefly summarize why the customer is contacting Chrysler: customer states that his vehicle has a recall on his vehicle but his son brought the vehicle into the dealership this morning and the dealership states everything was fine and they did not have to do the recall. Customer is worried about the recall because of safety. Customer states that his vehicle is doing the death wobble.
Briefly summarize what the customer is expecting: customer seeking recall information.
Spoke to: SM hisle.
He states that they have done an initial steering linkage inspection process and they stated that everything is fine they did not have to replace the recall part because it does have the updated part.... SM states that he is having issues with his power steering because when he goes around a curve the steering tends to jerk little.
Agent advised what the SM states at the dealership
Customer states that he is having issues with the light Turing off automatically on it own. Customer states t hat he think that he is having issues with his fuse panel.
Agent advised customer to bring his vehicle into the dealership for a diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A1	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/14/2007	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	04/10/2007	***Mileage***	175,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MOREHEAD KY [redacted]4	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer had to pay for this recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called about the one part on his vehicle fell off on december 22/13 and then the customer received the letter in the mail the day after pertaining to the N62 recall.
Briefly summarize what the customer is expecting: Agent verified with the customer that the address for the customer to submit his receipts was on the letter he received in the mail. Agent let the customer know that the procedure takes approximately 4-6 weeks. Agent also said that she did not know if all the costs involved would be reimbursed (towing, all the labor, etc) but said the customer would receive documentation in the mail regarding what reimbursements would pay out
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern:Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 300.00
Reviewed previous files Yes
Reassigned to 86Y
Agent has reviewed file and there is no indication that the tie rod ends were replaced with Mopar parts prior to the recall. Customer is requesting reimbursement for repairs done at an IRF. Agent will advise customer to go to a certified Chrysler dealer for inspection.
Agent contacted the customer @ [redacted] and informed of decision.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2665	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	02/21/2003	
Model Year	2003	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	07/09/2003	***Mileage***	273,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	61661	FOSS MOTORS INC			
Dealer Address	133 PORTSMOUTH AVENUE				
Dealer City	EXETER	***Dealer State***	NH	***Dealer Zip***	03833

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DOVER NH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall repair/reimbursement process

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Briefly summarize why the customer is contacting Chrysler: seeking recall reimbursement process
Briefly summarize what the customer is expecting: seeking recall reimbursement process.
The customer, Jonathan provided writer with his VIN and was inquiring about the recall notice he received: N62 and stated that the recall was about 1 year too late due to the fact that this component failed on him a year ago on the highway and he stated that when the tie-rod failed it sent the vehicle across 4 lanes of traffic ending him in a small ditch on the side of the highway. He stated that he could have been killed or cause an accident so he was inquiring about his steps moving forward.
Writer consulted with ACDoc#24057 and explained the parameters of this recall: Mopar Replacement parts and further advised him of the H46 recall and the fact that at the time of the recall, the components were only inspected, thus he would not qualify for reimbursement on the N62 recall.
The customer, Jonathan stated that we can only see the work performed at a dealership and that is all, and stated that he believes this is the second repair on the component. He advised writer that if he can produce an invoice showing that the repair was previously completed, would he be reimbursed.
Writer advised him that if he can locate both invoices with proper proof of payment, he can definitely submit the information for reimbursement review.
Writer advised him of his case number and stated that once he locates the information he can mail it or contact us back and he can obtain the fax number and submit at that time.
He thanked writer for the added information on the N62 recall parameters and the assistance today.

CLOSED LOOP UPDATE - customer provided with reimbursement documents needed for N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A1	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/15/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/08/2007	***Mileage***	117,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60142	SUT HILL PRAIRIE DU CHIEN, INC			
Dealer Address	1621 S. MARQUETTE RD.				
Dealer City	PRAIRIE DU CHIEN	***Dealer State***	WI	***Dealer Zip***	53821

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MARQUETTE IA 5[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer requesting reimbursement for past repairs
Product - Suspension - Tie Rods / Drag Link - Worn - Front	customer supplied his own tie rods.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 13:13
Briefly summarize why the customer is contacting Chrysler: Customer states that he recently received the notice for recall N62. Customer states that a couple of years ago the tie rod assembly fractured as described in the recall and he had it repaired at his cost. Customer inquired if he is able to be reimbursed for this past repair.
Briefly summarize what the customer is expecting: Reimbursement for the past repairs on the tie rod assembly.
Agent advised customer of document requirements as per ID: 19074. Agent sent document request link at customer s request and advised of the time limit for this link.
Reassigned to 86Y
Writer acknowledges assignment.
No documents.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
No documents.
No documents.

*
No documents, call cx as asoon as possible, advise case will close in two days, get by pass then.
No documents. Writer will call Customer as soon as possible.
No time today to review.
No time today to review.
Writer acknowledges that H46 was completed 09/02/2009- bracket installed - but factory original equipment present.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke directly with Customer. Writer asked if he only had one repair on his tie rods. Customer states he has had several repairs on the vehicles front end. Writer advised documents are not yet in may be in backlog in queue, but documents will be reviewed when they get attached to case. Writer advised Case will close for now. Writer did encourage Customer to have vehicle inspected by CDJR. Customer said he would do that when he got back home.
No documents. by pass please.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010914; DATE RECEIVED: 011414
Documents attached for review.
Writer acknowledges that documents have been attached.
IRF CONTACT: Writer called Pinks Automotive and spoke to SA Jeff. SA Jeff advised Customer brought in his own tie rod (manufacture unknown) so invoice is labor only for the tie rods. SA Jeff advised they did supply the steering damper. Invoice was created 01/03/2013.
Customer has ordered the MOPAR steering linkage upgrade kit from Avondale Automotive, but no confirmation item is received or on vehicle.
CUSTOMER CONTACT: Writer called [redacted]. Writer understands that the MOPAR steering upgrade kit that Customer ordered was last year, and was the one he provided to Pinks to put on his vehicle.
As this is the only documented repair Customer was able to submit, Writer cannot reimburse for original factory equipment failure as Chrysler is looking for replacement parts, which Customer NOW has on his vehicle.
Customer is in Decatur GA and his truck is in the airport parking lot in Iowa, Customer cannot get his truck inspected at CDJR until he gets back home, possibly next week.
Writer is closing case, Customer has been advised of decison directly.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D9	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/11/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/30/2004	***Mileage***	96,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23354	TOM WHITESIDE AUTO SALES			
Dealer Address	15921 US 62				
Dealer City	MT STERLING	***Dealer State***	OH	***Dealer Zip***	43143

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MOUNT STERLING OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reinbursement

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 13:14
Briefly summarize why the customer is contacting Chrysler: Customer stated that he had to have the tie rod assembly repaired shortly before the recall notice had come out. Customer stated that he would like to be reinbursed.
Briefly summarize what the customer is expecting: Agent advised customer to send in the repair order and the proof of purchase and the case will be escalated to the reinbursement department for further review. Customer thanked agent.
***** Customer Document Received *****
Reassign to 86Y
Customer Document Reviewed.
Recall is marked as completed but no claims were put through as completed.
CUSTOMER CONTACT 7[redacted]: Agent attempted to call the customer. No answer left message wishing to discuss the recall and to call back directly.
Status update provided via email to the following email address:
[redacted]
Good Morning
My name is Jenna and I have been assigned to your case as your case manager.
I have reviewed your file for your request for reimbursement for the recall N62. The N62 Recall is on Mopar Replacement parts not Factory components. At this time I am needing an invoice showing a Mopar Steering linkage was replaced prior to this repair.
If you could please contact me back at your earliest convenience to discuss your reimbursement request at 855-675-9291 ext 4718558.
Thank-you
Jenna
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-14 @ 17:30
CUSTOMER UPDATE: Customer called stating that he has attempted to call a couple of times but it wouldn t go to voicemail. Customer stated they were not mopar replacement parts. Customer stated that was his bad and he didn t understand the recall. Agent stated that its not a problem and to ensure that it gets into the dealership for inspection. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39A7	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/18/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	10/19/2007	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LIVERMORE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was seeking information regarding recall N62.

Briefly summarize why the customer is contacting Chrysler: Customer was seeking information regarding recall N62.
Briefly summarize what the customer is expecting: Customer inquired if recall H46 had ever been issued to her vehicle. Agent advised customer that recall N62 is basically an upgraded part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	7J[redacted]	***Open Date***	12/27/2013	***Built Date***	11/01/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/29/2006	***Mileage***	245,674	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WAXAHACHIE TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry
Corporate - Reimbursement - Default - Default - Default	Recall reimbursement

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 13:26
Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement for a repair that had a recall attached for. Customer stated on 7/05/2013 he had to bring the vehicle to his local Chrysler dealer due to a loose front end and was advised the whole tie rod assembly needed to be replaced and was an out of pocket expense for the customer. Customer stated he was advised by the dealership to save his receipts just incase something is issued from Chrysler for the concern. Customer stated he just received a notice for the N62 LEFT OUTER TIE ROD ASSEMBLY and is requesting reimbursement for the repair.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for repair that was attached to a recall.
Writer acknowledges assignment.
No documents.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
No documents.
No documents.
*
***** Customer Document Received *****
documents in will review as soon as possible
Will review as soon as possible.
No time today to review.
No time today to review.
Documents are from a medical center for a client, nothing to do with Customer or Chrysler.

CUSTOMER CONTACT: Writer called [redacted]. Customer had H46 completed 11/09/2010 - still factory original equipment. Writer advised we received medical information. Writer advised Case will close in two days, but can be accessed or re-opened as needed.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 20:49
***** Customer Document Received *****
Writer acknowledges document. Customer had steering linkage replaced.
CUSTOMER CONTACT: Writer called [redacted]
**********Agent s please explain the N62 recall to Customer. Chrysler is not necessarily reimbursing for steering linkagerepair/replacement. Chrysler is looking for replacement parts, NOT factory original equipment repairs. Customer has now had a steering linkage repair completed so that needs to be inspected at any CDJR Dealer and if deemed necessary Chrysler will replace the affected recall part(s). See lines 47-53.
Writer will close case in two days but can be accessed or reopened as needed.
Customer called in. States they are returning a voicemail. Agent informed customer of lines 47-53 as per previous notes. Customer states that they currently have their vehicle at a CDJR DLR for an oil change. Customer states that when they pick up the vehicle they will arrange an inspection to verify they don t need any further repairs.
Writer acknowledges update. Customer has been of the outline for the N62 recall. Writer is closing case.
Customer wants to speak to supervisor regarding this issue. Tried to explain what was said in line 47-50. Will send to JR1305.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8G[redacted]	***Open Date***	12/27/2013	***Built Date***	04/08/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/31/2008	***Mileage***	36,484	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAKDALE CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 recall information call

Briefly summarize why the customer is contacting Chrysler: Customer states he received a notice for the N49 recall.
Briefly summarize what the customer is expecting: Customer is under the impression that he already had this recall completed earlier in the year. Agent advised customer that the recall that was completed in April 2013 was the L16 recall and that the recall notice customer has now is for the N49 recall which is a separate recall that customer still needs to have completed.
Briefly summarize why the customer is contacting Chrysler: Customer states he is very upset that he has another recall on his vehicle. Customer states he feels Chrysler does not compensate him for the gas or rental vehicle he has had to put out. Customer states he was advised that he will have to wait until April for the completion of his recall.
-
Agent contacted dealership DLR code 64302 and spoke with service department whom advised that she can only order 1 part every 7 days and that she has just started a list for the customers. Service department stated the customer is now on the list. Customer states that the parts being ordered will have the customer id number on it along with their names so that the part is not given to another customer. Agent advised customer he is now on the list and to when it comes time for his vehicle to go in for completion of the recall contact CAC back to see if a rental is a possibility. Agent advised no guarantees but we would be happy to look into.
-
Customer states his turbo went out in October. Customer states he was advised he can not have it replaced until it stops working. Agent advised customer there is a certain protocol that our Chrysler dealership must follow. Customer states what if he is out of warranty by the time the part completely fails. Agent advised if this were to happen at that time he could contact CAC to look into. Agent advised I will document his concern and complaints, that all files are reviewed by Chrysler.
-
Briefly summarize what the customer is expecting: Customer would like Chrysler to compensate him. Customer would like complaint known.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	06/14/2011
Model Year	2011	***Body***	D28P91	DODGE RAM LARAMIE 4X4 3500 CREW CAB		
In Service Dt	07/29/2011	***Mileage***	8,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	05689	BOB JOHNSON MOTORS INC			
Dealer Address	195 WEST MAIN STREET				
Dealer City	SPRINGVILLE	***Dealer State***	NY	***Dealer Zip***	14141

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOLLAND NY[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent added secondary number and email address
Recall - N49: LEFT TIE ROD - Other	Customer inquiring about the N49 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have the N49 recall and they are inquiring about when they will be able to get it completed. They stated that they went to a dealership and they were advised to call back in April because that s when the parts will be available. Agent referred to Answer ID 24054 and advised the customer that there will most like be a line up to get the recall completed but they should start calling into the dealership and making an appointment January 6th 2014 to get the recall completed. Customer stated that they will call into a dealership January 6th and make an appointment.
Briefly summarize what the customer is expecting: Customer is expecting to get their recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C7	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/06/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/05/2003	***Mileage***	107,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41400	THE DAVIS AUTO CENTER			
Dealer Address	2900 N MAIN ST				
Dealer City	LOGAN	***Dealer State***	UT	***Dealer Zip***	84341

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]-
	YUMA AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reinbursement

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 13:35
Briefly summarize why the customer is contacting Chrysler: Customer stated that he has received the recall notice for the N62. Customer stated that about six months ago he had the tie rod assembly repaired because the vehicle was shaking badly once it got up to 65 mph. Customer stated that he had the repair done at an IRF but they did use Mopar parts. Customer stated that he is seeking reinbursement.
Briefly summarize what the customer is expecting: Agent advised customer to send his repair order and proof of purchase and his case can be escalated to the reinbursement department for review. Agent advised customer that if he is reinbursed then he will be reinbursed for the part and not the labor because the repair was done at an IRF. Customer understood.
***** Customer Document Received *****
Writer acknowledges assignment.
Documents present.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Writer has discussed with CM. CM advised H46 was inspection so at that point Customer still had original factory parts. Customer in his own words opted to replace steering due to the vibration. Writer cannot reimburse the Customer for his decision to change steering, but he can have the vehicle inspected, and if MOPAR parts need to be replaced or fail in the future the N62 recall will cover it.
CUSTOMER CONTACT: Writer called [redacted]. Writer

advised that we cannot reimburse for the replacement of his steering linkage, but he should take his vehicle into any CDJR where it will be inspected for free under the recall, and if any or all of his steering linkage needs to be replaced under recall N62 technicians will determine that, and proceed with no charges to Customer. Customer understands. Writer is closing Case. Customer has been advised directly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	07/06/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/31/2006	***Mileage***	77,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall repair

Briefly summarize why the customer is contacting Chrysler: Customer stated he recieved a notice about the n62 recall and would like to know what needs to be done to have it completed. Customer stated he talked to one dealership who was unable to assist the customer.
Briefly summarize what the customer is expecting: Customer seeking dealership that can do the repairs.
Agent advised the customer that the first dealer may not be able to get the customer in because of part availability, or even scheduling. Agent found another dealership for the customer. Agent contacted the dealership and confirmed that the repairs can be done. SA stated the recall can be completed there and agent transferred the customer to schedule an appointment.
Spitzer Motor City Inc
13001 Brookpark Rd
Cleveland, OH 44142
(216) 267-2100

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C0 6G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/22/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	09/29/2005	***Mileage***	104,258	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE			
Dealer Address	300 WESTPORT AVE				
Dealer City	NORWALK	***Dealer State***	CT	***Dealer Zip***	06851

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STAMFORD CT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to seeking a rental. Customer states he has the N62Ù recall on his vehicle. Customer states that part broke recently.
Briefly summarize what the customer is expecting: Customer seeking rental assistance.
Agent contacted GARAVEL CHRYSLER JEEP DODGE RAM 203-845-8040 and spoke with SM Dave.
SM Dave stated the vehicle does need a new LEFT OUTER TIE ROD ASSEMBLY.
SM Dave stated the vehicle is off road and that there is no ETA date for the part.
SM Dave stated they tried to contact the DM with no response yet.
Agent advised customer we do not provide rental s for recalls. Agent advised customer because his vehicle is off road he would be near the top of the line for repairs when parts come in. Agent advised customer he does not meet goodwill. Customer understood.
Customer called seeking rental for recall repair. Agent advised that rental vehicles are not provided for recall repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C9	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	04/01/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	06/20/2005	***Mileage***	240,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP		INC	
Dealer Address	1035 NORTH CHURCH ST EXT				
Dealer City	SPARTANBURG		***Dealer State***	SC	***Dealer Zip*** 29303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BUFFALO SC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	OUT-OF-PARK ALARM SYSTEM
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	STEERING LINKAGE
Corporate - CNA Change - Default - Default - Default	Updated number

Briefly summarize why the customer is contacting Chrysler: [redacted] states he had tie rod work completed on 12-27-2011, and was charged over $1000.00.
Briefly summarize what the customer is expecting: Recalls
Agent spoke with Shon, SA.
Shon, SA, states 12-27-2011, shifter cable is broken, replace shifter cable as per customer request and replaced valve body binding. The customer was in 07-27-2011. Agent spoke with Robert, SM, to look into the issue to see if the shifter cable had anything to do with the recall E17
Robert, SM, state he has was not working at the dealership in 2011.
Robert states that their system is not showing the recalls from 2006 and 2011 for this customer.
Agent spoke with [redacted].
[redacted] states invoice # chcs205448: replaced left front U-joints, left upper and lower ball joints, and the left outer tie rod end.
Agent called Robert, SM to look into the invoice chcs205448 related to the tie rod. Robert, SM, states that he will have someone pull the customers paper file and call CAC back to advise if the repair is the same as the recall. Agent advised Roy and will contact him back once the information has been obtained.
Agent advised [redacted] of the recall N62 LEFT OUTER TIE ROD ASSEMBLY , for which he has not received the letter yet. Agent advised that he will need to contact he dealership after January 6, 2014 for an appointment.
Agent left a message for Robert SM related to lines 13-19,and left the CAIR number, VIN and the CAC call back number. Dealers number 864-580-2400

PLEASE REFER to CAIR[redacted], for the customer s issue with the repair to the tie-rod, and the subsequent recalls.
Writer will follow up with the dealership accordingly, so this case can be closed.
Please see TL for feedback, if needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	6G1[redacted]	***Open Date***	12/27/2013	***Built Date***	07/26/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/25/2005	***Mileage***	104,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43325	FIVE STAR DODGE-CHRY-JEEP			
Dealer Address	3068 RIVERSIDE DRIVE				
Dealer City	MACON	***Dealer State***	GA	***Dealer Zip***	31210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MACON GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Reimbursement for recall repairs N62
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called about recall N62.
Briefly summarize what the customer is expecting: Customer is expecting to get reimburse for repairs done to vehicle before customer received recall notification. Customer called to say that he had repairs done to his vehicle in regards to the recall N62 before he received his recall notice. Customer is seeking reimbursement for the recall repairs done. Agent advised customer from answer connect 19074 to mail all documentation to CAC in Aubun Hills MI. Agent advised customer that it could take up to 60 days for reimbursement.
Reassign to 86y
Waiting for documentation
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Be sure to send in both the Mopar steering linkage replacement invoice and the second invoice with the tie rods.
Thank-you
Jenna.
End of Status Update
Reassign to JK671- No documents

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	12/27/2013	***Built Date***	05/17/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	06/16/2010	***Mileage***	22,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63166	BAILEY'S MOTOR SALES INC			
Dealer Address	425 TEN ROD RD				
Dealer City	NORTH KINGSTOWN	***Dealer State***	RI	***Dealer Zip***	02852

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EXETER RI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she received notice of recall N49 and would like information on recall. Customer states she is aware parts required for recall N49 to be complete are unavailable until 01-06-14, customer states she has an appointment for repair 01-09-14. Customer states she is concerned of safety of vehicle.
Briefly summarize what the customer is expecting: Customer seeking information on recall.
Agent contacted dealer (63166) and spoke with SA Adam. Agent inquired if dealer is able to inspect vehicle to determine if vehicle shows signs of wear or damage. SA advised agent dealer is able to assist with inspection. Agent advised customer and offered to transfer customer to dealership to schedule appointment, customer declined.
Survey Bypass No Repair, Reassigned SG893

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3NL1	CG[redacted]	***Open Date***	12/27/2013	***Built Date***	07/26/2011	
Model Year	2012	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	08/15/2011	***Mileage***	53,168	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43860	CHAPRELL CHRY-DODGE-JEEP INC			
Dealer Address	1109 NORTH BROADWAY				
Dealer City	ADA	***Dealer State***	OK	***Dealer Zip***	74820

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DAVIS OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated his vehicle was brought to DLR 43860 due to something broken in the steering. Customer stated he was advised by David at the dealership they did have the parts to repair the vehicle but the SA stated there was a recall for the component and they didn t know what repairs were required under the recall.
Agent called the dealer to speak with SA David who was out to lunch. Agent left a message for SA David to verify if the dealership has the part to complete the repair and if so why he is advising the customer he can t complete the repair due to the recall information.
Briefly summarize what the customer is expecting: Customer seeking recall information.
SA Bob from 63- 43860 called back and advised that he had advised customer that there is the N49 Left Tie rod recall on vehicle. SA Bob advised customer that Chrysler has not yet released the part numbers for this recall. SA Bob stated that they do have one package available (for regular repair not recall) but the adjuster to install parts which would not arrive until Monday. SA Bob states that he told customer that currently his SM is trying to get approval from Chrysler to use different parts, and be covered under recall because the recall parts are not available. SA Bob advised they are waiting to hear back from Chrysler to see if they can use these parts.
Dealer contact
Agent called the dealer and spoke with SM David who stated they are at a stand still at this point due the vehicle being out of warranty. SM stated adjuster mentioned in line 17 was not ordered due to waiting to here from Chrysler for the goodwill. SM stated he is not assisting in this situation.
Customer contact
Agent attemped to contact the customer but the contact number on file has been changed or disconnected next agent is customer calls please verify the correct contact number and forward the file to 88F for goodwill.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D8	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	06/23/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	12/28/2006	***Mileage***	110,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPENCER TN [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Cusotmer seeking reimbursement for N62 completed by IRF

Briefly summarize why the customer is contacting Chrysler: Customer states N62 recall completed by an IRF in 09/2013.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for N62 recall completed by an IRF in 09/2013. Agent advised because recall was completed by an IRF, on the cost of MOPAR used to complete recall are reimbursable. Agent advised customer needs to supply Chrysler with confirmation from IRF that Mopar parts were ordered for the repair of this vehicle. Agent advised that recall is showing as incomplete, so customer has the option of seeking assistance from authorized CDJR dealer for recall fulfillment. Agent advised if recall is completed by dealer, repair will carry 12/12000 repair warranty. Customer to call back after discussions with husband.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49C5	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/15/2006	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	06/17/2006	***Mileage***	130,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68844	AUFFENBERG MOTOR CO OF MEXICO			
Dealer Address	202 W LIBERTY				
Dealer City	MEXICO	***Dealer State***	MO	***Dealer Zip***	65265

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARIS MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Custumer seeking information about open recall on his vehicle

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge to get information about the open recall on his vehicle. Briefly summarize what the customer is expecting: Customer is seeking information about the open recall (N62) on his vehicle regarding the Left Outer Tie Rod Assembly. Customer states that his tie rod broke a few years ago and he had if fixed at an IRF. Customer states he just wants to know if this recall had recently been issued. Writer informed the customer that is a very recent recall that has been issued. Customer did not request reimbursement information for the repair he had done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C6	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/13/2006	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	04/27/2007	***Mileage***	65,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59122	HOLIDAY CARS AUSTIN INC			
Dealer Address	2905 WEST OAKLAND AVENUE				
Dealer City	AUSTIN	***Dealer State***	MN	***Dealer Zip***	55912

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AUSTIN MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer was calling about this recall

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know if there was a time frame to get the N62 recall fixed. Customer said that he would be going to Texas for a few months and the vehicle would be parked in his garage.
Briefly summarize what the customer is expecting: Agent said the parts weren t available until after january 6th/14 and if it was parked for awhile, the customer could get in touch with the dealership when he gets back from his vacation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	09/22/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	05/17/2011	***Mileage***	148,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WASHINGTON UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod was already replaced.

Briefly summarize why the customer is contacting Chrysler: Customer states that on 05/28/2013 he had the left tie rod replaced at an IRF and would like Chrysler to reimburse him for this repair. Customer states that he would also like to be reimbursed for the cost of the tow truck. Customer states that the invoice he has does not have the correct VIN on it.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the N49 recall.
Agent advised the customer that on the recall letter it does state that if this repair was already completed then it gives you an address to submit your paperwork to for possible reimbursement. Agent advised the customer that if the invoice does not show the proper VIN then there may be an issue getting reimbursed. Agent advised the customer that he may want to get an invoice that shows the work was done on his VIN. Agent advised the customer that we do not normally reimburse for towing but he can include this invoice as well to see if they will. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D1	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/12/2003	
Model Year	2003	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	06/25/2003	***Mileage***	69,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DDP	5-SPEED MANUAL TRANSMISSION					

Dealer	67605	NORRIS-VERNIER MTR SLS INC			
Dealer Address	1200 N SUPERIOR				
Dealer City	TOMAH	***Dealer State***	WI	***Dealer Zip***	54660

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WARRENS WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeks validation of recall parts replacement.
Corporate - Service Promotions - Default - Default - Default	Inquiry of service lube oil filter promotions contract.

Briefly summarize why the customer is contacting Chrysler:The customer states he received a recall notice about the left tie rod and would like to verify exactly what the recall entails. He also states that when he purchased his vehicle the dealership at the time was in the hands of different owners and states they had given him a lifetime service contract for lube oil and filter changes and states that they have since lost the business and it has changed hands. He states the new owner is refusing to honor the incentives for service and would like to know if they can do this.
Briefly summarize what the customer is expecting:Explanation of recall N62 and incentives information.
Agent advised the customer of the information found in Answer ID 24057 in regards to the N62 left tie rod recall. Agent advised the customer that in regards to his question on the current dealership not honoring the liftime service incentives contract for lube oil and filter changes that he received at the time of purchase, unfortunately the incentives he had received were specific to the original dealership business and not the current one.
The customer thanked the customer for information and assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	12/20/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/23/2007	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRIGHTON CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about status of the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram to find out what she needed to do about the N62 recall.
Briefly summarize what the customer is expecting: Agent advised customer that the part will be available after 01/06/2014 and she can contact her local Ram dealership to have the recall repaired after that point.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3 BG[redacted]	***Open Date***	12/27/2013	***Built Date***	12/08/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	05/07/2011	***Mileage***	37,414	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONWAY AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer called for recall information

Briefly summarize why the customer is contacting Chrysler: Customer calling for recall letter received for the N49 recall.
Briefly summarize what the customer is expecting: Customer seeking recall information, customer states that he has had the vehicle to the dealership and the dlr stated to the customer that the tie rod is alright and doesn t need replacing. Agent advised the customer due to the recall letter received its considered a recall safety issue to take the vehicle into the dealership for repair. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C4	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/10/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/30/2004	***Mileage***	78,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DIAMOND SPRINGS CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Requesting recall information

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notification about the left outer tie rod assembly. Customer states that last year he had a similar recall completed on the vehicle. Customer inquiring about if he needs to have this recall completed since he has the last one completed.
Briefly summarize what the customer is expecting: Customer inquiring about if he needs to have this recall completed since he had a similar recall completed last year. Writer advised that this is a different recall. Writer advised customer to contact the DLR to set up an appointment to have the vehicle inspected and to verify that they have the parts in stock. Writer advised that this is a different recall so we recommend him getting the vehicle inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	01/31/2006
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/14/2006	***Mileage***	34,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44385	SERRAMONTE CHRYSLER JEEP DODGE			
Dealer Address	1500 COLLINS AVENUE				
Dealer City	COLMA	***Dealer State***	CA	***Dealer Zip***	94014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOSS BEACH CA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	agent informed customer of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on tie rod recall

Briefly summarize why the customer is contacting Chrysler: Customer states he received a letter for the N62 recall and when he tried to make an appointment to get the vehicle inspected for 01/07/2014 was told that the DLR could not order the part until the 6th. Customer stated he was going on vacation shortly after and was concerned about the vehicle malfunctioning while he was traveling.
Briefly summarize what the customer is expecting: Customer seeking information on recall.
Agent stated that the DLR could not order the part or do the repair until the 01/06/2014. Customer stated that he was just unsure about the repair as he stated it sounded more complicated than it had to be. Agent advised customer that there were 2 recalls on the vehicle, the H46-steering linkage and the N62- left tie rod assembly. Customer stated he had the H46 recall done but the DLR he used to go too closed. Agent stated that it might not have been recorded on file so the reason for the complicity of it may be due to the DLR pulling that recall up. Customer stated he would wait for the repair and call back in if the part will not arrive before he leaves for his trip.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D8	8G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/28/2007	
Model Year	2008	***Body***	DH6H81	DODGE RAM 1500 MEGA CAB 4X4			
In Service Dt	04/27/2009	***Mileage***	46,999	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW FRANKLIN MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiry regarding recall n62.
Corporate - CNA Change - Default - Default - Default	Updated coin.

Briefly summarize why the customer is contacting Chrysler: Customer states he has received a recall letter and would like to know what he needs to do.
Briefly summarize what the customer is expecting: information on recall n62.
Writer updated coin and DLR to 45608 Dealer Name : JOE MACHENS CHRYSLER DODGE JEEP.
Writer advised customer or recall as per N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057.
Writer spoke to SA Ben at 45608 Dealer Name : JOE MACHENS CHRYSLER DODGE JEEP and transferred the customer for further assistance in booking an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL9	CG[redacted]	***Open Date***	12/27/2013	***Built Date***	11/29/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	04/17/2013	***Mileage***	43,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23955	FIRKINS C-P-J-E			
Dealer Address	2700 FIRST STREET				
Dealer City	BRADENTON	***Dealer State***	FL	***Dealer Zip***	34208

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRADENTON FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking to complete recall N49

Briefly summarize why the customer is contacting Chrysler: Customer seeking to complete recall N49. Customer hearing a clunking noise and stopped at dealership, Firkins Chrysler (23955). Customer was advised he definitely needs recall completed but no parts available. Agent called dealership and spoke with Carrol in Parts. Carrol has placed customer on list and will try to order parts. Agent provided Parts with customer s phone number and VIN number. If dealership get parts early, Carrol will call customer. Agent provided customer with CAIR number and information.
Briefly summarize what the customer is expecting: Customer looking to complete recall.
Customer called in to find out if there is a definite date for when the parts will be coming in. Agent advised customer that at this point there is not an ETA. Agent advised customer of the previous notes, which states the dealership will contact the customer once the part does come in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU286X	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/07/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/28/2002	***Mileage***	180,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Dealer	43540	L & L MOTOR COMPANY INC			
Dealer Address	191 NORTH 200 EAST				
Dealer City	ROOSEVELT	***Dealer State***	UT	***Dealer Zip***	84066

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OAKLEY ID [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	reimbursement process

Briefly summarize why the customer is contacting Chrysler: Customer calling in regards to the recall letter he just recieved.
Briefly summarize what the customer is expecting: Customer states he has received the recall letter for the left tire rod N62. Customer states he had this issue and had the repair completed on the vehicle before the recall came out.
Agent stated to customer that he can submit his receipt to Chrysler for possible reimbursement.
As per answer connect #17420 agent provided customer with information to mail in for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/04/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/10/2004	***Mileage***	95,227	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HUNTINGTON UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall part needs to be repaired.
Corporate - Survey By-Pass - Dealer Call - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller [redacted] from Price Chrysler 68343 contacted Ram to find out what needs to be done about the N62 recall. [redacted] states that when the parts department attempted to order the part, it s showing as back ordered and will not be available until April 2014. Lance inquiring about who he should talk to, as he doesn t think it s fair that the customer will be waiting for so long for a safety issue.
Briefly summarize what the customer is expecting: Agent spoke with TL NC603 about the issue. TL advised to have dealership reach out to the business center to see if further assistance can be offered. Agent advised Lance of that information, and Lance states that he will contact them.
Reassign to KM788 for survey bypass dealer contact.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2869	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/17/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/05/2003	***Mileage***	258,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SOUTH LAKE TAHOE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he received a recall notice for the N62 recall. Customer states that he has had this repair completed twice already.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
Agent provided customer with a fax number for customer to submit the receipts. Agent also provided customer with the case number to attach to the fax.
Customer states the best number to reach him is [redacted]
Waiting for documentation
Waiting for documentation
CUSTOMER CONTACT [redacted]: Agent called the customer, no answer left message stating that she hasn t received the documents as of yet. AGent stated the case will be closed in 2 days until they do arrive. Agent stated if they haven t sent them in to please send by mail or fax. (provided both)
Customer has been away due to sister s illness (cancer) and her husband passing away as well. Customer will get receipts and fax them in shortly but wanted to let us know what had happened.
Reassign to JK671- No documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/13/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/23/2004	***Mileage***	156,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	61749	ROBERSON MOTORS INC			
Dealer Address	3100 RYAN DRIVE S E				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONMOUTH OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiry regarding n62 recall.
Corporate - CNA Change - Default - Default - Default	Updated coin.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information regarding the n62 recall. Customer inquiry if he needs to get his vehicle looke at as he does not recall having this part replaced previously.
Briefly summarize what the customer is expecting: recall information.
Writer updated coin.
Writer advised customer of recall n62 as per N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057. Writer advised customer that the did have a H46 Steering Linkage recall repaired in 2011 which may be a related part.
Writer advised customer that appoinments could be made after 01/06/2013 as per the recall n62 NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Writer offered to transfer customer to the DLR but the customer will callback.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2860	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/04/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/10/2003	***Mileage***	74,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26553	MICHAEL STEAD'S WALNUT CREEK CHRYS	LER JEEP DODGE
Dealer Address	2404 N MAIN ST		
Dealer City	WALNUT CREEK	***Dealer State*** CA	***Dealer Zip*** 94596

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALAMO CA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall information.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Agent advised customer of recall.

Briefly summarize why the customer is contacting Chrysler: Customer states he received notice of recall N62. Customer states he is unable to have recall repair completed until May. Customer states he would like information on expiration for recall.
Briefly summarize what the customer is expecting: Customer seeking information on recall.
Agent advised customer of incomplete recall E17, H46 and N62. Agent advised customer of inspection required for recall H46 and N62. Agent advised customer of recall information from AC#18806.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28CX	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/13/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/30/2004	***Mileage***	100,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44796	CENTRAL DODGE OF RAYNHAM			
Dealer Address	191 NEW STATE HIGHWAY				
Dealer City	RAYNHAM	***Dealer State***	MA	***Dealer Zip***	02767

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MIDDLEBORO MA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	H46 recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information

Briefly summarize why the customer is contacting Chrysler: Customer states she received a notice for the N62 recall.
Briefly summarize what the customer is expecting: Customer is wondering if she needs to bring vehicle into the dealership to have this looked into.
Agent advised customer that there are actually 2 incomplete recalls showing on customers vehicle. Agent advised that the H46 recall and the N62 are both showing as incomplete. Customer stated that she would contact the dealership then to have these recalls looked into on her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	7J[redacted]	***Open Date***	12/27/2013	***Built Date***	07/24/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/13/2007	***Mileage***	165,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45097	BENNY BOYD CHRYSLER DODGE JEEP			
Dealer Address	1611 LUBBOCK HWY				
Dealer City	LAMESA	***Dealer State***	TX	***Dealer Zip***	79331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COAHOMA TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer has inquiries regarding the n62 recall.
Corporate - CNA Change - Default - Default - Default	Updated coin.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall letter for n62. Customer states in 11/2013 the tie rod broke and he had to pay $2700.00 out of pocket to have it repaired which he completed at BENNY BOYD CHRYSLER DODGE JEEP. Customer wants to know if he would still need the inspection as he states when he had the work done he was advised that there was an issue with the original parts and they were no longer being supplied.
Briefly summarize what the customer is expecting: recall information and reimbursement for repairs.
Writer spoke to SA Mahlen at 45097 Dealer Name : BENNY BOYD CHRYSLER DODGE JEEP. SA Mahlen advised that the customer did have repairs completed but should still come in for the inspection to determine if he needs the recall completed and to have the customer call back on 01/06/2014 or after to book an appointment.
Writer advised customer as per N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057: If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Writer offered contact number to the DLR but customer states he already has the number and advised to have him follow with an appointment on or after 01/06/2014 to have the vehicle inspected.
SA Mahlen states the customer has 165000 miles as per his last RO.
Reassigned to lb546 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C9	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	01/13/2006
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	01/16/2006	***Mileage***	96,700	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	42124	GOSS DODGE INC			
Dealer Address	1485 SHELBURNE RD				
Dealer City	SOUTH BURLINGTON	***Dealer State***	VT	***Dealer Zip***	05403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLCHESTER VT[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Status Request - Default - Default	Custoemr seeking reimburstment for recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted more information on the recall.

Briefly summarize why the customer is contacting Chrysler: customer states that she just got a letter in the mail stating that she had a recall but she states that she had all the tie rods replace at mechanics (Dave Williston) customer states that she wanted more information on reimbursements
Briefly summarize what the customer is expecting: customer seeking reimbursement.
Agent advised as per Answer ID 17420
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Mailing address
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Customer states that she is upset that they did not include that information on the recall letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	05/05/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	06/30/2011	***Mileage***	54,589	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60223	MARC HEITZ AUTO VALLEY			
Dealer Address	200 BALLARD RD				
Dealer City	PAULS VALLEY	***Dealer State***	OK	***Dealer Zip***	73075

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]T	***Home Phone***	[redacted]
	MEDFORD OK[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	Recall towing reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod fell off
Corporate - Consequential Expenses - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Reimbursement	

PLEASE SEE CAIR [redacted]
INVOICE
K&S Tire INC
153952
Date: 10/30/13
miles: 54589
Tie Rod fell off
Towing 215.00
Alignment- $69.95
Tie Rod: $73.53
Labor: 140.00
TAx: 26.69
Total: 525.17
Paid by Check
Copy of check provided.
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: copy of check
Date of Repair: 10/30/13
Invoice #:153952
Labor $140.00
Parts $73.53
Misc. Charges $69.95
Towing: $215.00
Tax $26.69
Total $525.17
Writer is submitting check for approval in the amount of $525.17
Address confirmed
CUSTOMER CONTACT [redacted]: Agent called and spoke to the customers Wife. Agent stated to her that she is able to go ahead and do a full reimbursement. Agent stated that it is in the total of $525.17. Agent

stated that normally its 7-10 business days but to please allow up to 30 days. Customer thanked agent.
****
CHECK SUBMITTED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/30/2005	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	05/15/2006	***Mileage***	140,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	***Dealer State***	TX	***Dealer Zip***	79605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MERKEL TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information call

Briefly summarize why the customer is contacting Chrysler: Customer states he received a notice for the N62 recall. Customer advised agent that he has already completed the repairs for this recall himself 3 different time.
Briefly summarize what the customer is expecting: Customer is wondering how he can be reimbursed for the repairs that he paid for himself prior to receiving the recall notice.
Agent advised customer that there is information on the recall notice for customers to submit reimbursement request. Customer stated that he did all the repairs himself and that he does not have receipts or any information to send in. Agent advised customer without that information there would be no way for this department to verify that the repairs were done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C9	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	10/08/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	03/18/2005	***Mileage***	127,439	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67032	PAT CLEMONS CHRYSLER PLYMOUTH	DODGE
Dealer Address	1720 SOUTH MARSHALL STREET		
Dealer City	BOONE	***Dealer State*** IA	***Dealer Zip*** 50036

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]E	***Home Phone***	
	MADRID IA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY, had this repaired at IRF

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-27 @ 16:15
Briefly summarize why the customer is contacting Chrysler:
Customer stated he had the LEFT OUTER TIE ROD ASSEMBLY recall repaired out of pocket.
Briefly summarize what the customer is expecting:
Possible reimbursement.
Customer has not sent in documentation for the N62 recall of the left out tie rod assembly and has had 7 days, closed cair.
POSTMARK DATE: 012414; DATE RECEIVED: 012914
Documents attached for review

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT2	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	05/14/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/16/2011	***Mileage***	64,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLVER ON [redacted]	***Country***	CANADA

Recall - N49: LEFT TIE ROD - Reimbursement

12/27/2013 SS2057
Caller states did not know of tie-rod end recall and had already made repair. Caller states is looking to be reimbursed for repair. Caller states never received recall notice. **Writer provided contact for US CCI CAC and made warm transfer to US CAC agent.
Briefly summarize why the customer is contacting Chrysler: Customer states he did not receive the recall letter. Customer states he would like info on what to do.
Briefly summarize what the customer is expecting: Customer seeks information on the recall on his vehicle.
Agent Contacts McCall Motors (23461) #814-472-7997 spoke with service advisor Jim. Service advisor states part are not available. Agent advises customer is aware and would like to start a waiting list. Agent advises service manager with customers preferred call back # [redacted]
Service advisor states as soon as the parts become available a call will be given to the customer.
Agent advises customer that service advisor Jim has taken down his preferred contact information. Agent advises as soon as the parts are available his dealership will contact him.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRBL8	CG[redacted]	***Open Date***	12/27/2013	***Built Date***	11/26/2011	
Model Year	2012	***Body***	D28H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	05/12/2012	***Mileage***	15,556	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26453	FRED MARTIN SUPERSTORE			
Dealer Address	3195 BARBER RD				
Dealer City	NORTON	***Dealer State***	OH	***Dealer Zip***	44203

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STRASBURG OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall N49

Briefly summarize why the customer is contacting Chrysler: Customer called for recall N49.
Briefly summarize what the customer is expecting: Customer is expecting to find out about recall N49. Customer called to say that he received his notification of recall N49 letter and when he contacted the dealership the dealership did not know anything about the recall. Customer read the letter to the dealership. Dealership then advised customer to call back after January 6 2014 to schedule an appointment and that they (the dealership) would put the customers name on the parts and reserve them for the customer. Agent looked up recall N49 and seen that customers were to call and schedule appointments after January 6 2014. Agent offered to call dealership to verify that they did have the customer name on the parts but the customer stated that it was not necessary. Agent advised customer to make appointment as soon as possible after January 6 2014 Agent advised customer that if he had anymore issue to please contact us back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU26C8	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/26/2004
Model Year	2004	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP		
In Service Dt	04/14/2004	***Mileage***	61,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	68285	STONERIDGE CHRYSLER-JEEP-DODGE			
Dealer Address	6701 AMADOR PLAZA RD				
Dealer City	DUBLIN	***Dealer State***	CA	***Dealer Zip***	94568

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DANVILLE CA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Other	Customer inquiring about the H46 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer inquiring about the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that they are aware that they have both the N62 and H46 recall. They are wondering if there is an inspection that needs to be done for both recalls. Agent advised the customer that the inspection is needed for both recalls. Customer states that they will bring the vehicle into the dealership and get the inspection so they can get the recall completed.
Briefly summarize what the customer is expecting: Customer is expecting to get both recalls completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	12/27/2013	***Built Date***	03/15/2011	
Model Year	2011	***Body***	DJ7R92	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	06/08/2011	***Mileage***	40,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41946	URSE DODGE-CHRY-JEEP			
Dealer Address	14 TYGART MALL LOOP				
Dealer City	WHITE HALL	***Dealer State***	WV	***Dealer Zip***	26554

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	THORNTON WV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking information on open recall

Briefly summarize why the customer is contacting Chrysler: Customer states he received a letter about a new tie rod recall and was wondering if it was the same as a previous tie rod recall that was on the vehicle. Customer states at 26,000 miles the front left tie rod snapped. Customer stated he had taken the vehicle in, and everything was fine until about 10,000 miles later the same piece snapped again. Customer inquired if any other customer s had the same issue with the recall repair breaking and if that was what this recall was pertaining too.
Briefly summarize what the customer is expecting: Customer seeking information on recall N49.
Agent advised the customer that there was no way to view the records showing anyone has had issue with the recall repair, but that the current recall was pertaining to both the left and right tie rod. Agent advised the customer to take the vehicle in to the DLR for the recall repair. Agent also advised the customer to give us a call back if the issue does arise again. Customer stated he had an appointment to take the vehicle in and besides the tie rod issue he does enjoy his truck.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A6	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	02/15/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/21/2007	***Mileage***	25,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42957	FLOWER MOTOR CO INC			
Dealer Address	2580 N TOWNSEND				
Dealer City	MONTROSE	***Dealer State***	CO	***Dealer Zip***	81402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RIDGWAY CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	n62 recall inquiry

Briefly summarize why the customer is contacting Chrysler: to inquire on recall n62
Briefly summarize what the customer is expecting: to know if he should disregard the recall
Customer advised he received a notice for n62 recall however he has never had steering linkage work done on his vehicle
Customer is inquiring into if he should disregard the recall notice
Agent advised to have the dealership inspect the vehicle next time he is at the dealership

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	7J[redacted]	***Open Date***	12/27/2013	***Built Date***	09/13/2006	
Model Year	2007	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	07/21/2007	***Mileage***	50,598	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	57424	CASCADE AUTO			
Dealer Address	118 S MAIN ST.				
Dealer City	CASCADE	***Dealer State***	ID	***Dealer Zip***	83611

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POLLOCK ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall inquiry
Recall - H46: STEERING LINKAGE - Other	agent advised customer of outstanding recall
Recall - K01: REPROGRAM ECM - OBD READINESS - Other	agent advised customer of outstanding recall

Briefly summarize why the customer is contacting Chrysler: Customer wanting to know it they are affected by the N62 recall
Briefly summarize what the customer is expecting: Agent advised customer that they are in the recall for the N62, and that they also have outstanding K010 and H460 recalls on file. Advised customer to wait for recall notice for N62, but offered to contact the DLR for the other outstanding recalls. Customer declined and stated that when they contact the DLR for the N62 recall they will deal with the other issues then.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	6J[redacted]	***Open Date***	12/27/2013	***Built Date***	12/16/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/30/2006	***Mileage***	128,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	43282	ABSHER-ARNOLD MOTORS, LLC			
Dealer Address	3203 WEST DEYOUNG ST				
Dealer City	MARION	***Dealer State***	IL	***Dealer Zip***	62959

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HERRIN IL [redacted]7	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler:
Customer calls seeking recall information. Advised the customer of incomplete recall N62U for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair after Jan 6th 2014
Briefly summarize what the customer is expecting:Customer expects recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	12/27/2013	***Built Date***	01/30/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	05/12/2006	***Mileage***	116,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DITTMER MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	left tie rod assembly
Corporate - Child Safety Seat Inspection - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated she received a letter for recall N62 but had the repair done recently at an IRF, wondering if she can submit for reimbursement.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information.
Agent advised that she can submit receipts for review but since it was completed at an IRF, it may not be a full refund.
Agent provided recall reimbursement address and required information that needs to accompany submission.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C9	3G[redacted]	***Open Date***	12/27/2013	***Built Date***	04/24/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	09/15/2003	***Mileage***	116,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44364	PERFORMANCE CHRY-JEEP-DODGE			
Dealer Address	4240 W GLENDALE AVE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85051

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHOENIX AZ [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added primary phone number.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeks to have recall performed.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer states he received a recall notice in the mail for the left tie rod and wants to know what he needs to do to have the recall completed.
Briefly summarize what the customer is expecting: The customer seeks recall fulfillment information.
Agent advised the customer that the parts to perform the recall are not available until approximately 01/06/2013 and advised him that at that time he can contact his dealership for an appointment to have the recall completed or to have the parts ordered if they are not available.
The customer thanked the agent for information and assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D6	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	12/23/2003	
Model Year	2004	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	02/23/2004	***Mileage***	95,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	DES MOINES IA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	

Briefly summarize why the customer is contacting Chrysler: Customer states that the recall has been completed several times at cost.
Briefly summarize what the customer is expecting: Customer would like reimbursment for the repairs. Writer informed the customer of the mailing address to file for reimburmsent. Customer understood.
POSTMARK DATE: 010814; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall repairs on several occasions at Performance Plus in the amounts of:
697.00
535.64
928.89
2588.93
984.62
Review previous files: Yes
Reassigned to 86y
Agent reviewed documents submitted by customer and found the customer had 3 repairs completed at the same IRF and found on 05/22/2009 the customer had repairs completed with Moog parts, on 06/18/2010 the customer had repairs completed with AC Delco parts and on 10/14/2013 the repairs were completed using Moog parts again.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/23/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	03/31/2006	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68984	MOTOR INN OF ALGONA INC			
Dealer Address	1107 NORTH MAIN STREET				
Dealer City	ALGONA	***Dealer State***	IA	***Dealer Zip***	50511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FREMONT IA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	removed secondary phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking information on the N62 recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Customer would like to know if the front end alignment will be done if the LEFT OUTER TIE ROD ASSEMBLY is replaced. Customer states that one dealership is saying yes and the other is saying no.
Briefly summarize what the customer is expecting: Customer is expecting information on the alignment for the front end is the recall is performed. Agent advised customer that after they replace the tie rod than they the toe would be set to +0.20 degrees. Agent advised customer that he could contact the customer after January 6th 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L3 9[redacted]	***Open Date***	12/27/2013	***Built Date***	04/17/2009		
Model Year	2009	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	07/07/2009	***Mileage***	26,511	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA			
Dealer Address	4320 BROADWAY ST				
Dealer City	EUREKA	***Dealer State***	CA	***Dealer Zip***	95503

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BAYSIDE CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle is not drivable due to recall n49. Agent advised parts will be available after the 6th and he can make his appointment for then.
Briefly summarize what the customer is expecting:
Customer called because he had to have the tie rods replaced and he would like to seek reimbursent for the repair. Agent provided customer with
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007.
Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C8	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/13/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	03/20/2004	***Mileage***	185,869	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TULSA OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall reimbursment-repair completed twice

Briefly summarize why the customer is contacting Chrysler: recall work completed twice within the past month on the tie rod ends
Briefly summarize what the customer is expecting:out of pocket repairs and looking for reimbursment
Agent states to send the following information to apply for reimbursment:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C9	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/06/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/23/2004	***Mileage***	185,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44409	RANDALL DODGE CHRYSLER JEEP			
Dealer Address	419 US HIGHWAY 79 S				
Dealer City	HENDERSON	***Dealer State***	TX	***Dealer Zip***	75654

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FALLON NV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring about recall letter
Product - Suspension - Tie Rods / Drag Link - Other - Front	customer states had front end replaced due to 'wobble'
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer states he has gotten a letter for the tie rod recall and states he was experiencing the 'death wobble' and had parts replaced a while ago. Customer states he did purchase the parts at an auto shop and had an IRF install them
Briefly summarize what the customer is expecting: customer seeking possible reimbursement
Agent advised: Customer may only be reimbursed for parts we will not reimburse for IRF labor. Customer stated that if he has documents of parts that have been replaced that are exact ally for the recall then we can see if it meets the merits of possible refund. Agent informed we need receipts showing paid and parts purchased agent advised customer of fax number to submit information in. Agent informed customer that he does have the recall H46 for the steering linkage and the N62 recall states 'if the steering linkage has been replaced 'may meet merits of recall however customer never got that recall completed and since its been replaced may be null and void for the recall to be completed. Informed customer to visit a dlr and get an inspect completed and see if it meets the merits of the recall if it does parts are not available until after January 6th 2014.
Waiting for documentation
Waiting for documentation
CUSTOMER CONTACT [redacted] Agent called the customer (steve) and left message wishing him to send in the documents. Agent stated to ensure that they sending in all invoices as it is a mopar replacement recall. Agent stated that she will keep the case open for 2 business days and it will be closed at that point to see if it applies to the recall.
Reassign to JK671- No documents

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	02/21/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/10/2005	***Mileage***	160,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67145	CAMPBELL CHRYSLER-DODGE-JEEP INC			
Dealer Address	217 WEST MAIN STREET				
Dealer City	CENTRALIA	***Dealer State***	WA	***Dealer Zip***	98531

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OLYMPIA WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Previously completed recall repair
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he just receive notification of the N62 recall. Customer stated that he has already had this issue repaired with their vehicle.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement of the previously completed N62 recall repair.
Agent advised the customer of the mailing address and fax number for use in seeking reimbursement. Agent advise the customer of their case number. Customer was unaware at this time if he would be mailing or faxing in the information.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (24362844). Advised customer the reimbursement is dependent upon verification of all documents requested.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall Answer connect ID: 24057
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located in claims the recall H46 to be completed showing part replacement not just an inspection
Writer will wait for documents to arrive.
******

Writer did not locate documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will call [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler. I have been waiting for repair document to arrive for the 2005 DODGE RAM. I will be closing the cair in two days and it will be re opened once the documents arrive. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will reassign to the TL for the addition of a survey by pass as the documents have not arrived and the customer has not responded.
******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	7[redacted]	***Open Date***	12/27/2013	***Built Date***	09/14/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/21/2006	***Mileage***	134,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	54655	J WILDERMAN AUTOPLEX CORP			
Dealer Address	1422 WEST NINTH STREET				
Dealer City	MT CARMEL	***Dealer State***	IL	***Dealer Zip***	62863

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OWENSVILLE IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on this recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he received this recall in the mail and he is wondering if the left tie rod is sitting in the truck or looking at the truck. Agent advised it covers both tie rods. Customer states one of his tie rods is bad. Agent advised this tie rod will be replaced if it was caused by the recall. If it is not recall related it would be ware and tare.
Briefly summarize what the customer is expecting: Customer is expecting agent to provide the requested information.
Reassign recall parts not available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A2	8G[redacted]	***Open Date***	12/27/2013	***Built Date***	08/09/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/20/2008	***Mileage***	80,130	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45145	QUALITY DODGE			
Dealer Address	1141 N MAIN ST				
Dealer City	TOOELE	***Dealer State***	UT	***Dealer Zip***	84074

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRANTSVILLE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Recall reimbursement information

Briefly summarize why the customer is contacting Chrysler: Customer states that he received the recall notice for the N62 recall however customer states that he already experienced the issue with the tie rod and had to pay for repair out of pocket.
Briefly summarize what the customer is expecting: Customer is wondering how to submit for reimbursement now that he has received the N62 recall notice.
Agent advised customer that on the recall notice there is an address listed for customers to submit documents in order to request reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	01/21/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/10/2005	***Mileage***	67,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PORTERVILLE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states 2 months ago she was parked and the right tie rod broke. Customer had to have vehicle towed to DLR. Customer states she paid out of pocket for this and would like to know if she can be reimbursed.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised of fax number for CAC and advised to attach case number, VIN and Name to receipt. Agent advised customer to call back for any updates with case number.
-
Reassigned to 86Y
******
Writer located the N62 is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall Answer Connect ID: 24057
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located in claims the H46 recall completed showing an inspection only with no parts replaced.
Writer will wait for documents to see if there had been a previous repair for the steering linkage.
******
Writer did not locate documents.
Writer did not locate documents.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have been

waiting for repair documents to arrive for the 2005 Ram. I will be closing the file in two days and it may be re opened once the documents arrive.
My contact information 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
******
Writer received a voice message from the customer dated January 9, 2013 @ 4:08 pm asking for a fax number to send the invoices.
******
Status update provided via email to the following email address:
[redacted]
Hello
I received your message asking for the fax number to send the repair information. The information repair order and proof of payment are required. Proof of payment can be the front and back of a check, bank statement credit card receipt or statement. The fax number is 877-768-5076 please write the file number on the page [redacted]
Thank You
End of Status Update
******
******
Writer did not locate documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I am contacting you today to let you know the documents have not arrived and the file will be closed in two days, the file will be re opened once the documents arrive.
Thank You
End of Status Update
******
Writer received a call from the customer. Writer advised the recall is for a replacement part. Writer asked if there had been a repair prior to the repair the customer is seeking reimbursement for. Customer stated no the recall is for a tie rod.
Writer advised the recall is not for a tie rod it is on a replacement part. Writer advised the customer would not have to send in the documents as reimbursement will not be provided unless there had been a previous repair. Customer understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	11/07/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/24/2003	***Mileage***	165,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	24154	NORTHWEST JEEP, INC			
Dealer Address	10600 S W CANYON ROAD				
Dealer City	BEAVERTON	***Dealer State***	OR	***Dealer Zip***	97005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VANCOUVER WA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Dealer Delayed/Refused Appointment	Dealership stated recall not applicable
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Dealer Delayed/Refused Appointment	Dealership stated recall not applicable
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he was in to the dealership on 12/10/2013 for the N62 and H46 recall repair. Customer stated that Dick Hannah kept his vehicle for 2 days and then told him the recall repair was not needed on his vehicle.
Briefly summarize what the customer is expecting: Customer is seeking a second opinion from a dealership to ensure his safety. Customer is seeking to have the recalls removed from his vehicle if they are indeed not applicable.
Agent searched by zip and provided customer with the contact information to the next closest dealership. Agent offered to contact NORTHWEST CHRYSLER JEEP DODGE #24154 for further assistance. Customer declined dealership call, stating he would call them on his own.
Reassigned to LB546 for survey bypass- Incomplete recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28CX	6G[redacted]	***Open Date***	12/27/2013	***Built Date***	03/29/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/07/2007	***Mileage***	104,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68640	WILLIAMS CHRYSLER DODGE JEEP			
Dealer Address	1015 FORT WORTH HIGHWAY				
Dealer City	WEATHERFORD	***Dealer State***	TX	***Dealer Zip***	76086

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEATHERFORD TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -

Briefly summarize why the customer is contacting Chrysler: Customer states that the ball joints failed on his vehicle and he replaced them himself. Customer states that he would like the recall to be completed properly at the DLR.
Briefly summarize what the customer is expecting: Writer advised the customer that the DLR will complete an inspection and that having the recall completed can be discussed with the DLR at that point. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	7G[redacted]	***Open Date***	12/27/2013	***Built Date***	05/28/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/30/2007	***Mileage***	97,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NORCO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall
Product - Drivability - Unknown - Other - Default	customer states vehicle pulls to the left while driving

Briefly summarize why the customer is contacting Chrysler: Customer states she received a letter for the N62 recall that stated the appointment could not be made until Jan 6th. Customer stated she was having issues with the steering in the vehicle. Customer stated the vehicle pulls to the left and she is going on a trip and does not want this to cause a problem.
Briefly summarize what the customer is expecting: Customer seeking information on recall date.
Agent stated the parts would not be available till the 6th, therefore DLRs cannot make a repair until the parts are available. Agent advised the customer to take the vehicle in to the DLR sooner, to make sure the problem is not pertaining to the recall, and to make sure the vehicle is safe. Customer stated she would call the DLR in the morning.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	4G[redacted]	***Open Date***	12/27/2013	***Built Date***	02/09/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/16/2004	***Mileage***	98,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	61749	ROBERSON MOTORS INC			
Dealer Address	3100 RYAN DRIVE S E				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	COOS BAY OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	left outer tie rod assembly
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	out of park alarm system
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated they just recently purchased the vehicle and wanted to know how to get the N62 recall on the vehicle as it is experiencing a wobble that may be caused by this recall.
Briefly summarize what the customer is expecting: Customer seeking recall information on vehicle.
Agent advised customer of incomplete recall E17 for out of park alarm and that the N62 recall is in place on vehicle, both requiring completion.
Agent advised that parts and labor for the recall would be covered if inspection indicates it is required. Agent offered contact information for local dlr, customer declined at this time.
Requesting survey bypass for undiagnosed under recall with related issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	09/14/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/28/2005	***Mileage***	95,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	***Dealer State***	CA	***Dealer Zip***	95661

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROSEVILLE CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer is seeking reimbursement for past repairs
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement because he now has recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer stated that he had replaced all parts under he truck and now he has a recall for the tie rods N62. Customer started out by saying he wanted reimbursement for the parts he replaced two years ago, customer then stated he was going to take the vehicle to the dealership with all his receipts and have them reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking his money back for past repairs to the tie rods on his vehicle.
Writer gave the customer the instructions on how to apply for reimbursement as per AC ID 17420. When writer starter giving the customer the list of information he needed to supply, the customer stated he would just take the old parts to the dealership with the receipts and have them do it. Writer explained to the customer that the dealership probably will not do this for him and that there are processes that need to be followed for possible reimbursement. Customer felt that he did not have to follow these procedures because of the amount of vehicle he has purchased. Writer advised the customer to take his vehicle to the dealership and have them complete the recall on his vehicle.
Reassigned to PG725 for survey bypass-undiagnosed under recall with a concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	12/27/2013	***Built Date***	02/11/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/31/2005	***Mileage***	250,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	61339	JACK POWELL CHRYSLER DODGE			
Dealer Address	1625 AUTO PARKWAY SOUTH				
Dealer City	ESCONDIDO	***Dealer State***	CA	***Dealer Zip***	92029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SELIGMAN AZ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Left Outer Tie Rod Assembly
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he had received the N62 letter and called the dlr who stated that they don t have parts yet, it will be January before they do and with so many to inspect they are unsure if parts will be back ordered.
Briefly summarize what the customer is expecting: Customer seeking information on the N62 recall.
Agent advised that customer should follow through with inspection despite the mileage on vehicle and confirmed that dlrs will have access to parts on January 6, 2014. Customer will seek dlr assistance in the new year.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D0	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	03/06/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	04/23/2007	***Mileage***	65,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE	OF DANVERS
Dealer Address	107 ANDOVER ST		
Dealer City	DANVERS	***Dealer State***	MA
Dealer Zip	01923		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ABINGTON MA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent provided recall information
Corporate - Dealer Information - Default - Default - Default	Customer calling for dealership information

Briefly summarize why the customer is contacting Chrysler: Customer seeking dealership information. Customer states they got a recall notice in the mail in regards to the N62. Customer wanted to know where the nearest dealership was. Agent advised the customer of the other open recall on the vehicle and advised the information as per AC ID 24057. Agent provided the customer with Chrysler Dodge Jeep Ram 24 68522 and Quirk Chrysler s 26788 contact information. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information
Briefly summarize why the customer is contacting Chrysler: Customer called seeking recall information. Customer called stating that she lost the paper with the recall information, and wants to know what there is information is. Agent advised customer of the closest DLR Quirk Chrysler and gave her their contact information. Agent advised customer of the incomplete recall N62Ù and advised him that he can call the DLR to book an appointment, or to be put on the waiting list. Agent advised customer that we are working with our supplier to secure the parts as soon as possible, but for now the DLR can only order so many parts per week. Agent offered to transfer the customer and she declined.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	12/28/2013	***Built Date***	04/19/2011
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB		
In Service Dt	04/29/2011	***Mileage***	200	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GOLD HILL NC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called unhappy with the wait for the repair

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the wait for the recall repair for the vehicle.
Briefly summarize what the customer is expecting: Customer seeking resolution to the recall repair required for the N49 recall, customer states that the dealer informed him that we were holding the parts and not letting the dealers have the parts. Agent advised the customer that the parts are on hold due to the special tool required to do the recall repair. Customer grew upset so the agent requested the dealerships number, agent called the parts manager Ken and advised Ken that the parts are on hold due to the special tool required for the recall repair. Ken stated that he is going to talk to the service mechanic and see if they have the toll and advised to have the customer call him later. Agent advised the customer that Ken advised for the customer to call him later, Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	7G[redacted]	***Open Date***	12/28/2013	***Built Date***	04/03/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/16/2007	***Mileage***	138,432	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60179	QUINN CHRYSLER DODGE, LLC			
Dealer Address	3250 SE WASHINGTON BLVD				
Dealer City	BARTLESVILLE	***Dealer State***	OK	***Dealer Zip***	74006

Owner	[redacted], [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AUGUSTA KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	vehicle off road do to recall

Briefly summarize why the customer is contacting Chrysler: Customer contacted stating his vehicle is in a ditch because of the n62 recall. Customer stated he needs to get the vehicle to Shields Motor Company in Chanute, KS 66720.
Briefly summarize what the customer is expecting: Customer seeking towing and recall repair.
Agent assured customer is in a safe place with the vehicle. Agent advised customer that a contact will be made to the dlr to assure the dlr is open and can work on the vehicle, and that a call to road side will also be made. Agent advised the customer that the cost of the tow will be to the customer at the moment because of time and mileage of the vehicle. Agent advised the customer as per Answer ID 18806, Question 4 - Towing, and sometimes other incidental and consequential damages, are decided on a case by case basis given the merits of the case. Customer stated he was not going to put any more money into this vehicle, customer stated if we ; Ram, wanted our vehicle back where it was located. Customer stated he is having a friend pick him up and leaving the truck in the ditch because he is not going to sit out with the truck all day. Customer stated he was going to go to the sheriffs department to make a claim to Chrysler and taking legal action for this matter. Agent stated she apologizes for the issues the customer is encountering with the vehicle. Agent advised the customer that the call to road side will only take a few moments. Agent contacted road side and transferred the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D4	4G[redacted]	***Open Date***	12/28/2013	***Built Date***	07/15/2004	
Model Year	2004	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	04/22/2005	***Mileage***	70,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42124	GOSS DODGE INC			
Dealer Address	1485 SHELBURNE RD				
Dealer City	SOUTH BURLINGTON	***Dealer State***	VT	***Dealer Zip***	05403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILTON VT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Consequential Expenses - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s wife[redacted] calling in seeking reimbursement. Customer states that three weeks ago their tie rod blew. Customer states that they paid $400 for the parts and her husband had installed them. Customer states that the parts department at their local DLR advised there was no recall for this issue three weeks ago. Customer states the DLR may not have known but because they were advised there was no recall they paid $400. Customer states that they needed this vehicle in working order as it is a work vehicle. Customer states that they would like reimbursement for the parts and their husband s time. Customer states that they are very upset the DLR did not know there was a recall for this issue. Agent advised customer of the reimbursement information as per AC ID 17420. Customer wanted a documentation request link sent to them. Agent advised they will send that email right away. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer would like to be reimbursed for recall repairs.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-28 @ 11:14
Customer is calling and stating that she sent her documents but she is not sure if they went through yet . Agent advised customer that it would be best and quicker if she adds the case number to the documents that she sends in . Customer is stating that she still can get into the email link and will try resending her documents . Agent advised the customer that if she has any issues to contact us back and we can resend the link .
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-28 @ 15:12
***** Customer Document Received *****
***** Customer Document Received *****
Customer Document Reviewed.
H46- No parts were completed under CLAIM 297243.
Status update provided via email to the following email address:
[redacted]
Good Morning

Thank-you so much for your documents. I have reviewed them. I am also needing the first replacement of your steering linkage back in 2005.
I will send you another document link to attach it to.
Thank-you
Jenna.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
Begin Customer Message reviewed:
[redacted]
I sent two links to you with two documents each. There is a document R/O # 309925/1 from dodge that lists a line item 'installed updated front end package and set toe in' at the bottom of the description. This is the linkage replacement done in 2005. There is also a photo that shows the upgraded linkage that was installed in 2005 removed from our truck. Not to mention the fact that there was a charge of $100 to our extended warranty deductible which is also owed to us as this was prior to the first recall. Thank you for your prompt response any further questions please call. My husband doubts that you will make this situation right, I hope you honor you reputation.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Good Morning,
I have full intension of reimbursing you the work that was done to your vehicle once I am able to validate the steering linkage was replaced in 2005 from an invoice.
I need the invoice from 2005. Unfortunately a picture of the parts will not work for auditing purposes. Once I have the invoice from 2005 showing the parts that were replaced I will be able to continue with the reimbursement.
I will be able to send you another document link. I do have the one for 2010.
I will be calling you this afternoon to discuss the case further.
If you need to contact me sooner you may at 855-675-9291 ext 4718558.
Thank-you
Jenna.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 11:48
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
I also wanted to send another email making you aware of more information on this recall.
N62 recall is a recall on Mopar Replacement Parts. Chrysler has been made aware at sometime if a Customer replaced a Steering linkage with Mopar replacement part and then had the tie rods fail after the replacement the customer is entitled to reimbursement.
Due to this recall being a Mopar Replacement part recall. That is the reason why I am needing the First invoice.
Thank-you
Jenna.
End of Status Update
CUSTOMER CONTACT[redacted]: Agent called the customer. Customer stated that she made a mistake and stated it wasnt 2005 it was 2010. Customer stated she was looking at the wrong dates. Customer stated that in 2010 they had the new linkage replaced. Customer stated that the Tie rod broke off just before the holidays in a parking lot and no place could get him the parts. Customer stated that they ordered the parts off of amazon and replaced the parts themselves. Agent apologized for the confusion on everything and she now sees everything there. Agent stated she is able to reimburse the $100.00 towing as well as the amazon part information. Agent stated that normally it is only about a 7-10 business days but to allow up to 30 days. AGent confirmed the mailing address.
CUSTOMER CONTACT[redacted]: Line rang busy.
Status update provided via email to the following email address:
[redacted]
Good morning,

After getting off the phone and looking for the confirmation code on the amazon bill I was not able to find it. Did you happen to get another confirmation email from amazon or some sort of confirmation.
As well as I will need some sort of an invoice for the towing. It is great that I had the check but I will need an invoice showing his business name or name and the amount charged and it stating that it was for towing.
I m sorry I didn t catch this information while I was on the phone with you. I need this information to be attached to the file prior to the check approval.
Even if you have a screen shot again of the confirmation that would be great and the invoice for towing.
I m so sorry for all of this inconvenience. I attempted to call you back but the line rang busy.
If there is any questions please don t hesitate to call me.
Jenna.
855-675-9291 ext 4718558.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-03 @ 15:13
CUSTOMER UPDATE: Customer called back. Agent stated to the customer that she attempted to call back. Customer stated she has a shipping confirmation stating paid master card and the amount agent stated that should work. Agent asked for invoice for towing. Customer stated she will have that by monday. Agent stated she will send a second link.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Good Morning,
Thank-you so much for sending in that information. I am able to go ahead and reimburse you in full.
You will receive the check in about 7-10 business days. But please allow up to 30 days.
Have a wonderful New Year
Jenna
End of Status Update
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Email Confirmation
Date of Repair: Dec 9,2013
Invoice #: [redacted]
Labor $0.00
Parts $ 267.87
Misc. Charges $49.04
Tax $0.00
Total: 316.91

Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: copy of check
Date of Repair: 12/07/13
Invoice #: NA
Labor $ 0.00
Parts $0.00
Misc. Charges $100.00
Tax $0.00
Total $100.00
Writer is submitting check for approval in the amount of $416.91
Customer Document Reviewed.
Address was previously confirmed with customer.
****
CHECK APPROVED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C9	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	02/13/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	05/14/2006	***Mileage***	79,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44894	CHRYSLER JEEP DODGE OF WILSONVILLE			
Dealer Address	27490 SW 95TH AVENUE				
Dealer City	WILSONVILLE	***Dealer State***	OR	***Dealer Zip***	97070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	AURORA OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

Briefly summarize why the customer is contacting Chrysler:The customer said he had the steering linkage replaced 2 years ago but does not have a receipt for the parts and he did the work himself, then he took it to an IRF to have the alignment done. Agent advised we can only reimburse him for the parts, we cannot reimburse the alignment done at an IRF. He said Chrysler did not tell him any of this 2 years ago when he purchased that parts. Agent advised they was no recall 2 years ago this just came out.
Briefly summarize what the customer is expecting:Customer wanted to know if the parts he put on 2 years ago were the recalled parts. Agent advised he can go into the DLR to have the vehicle inspected to make sure the parts are good. Agent offered to contact the DLR but he wanted to contact them on his own.
POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF as well as an alignment at an IRF. Agent found customer had the H46 recall completed in 2010 and no parts were replaced at that time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C0	4G[redacted]	***Open Date***	12/28/2013	***Built Date***	08/05/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	10/14/2003	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	43681	YORK GARY AUTOPLEX INC			
Dealer Address	1420 WEST LESLIE				
Dealer City	NASHVILLE	***Dealer State***	AR	***Dealer Zip***	71852

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLENWOOD AR[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	customer seeking dealership in area
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on N62 recall
Corporate - CNA Change - Default - Default - Default	update customer phone number in COIN

Briefly summarize why the customer is contacting Chrysler:Customer called looking for information on recalls and the name of a dealership that he can visit to have the recall performed. Agent updated the customers phone number on file and advised the customer of dealership York Gary 43681. Since dealership is closed on Saturday agent advised the customer to contac the dealership on Monday and advise them that he has the recall and wants to make an appintment for the recall to be performed. Customer stated issues wit the dealership previously telling him there was nothing wrong with the steering linkage previously and now telling him it will cost 2000.00 to have repaired. Agent advised the customer that if the deaelrship deams the steering linkage needs to be replaced they can replace the steering linkage accordint to recall H46 still. Customer took down the information on the dealership and stated he would contact them on Monday to get the recall taken care of.
Briefly summarize what the customer is expecting:customer is expecting dealership information and information on the recalls on his truck. Customer calls seeking recall information. Advised the customer of incomplete recall recall N62Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L8	9G[redacted]	***Open Date***	12/28/2013	***Built Date***	07/08/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/27/2010	***Mileage***	99,800	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJT	DK. KHAKI PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45160	LANDERS DODGE CHRYSLER JEEP			
Dealer Address	2701 BENTON RD				
Dealer City	BOSSIER CITY	***Dealer State***	LA	***Dealer Zip***	71111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND OK [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Customer seeking recall information
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated he would like to know if his vehicle is associated with the left tie rod recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised the customer that the vehicle is under both tie rod recalls and they are both incomplete.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28DX	3G[redacted]	***Open Date***	12/28/2013	***Built Date***	06/21/2003	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/07/2003	***Mileage***	203,180	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	56440	WITHNELL DODGE			
Dealer Address	2650 COMMERCIAL SE				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97302

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	DALLAS OR 9[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Consequential Expenses Not Covered	Vehicle in an accident
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that shortly before the N62 recall was released the vehicle was in an accident caused by the tie rod issue. Customer is seeking possible compensation for this issue. Agent advised of information as per AC 19226 and advised that Chrysler does not cover consequential damages caused by the recall. Agent apologized for the inconvenience. Agent advised however that since the recall was released after the incident to contact the dealership on the date specified in the notice to have the vehicle inspected. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking possible reimbursement for consequential damages caused by the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	08/26/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/04/2005	***Mileage***	330,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26326	HIDAY CHRYSLER-DODGE-JEEP			
Dealer Address	1791 N MAIN STREET				
Dealer City	BLUFFTON	***Dealer State***	IN	***Dealer Zip***	46714

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	POPLARVILLE MS [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	recall inquiry
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	recall inquiry
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Brad stated that the N62 recall was received. Customer stated that four years ago he had to have these recalls completed. Customer stated that he completed the work himself.
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall H46 and N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer advised the customer how to submit for reimbursement consideration per answer id 17420.
Reassigned to 86Y
******
Writer located the N62 and the H46 recalls are both attached and not completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer will wait for documents to arrive.
******
Writer did not locate documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will call [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler. I have been waiting for documents to arrive for a repair completed on the 2006 DODGE RAM. I will be closing the cair in two days and it may be re opened for review once they arrive. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******
Writer will reassign to the TL for the addition of a survey by pass as the documents have not arrived and the customer has not responded.

******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	7G[redacted]	***Open Date***	12/28/2013	***Built Date***	02/08/2007	
Model Year	2007	***Body***	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	03/28/2007	***Mileage***	105,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RANCHO SANTA FE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	possible reimbursement for recall repairs

Briefly summarize why the customer is contacting Chrysler:
Customer stated that he received the N62 recall notice , the repairs were done previously, and is seeking reimbursement.
Agent confirmed the open recall N62 showing on his vehicle. Agent referred to AC id 17420 and advised customer of the documents he would need to submit for possible reimbursement.
Briefly summarize what the customer is expecting: Recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	7G[redacted]	***Open Date***	12/28/2013	***Built Date***	06/21/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/09/2007	***Mileage***	51,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43453	PUEBLO DODGE INC			
Dealer Address	2147 HIGHWAY 50 WEST				
Dealer City	PUEBLO	***Dealer State***	CO	***Dealer Zip***	81008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESTCLIFFE CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer looking to complete recall N62

Briefly summarize why the customer is contacting Chrysler: Customer looking to complete recall N62. Customer states the dealership stated they could not complete the recall until February. Agent informed customer that the dealerships are waiting for a tool to be able to complete the recall. Customer is going on a trip soon and is worried. Agent suggested customer see if the dealership can complete the inspection before the trip.
Briefly summarize what the customer is expecting: to complete recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D0	5G[redacted]	***Open Date***	12/28/2013	***Built Date***	04/27/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/28/2005	***Mileage***	240,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45169	BOCH DODGE, INC.			
Dealer Address	441 PROVIDENCE HIGHWAY				
Dealer City	NORWOOD	***Dealer State***	MA	***Dealer Zip***	02062

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WHITEFIELD NH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer called because he just had work done on his tie rod and ball joints and then he got the N62 recall in the mail.
Briefly summarize what the customer is expecting: Reimbursement.
Writer advised customer that reimbursement is decided on a case by case basis so there is no guarantee to the approval of the request or the amount reimbursed if it is, but we can start the process today, and the customer will have to complete the recall as soon as he is able too, which in this case will start January 6th, as the recall has to be completed before the reimbursement can be issued.
Customer chose to fax in the paperwork.
Writer provided the fax number and advised customer to include his VIN, the case number, recall number, contact info on a header page and to include the work order and proof of payment.
Customer contact number is [redacted]
Waiting for documentation
CUSTOMER CONTACT [redacted]: Agent called the customer and asked if he has sent in his documents as of yet. Agent stated to the customer that this recall is on MOPAR replacement parts and not the factory parts. Agent stated he would of needed to have a linkage replaced then the tie rods to qualify. customer stated then he doesn t qualify. Agent stated to the customer that he needs to get into the dealership to ensure that he doesn t have the defective parts on his vehicle. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C7	5G[redacted]	***Open Date***	12/28/2013	***Built Date***	05/17/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/13/2005	***Mileage***	115,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24187	CABRAL CHRY-JEEP			
Dealer Address	1145 WEST YOSEMITE				
Dealer City	MANTECA	***Dealer State***	CA	***Dealer Zip***	95336

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	MI WUK VILLAGE CA [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Recall reimbursment
Corporate - Reimbursement - Default - Default - Default	Recall reimbursment
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall reimbursment

Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement for recall N62.
Briefly summarize what the customer is expecting: Customer is expecting to get reimbursement for recall N62.
Customer called to say that he just received his recall notice for recall N62 and he has already had the tie rods replaced. Customer had tie rod replaced before he received recall notice. Customer was calling to see if he could be reimburse for the work done on the tie rod before he received his recall notice. Agent advised customer that he could submit by mail all documentation and receipts in regards to the recall repairs. Agent advised customer that the information can be mailed to Auburn Hills MI. Agent provided the customer with the mailing address and informed the customer that the cair number needed to be put at the top of the letter. Agent provided customer with the cair number. Agent advised customer that it may take up to 60 days for reimbursement.
Customer is in process of mailing in the documents to Auburn Hills MI.
Reassign to 86Y
Waiting for documentation
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update
Reassign to JK671- No documents
Customer states he faxed in his paper work on Sunday and would like to confirm if his information has been received. Agent advised the customer we have not yet received his information. Agent verified the customer faxed his information to 877-768-5076. Agent advised the customer to re-fax in his information. Customer states he will re-send his

information today.
Customer called in seeking to be informed if we have received the fax he states he just sent in. Agent advised customer to wait 3-4 business days for processing of the fax. Customer understood and stated he would call back later to confirm the documents were received.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 012114; DATE RECEIVED: 012114
Invoice: customer had innner tie rod and drag link replaced.-- not Part of the recall.
H46 STEERING LINKAGE SAFETY 04/27/2009 09/02/2009 COMPLETE -- Inspection only
Agent googled Part number DS1464- Moog Parts were installed and confirmed it was inner tie rods.
CUSTOMER CONTACT [redacted]: agent called and left message wishing a call back to discuss the recall.
Customer called stating that he wanted to know if his fax was received yet.
Agent advised that his CM JI109 appears to have called him earlier today.
Agent advised customer that there is not a phone number showing on file for JI109 but that she could send her a note on the bottom of the file to please call again.
Customer states that he will also check for messages on his phone as well.
CUSTOMER CONTACT [redacted]: Agent called the customer back. Agent explained to the customer that this recall is not on factory components but rather on MOPAR replacement parts. Customer understood and stated he feels that they aren t made like they use. Agent stated she will document his concern.
POSTMARK DATE: 022114; DATE RECEIVED: 022114
POSTMARK DATE: 032514; DATE RECEIVED: 032514
POSTMARK DATE: 042814; DATE RECEIVED: 042814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	02/01/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/06/2006	***Mileage***	157,300	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45097	BENNY BOYD CHRYSLER DODGE JEEP			
Dealer Address	1611 LUBBOCK HWY				
Dealer City	LAMESA	***Dealer State***	TX	***Dealer Zip***	79331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAK GROVE KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	reimbursement for parts

Briefly summarize why the customer is contacting Chrysler: Customer stated his vehicle had broken down because of the tie rod. Customer stated he had to replace the whole assembly and purchase the parts at a auto source because when he brought the issue to the attention to the dealership they advised him that Mopar was not making the parts at that time.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for the parts.
agent provided customer with the mailing address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A2	8G[redacted]	***Open Date***	12/28/2013	***Built Date***	09/11/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/05/2007	***Mileage***	85,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF	SANTA ROSA
Dealer Address	2727 DOWD DRIVE		
Dealer City	SANTA ROSA	***Dealer State***	CA
Dealer Zip	95407		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLITS CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broke and vehicle became difficult to steer
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 LEFT OUTER TIE ROD ASSEMBLY.
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN

Briefly summarize why the customer is contacting Chrysler: The customer stated that in August 2013 that his vehicle had a broken steering part and he went off the road. The customer stated that he had to have the ball joints and the steering rod and the left and right tie rods. The customer is seeking to know about getting reimbursed as he stated that the left tie rod went and caused him to loose control of his vehicle.
The agent did noted that the customer has an incomplete recall for the N62 LEFT OUTER TIE ROD ASSEMBLY.
The agent referred to Answer ID 17420 as the customer stated that he was thinking about sending his items in for consideration for reimbursement.
The agent advised the customer that this would have to be reviewed to determine if the repair that he had was the same as the recall. THe customer stated that he paid about $2800 for the repair.
The agent provided the customer with his CAIR #: [redacted].
Briefly summarize what the customer is expecting: Assistance to see if the N62 was a recall on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28DX	6J[redacted]	***Open Date***	12/28/2013	***Built Date***	09/06/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/21/2006	***Mileage***	4,600	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45016	DODGE OF ANTIOCH INC			
Dealer Address	105 ROUTE 173				
Dealer City	ANTIOCH	***Dealer State***	IL	***Dealer Zip***	60002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RICHMOND IL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler wondering about the recall N62 on his vehicle. Agent advised as per AC24057. Customer stated just junk mail, i am going to throw it away . Agent advised that because of a safety recall that he should get a dealership to check it out. Customer wondered if Chrysler would pay for a tow there since he maybe should not drive it at this time. Agent advised that Chrysler does not pay for a tow for a recall. Customer hung up mad.
Briefly summarize what the customer is expecting: to get his recall repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C2	5G[redacted]	***Open Date***	12/28/2013	***Built Date***	11/15/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	03/25/2005	***Mileage***	126,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	67439	ROYAL CHRYSLER, JEEP, DODGE &	DODGE TRUCK OF ONEONTA
Dealer Address	6464 STATE HIGHWAY 23		
Dealer City	ONEONTA	***Dealer State*** NY	***Dealer Zip*** 13820

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PAHRUMP NV 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	custoemr states that he already had this recall completed

Briefly summarize why the customer is contacting Chrysler: customer states that he went thought to an IRF and he states that he had replace the tie rod end in 2009 customer states that he has receipts and wanted to know if we would reimburse him.
Briefly summarize what the customer is expecting: customer seeking information
Agent advised customer to bring his vehicle into a certified Chrysler dealership to see if it was the right part on the recall that was replaced.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	12/28/2013	***Built Date***	12/15/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	05/30/2011	***Mileage***	8,352	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-	JEEP LLC		
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOISE ID [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking information on recall

Briefly summarize why the customer is contacting Chrysler: Customer states he was told by the DLR that there was a recall for the left tie rod but he was sure there was already a recall completed for the tie rod.
Briefly summarize what the customer is expecting: Customer is seeking information on the open recall.
Agent informed the customer that the new recall is for the left tie rod as well but that the first recall was for the left tie rod end.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL5	CG[redacted]	***Open Date***	12/28/2013	***Built Date***	07/25/2011	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	12/14/2011	***Mileage***	32,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LAREDO TX[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Dealer location
Recall - N49: LEFT TIE ROD -	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called for the address and contact information to his closest Chrysler dealer. Customer stated he received a recall notice for the N49 recall and wanted to set up an appointment to have the recall completed. Agent advised the address and contact information for DLR 45586 LAREDO DODGE CHRYSLER JEEP
Briefly summarize what the customer is expecting: Customer seeking Dealer location.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C2	5G[redacted]	***Open Date***	12/28/2013	***Built Date***	11/26/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/27/2005	***Mileage***	390,759	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45104	ELK GROVE DODGE			
Dealer Address	8575 LAGUNA GROVE DRIVE				
Dealer City	ELK GROVE	***Dealer State***	CA	***Dealer Zip***	95758

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POLLOCK PINES CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on recall
Product - Steering - Linkage - Other - Default	customer states vehicle is drifting to the right

Briefly summarize why the customer is contacting Chrysler: Customer states while driving the vehicle will drift. Customer was informed by the DLR when he took the vehicle in for a tire alignment, that the vehicle needs a new steering linkage or box. Customer states he just received the recall letter and was wondering if the issue had anything to do with the recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent informed the customer that we are not technically trained so she was not sure if the two issues were attached. Agent informed the customer that the letter states that the recall states 'The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control.'
Agent advised the customer to take the vehicle back in to the DLR to see if the issue was attached to the recall. Customer stated he would make the appointment to take the vehicle in himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C8	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	05/15/2006
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4		
In Service Dt	12/13/2006	***Mileage***	165,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	65247	EDWARDS CHRYSLER DODGE JEEP INC			
Dealer Address	1600 SOUTH DUMAS AVE				
Dealer City	DUMAS	***Dealer State***	TX	***Dealer Zip***	79029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHILLICOTHE TX [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information about his recall N62. Customer is having issues with his tie rod. Agent tried to call dealership at (940-552-2555) but dealership was closed at this time. Agent advised customer to call first thing Monday morning for an appointment to get this recall fixed.
Briefly summarize what the customer is expecting: to get his recall repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU2867	3G[redacted]	***Open Date***	12/28/2013	***Built Date***	03/10/2003	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/20/2003	***Mileage***	50,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Dealer	41080	CARL BURGER'S DODGE WORLD			
Dealer Address	HWY 8 AT JACKSON DR				
Dealer City	LA MESA	***Dealer State***	CA	***Dealer Zip***	91942

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAN DIEGO CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer concerned about safety driving to dealer
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer called and is very upset that he received a recall notice:
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Customer states that since Chrysler cannot make the safety recall repair until January 6th, he is demanding that Chrysler flatbed tow the vehicle to the dealership which is 4 miles away. Agent advised customer that unless the vehicle is making a noise from underneath the vehicle should be alright to drive. Customer states that he cannot hear any noise because it is a diesel engine. Customer states that he cannot drive the vehicle because it is not safe. Customer states that if Chrysler is willing to put in writing that he will be safe driving it to the dealership then he will drive it there. Customer expects to receive this in writing from Chrysler within two days or we will hear from him again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	7G[redacted]	***Open Date***	12/28/2013	***Built Date***	06/01/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/31/2007	***Mileage***	97,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42768	RIVERSIDE AUTO CENTER INC			
Dealer Address	6437 BONNER AVE				
Dealer City	BONNERS FERRY	***Dealer State***	ID	***Dealer Zip***	83805

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOYIE SPRINGS ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	requesting reimbursement.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-28 @ 16:25
Briefly summarize why the customer is contacting Chrysler: Customer called in very upset because she had this issue for the recall about a month or so ago and had to pay out of pocket for the cost. Customer was told that she would be reimbursed once the recall was announced. Customer stated that she really needs to be reimbursed because this is ruining her credit. Writer advised customer of information needed to send in for reimbursement. Writer advised customer to allow some time for the process to be completed. Customer wanted to know if the process could be rushed. Writer advised customer that they did not have the power to do that. Customer understood.
Briefly summarize what the customer is expecting: information about submitting for reimbursement.
***** Customer Document Received *****
Called Customer at [redacted]. No answer.
--- Customer sent in invoice for replacement of the tie rod ends in 2013- Customer needs to be advised that they need to send in documents for a replacement steering linkage prior to 2013.
CUSTOMER CONTACT [redacted]: Agent called the customer and left a message stating: that the recall is a mopar replacement steering linkage recall. Agent stated that she needs to send in an invoice showing that a linkage was put on her truck prior to the 2013 tie rod replacement. Agent stated to fax it in or email it in.
---
agent confirmed the H46 was just an inspection.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-03 @ 14:47
Waiting for Documentation.
Called Customer at [redacted]. Advised that the Documents have not been received and that the Case will close in 2 days and will re-open when they are received.
Customer called to follow up on the case. Customer stated she received a call this morning but didn t understand the call. Customer disconnected the call while reviewing the file.
Customer called in seeking update. Agent transferred customer to WL148

for futher assistance.
Customer called in. Agent advised that if the vehicle had a Factory Steering Linkage that the Recall would not apply to the vehicle.
Customer understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28TX	9G[redacted]	***Open Date***	12/28/2013	***Built Date***	11/12/2008
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	03/13/2009	***Mileage***	41,275	***Dealer Zone***	70	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANDY UT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Csutomer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer calling to find out if the N49 recall had been completed on his vehicle. Writer advised customer that the recall is incomplete.
-
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	12/28/2013	***Built Date***	08/03/2006	
Model Year	2007	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	09/29/2006	***Mileage***	88,670	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68614	KING CHRYSLER/DODGE/JEEP			
Dealer Address	4330 KUKUI GROVE STREET				
Dealer City	LIHUE KAUAI	***Dealer State***	HI	***Dealer Zip***	96766

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KAPAA HI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall N62

Briefly summarize why the customer is contacting Chrysler: Customer is calling to see what the recall covers.
Briefly summarize what the customer is expecting: Customer is expecting to find out what the recall covers.
Customer called to say that he is having issues on the front end of his vehicle and was wondering if the recall N62 would cover that issue to. Agent advised customer that only the recall N62 would be covered. Agent advised customer to have other issues looked at by a dealership or IRF and they would not be covered under the recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	03/01/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/22/2006	***Mileage***	89,917	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26743	RANCHO CHRYSLER JEEP DODGE			
Dealer Address	8010 BALBOA AVENUE				
Dealer City	SAN DIEGO	***Dealer State***	CA	***Dealer Zip***	92111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN DIEGO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer s wife [redacted] a calling seeking reimbursement information. Regina states that this year they had the tie rods repaired on their vehicle and they believe it was the same repair for the recall. Customer states they jus got the notice in the mail today and they wanted to know if they can seek reimbursement. Agent advised they can however did not make any guarantees. Agent informed the customer to send in their documentation and once a decision has been made they will be contacted. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for recall N62.
Reassigned to: 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-28 @ 17:24
Agent waiting for documentation.
Agent waiting for documentation.
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found customer had tie rod and multiple other front end repairs completed at RANCHO CHRYSLER JEEP DODGE RAM. Agent will contact dealer to determine if the parts that were replaced were factory, Mopar or aftermarket parts.
Agent called RANCHO CHRYSLER JEEP DODGE RAM and spoke with SA Aaron Hollins about the customer s invoice. Aaron states the customer said to him that he just had this same repair completed about 15 months prior to the tie rod breaking again.
Agent called customer and spoke with [redacted] states he had the repairs completed at CARL BURGER S DODGE CHRYSLER JEEP and that he would be able to send in the invoices if he were to receive another email link.
Agent advised that another email link would be sent out and confirmed the customer s email address. Agent advised customer once the documents are received his request could be further reviewed.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Agent waiting for documentation.
Agent waiting for documentation.
****** Below Customer Contacted for Documentation Request ******

[redacted] on 2014-01-11 @ 09:16
Agent called customer and left him a message advising that the documentation has not arrived yet.
Agent waiting for documentation.
Agent waiting for documentation.
Agent is closing case as further documentation has not arrived to process the customer s request for reimbursement at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	12/28/2013	***Built Date***	06/30/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/25/2006	***Mileage***	100,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42081	CROWN DODGE			
Dealer Address	6300 KING				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OLANCHA CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer received a recall notice.
Briefly summarize what the customer is expecting:The steering linkage assembly must be inspected and replaced if required. Agent contacted the DLR and transferred the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2863	4G[redacted]	***Open Date***	12/28/2013	***Built Date***	11/28/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/20/2003	***Mileage***	73,788	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68333	LIBERTY MOTORS DODGE CHRYSLER			
Dealer Address	600 FREEMAN LANE				
Dealer City	GRASS VALLEY	***Dealer State***	CA	***Dealer Zip***	95949

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WASHINGTON CA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	customer seeking recall reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	steering linkage failed
Recall - H46: STEERING LINKAGE - Reimbursement	tie rod failed
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is calling seeking recall reimbursement. Agent stated that there are two open recalls on his vehicle. Agent stated AC ID 17420. Customer refused to mail in his information. Customer disconnected.
Briefly summarize what the customer is expecting: The customer is expecting recall reimbursement.
Dan stated that he would like to fax in his information for recall reimbursement consideration. Customer stated that when the steering linkage and tie rods failed other systems were damaged requiring repair. Customer asked if Chrysler would reimburse those costs too.
Writer advised the customer how to submit for reimbursement consideration per answer id 18891 and 17420.
Reassigned to 86Y
Waiting for Documentation.
Waiting for documentation
Called Customer at [redacted]. Advised the Customer of the recall and that the Customer will need to send in a copy of the R/O for the Current repair and a Previous R/O showing the Steering Linkage was replaced with a Mopar Steering Linkage.
Agent advised that the Case will close in 2 days and will re-open when the documentation arrives.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9	9G[redacted]	***Open Date***	12/28/2013	***Built Date***	10/14/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/26/2009	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LYMAN WY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod broken
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated tie rod broke last week and has purchased the part to replace it but was wondering what parts were covered and if both left and right side are covered by the recall.
Briefly summarize what the customer is expecting: Customer seeking recall information on N49.
Agent advised that recall covers replacement of both the left and right side (AC ID# 24054). Agent advised that a CDJR dlr can do the repair if he wishes to return the part and have them diagnose the issue. Customer inquired about towing to dlr, agent advised that it would be an out of pocket expense but he could submit for review of reimbursement. Customer stated he will replace the one he has and have the dlr do the other side. Agent advised he can submit his receipts for review of reimbursement for the part he has purchased already. Customer will callback for address when the total repair is completed.
Requesting survey bypass for undiagnosed recall related issue N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU28C6	3G[redacted]	***Open Date***	12/28/2013	***Built Date***	11/28/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/21/2003	***Mileage***	140,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANCHORAGE AK [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	incomplete.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	incompleted.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer has incomplete recall on the vehicle for the tie rod. Customer states that back in 2011 the customer had a collision in regards to the tie rod breaking the customers four wheel drive. Customer states he wants to know if the dealership will repair the four wheel drive due to the recall.
Briefly summarize what the customer is expecting: Customer is expecting the dealership to repair the four wheel drive at no cost to the customer as well as the recalls.
Agent Advised: Agent stated that the customer should have the recalls completed on the vehicle as of janurary 6 2014. Agent stated that the repairs for the four wheel drive will be determined for cost assistance once the vehicle has been looked at. Agent stated that the customer can send in the original repair receipt to be reimbursed for the out of pocket repair the customer had completed back in 2011

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	12/29/2013	***Built Date***	11/17/2009	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	08/10/2010	***Mileage***	42,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23566	MIKE MCGRATH AUTO CENTER			
Dealer Address	4610 CENTER POINT RD N E				
Dealer City	CEDAR RAPIDS	***Dealer State***	IA	***Dealer Zip***	52402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ATKINS IA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	phone number update
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod failed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Steve stated that he received the N49 recall notice. Customer stated that the tie rod failed.
Briefly summarize what the customer is expecting: Customer would like the vehicle repaired.
Writer advised the customer that there is no towing coverage for this vehicle. Writer offered to provide roadside assistance at the customer s expense.
Customer stated that he would contact the dealership to schedule a diagnosis.
Reassigned to SG893 for a survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KS28C8	7J[redacted]	***Open Date***	12/29/2013	***Built Date***	07/20/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/30/2007	***Mileage***	131,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HERRIMAN UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	issue related to recall N62 LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he was driving and his tie rod broke . Customer is stating that he received a letter about the recall on his vehicle for this issue but it is advising him that he has to wait until Jan 7,2014 to make a appointment with the dealership . Agent apologized for any inconveince and advised that any expenses that he may have to pay out due to this he can request for reimbursement afterwards . Customer is stating that he has the tow truck coming to pick up his vehicle now and he will have it towed to his house and then after the 7th of Jan he will have it towed to the dealership for repair of the recall . Agent advised the customer that the tow would be a out of pocket expense but since it is die to the recall related he can submit for reimbursement after repaired . Customer understood .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .
Reassigned for bypass no diagnosis recall related .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48CX	5G[redacted]	***Open Date***	12/29/2013	***Built Date***	04/20/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/11/2005	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44894	CHRYSLER JEEP DODGE OF WILSONVILLE			
Dealer Address	27490 SW 95TH AVENUE				
Dealer City	WILSONVILLE	***Dealer State***	OR	***Dealer Zip***	97070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VERNONIA OR [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to get recall completed

Briefly summarize why the customer is contacting Chrysler: Customer states that they have the N62 recall but is going to be in Mexico when they will be able to complete the recall.
Briefly summarize what the customer is expecting: Customer seeking information if they will be able to complete the recall before Jan. 6/2014.
Agent advised customer that they would have to contact us back after Jan 6/2014 and get transferred to our international department for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29T8	9G[redacted]	***Open Date***	12/30/2013	***Built Date***	01/29/2009	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	02/27/2009	***Mileage***	70,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44179	TRANSITOWNE DODGE OF WILLIAMSVILLE			
Dealer Address	7408 TRANSIT RD				
Dealer City	WILLIAMSVILLE	***Dealer State***	NY	***Dealer Zip***	14221

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLARENCE NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information for the N49 recall. Customer states Transitowne DLR informed him that the part is on national backorder and does not have an ETA.
Agent contacted Transitowne DLR (44179) at 716-634-8000 Ted SA who states Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment.' As per Answer ID 24054 | Published 12/10/2013 09:38 AM | Updated 12/18/2013 12:16 PM | Access Level All Agents
Agent advised customer of this information and informed the customer to contact his local DLR after January 6th 2014 for an appointment.
Briefly summarize what the customer is expecting: Customer seeking information for the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C4	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	05/11/2006	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/24/2006	***Mileage***	114,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLINT MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall request
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repairs for recall parts

Briefly summarize why the customer is contacting Chrysler: Customer called due to receiving a recall notice for the N62 LEFT OUTER TIE ROD ASSEMBLY. Customer stated he has had to replace the tie rods on the vehicle 2 times and wanted to know what can be done. Customer stated at this time the vehicle is at an IRF due to the tie rod breaking again.
Agent advised the vehicle would need to be brought to his local Chrysler dealer to have the recall completed. Agent offered the mailing address to submit documentation for reimbursement for the other 2 repairs. Customer stated he will have the vehicle towed to the dealer to have the recall completed.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL8	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	11/18/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	02/08/2013	***Mileage***	40,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43942	MINOT CHRYSLER CENTER INC			
Dealer Address	3615 SOUTH BROADWAY				
Dealer City	MINOT	***Dealer State***	ND	***Dealer Zip***	58701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STANLEY ND [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer seeking N49 information.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on N49.
Corporate - CNA Change - Default - Default - Default	Updated secondary, added email.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting RAM with regards to the N49 recall. Customer states the dealership 43942 advised him that the recall will not be able to be completed until March, and he s wondering if there is a major cause for concern with this recall. Writer advised that all recalls are a cautious measure we take, identifying that there has been an issue with these vehicles, and in response, we fix the vehicles of the issues. Writer advised that not all of the vehicles included will experience symptoms of the recall. Customer understood.
Writer asked if the vehicles are experiencing any symptoms of the recall; customer stated no. Writer advised that to be safe and for peace of mind he could always have the vehicles inspected for premature wear at a certified RAM dealership; customer understood.
Customer stated he already has an appointment set for recall completion.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D8	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	01/07/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/06/2004	***Mileage***	103,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45249	DAVID DODGE, LLC			
Dealer Address	1801 ROUTE 202				
Dealer City	GLEN MILLS	***Dealer State***	PA	***Dealer Zip***	19342

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LENNI PA 1[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Dealer information provided
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information request
Corporate - CNA Change - Default - Default - Default	Updated new owner information

Briefly summarize why the customer is contacting Chrysler: Customer calling for recall information because they received the letter in the mail for recall N62 and wanted to schedule an appointment to have the recall completed. Agent transferred customer to dealer to schedule appointment.
Briefly summarize what the customer is expecting: Customer calling for recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JLX	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	04/18/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	04/25/2012	***Mileage***	40,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43942	MINOT CHRYSLER CENTER INC			
Dealer Address	3615 SOUTH BROADWAY				
Dealer City	MINOT	***Dealer State***	ND	***Dealer Zip***	58701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STANLEY ND[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking N49 recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting RAM with regards to the N49 recall. Customer states the dealership 43942 advised him that the recall will not be able to be completed until March, and he s wondering if there is a major cause for concern with this recall. Writer advised that all recalls are a cautious measure we take, identifying that there has been an issue with these vehicles, and in response, we fix the vehicles of the issues. Writer advised that not all of the vehicles included will experience symptoms of the recall. Customer understood.
Writer asked if the vehicles are experiencing any symptoms of the recall; customer stated no. Writer advised that to be safe and for peace of mind he could always have the vehicles inspected for premature wear at a certified RAM dealership; customer understood.
Customer stated he already has an appointment set for recall completion.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL5	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	12/21/2011	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/17/2012	***Mileage***	40,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43942	MINOT CHRYSLER CENTER INC			
Dealer Address	3615 SOUTH BROADWAY				
Dealer City	MINOT	***Dealer State***	ND	***Dealer Zip***	58701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STANLEY ND[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking N49 recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting RAM with regards to the N49 recall. Customer states the dealership 43942 advised him that the recall will not be able to be completed until March, and he s wondering if there is a major cause for concern with this recall. Writer advised that all recalls are a cautious measure we take, identifying that there has been an issue with these vehicles, and in response, we fix the vehicles of the issues. Writer advised that not all of the vehicles included will experience symptoms of the recall. Customer understood.
Writer asked if the vehicles are experiencing any symptoms of the recall; customer stated no. Writer advised that to be safe and for peace of mind he could always have the vehicles inspected for premature wear at a certified RAM dealership; customer understood.
Customer stated he already has an appointment set for recall completion.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	5G8[redacted]	***Open Date***	12/30/2013	***Built Date***	06/09/2005
Model Year	2005	***Body***	DH7L42	DODGE RAM ST 2500 QUAD CAB PICKUP		
In Service Dt	01/30/2006	***Mileage***	138,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]6[redacted]	***Home Phone***	[redacted]
	FENTON MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	had recall work done already

Briefly summarize why the customer is contacting Chrysler: Customer called stating he just got a recall for the front tie rods. Customer states he just had the whole front end replaced. Customer states he is seeking reimbursement. Agent advised to send his receipts and repair orders to Chrysler Customer Care PO BOX 21-8004 Auburn Hills MI 48321. Customer states he will send the information in.
Briefly summarize what the customer is expecting: Reimbursement for recall work being already done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CL8	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	07/22/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/06/2010	***Mileage***	62,800	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54012	SHIVELY MOTORS INC			
Dealer Address	801 LINCOLN WAY WEST				
Dealer City	CHAMBERSBURG	***Dealer State***	PA	***Dealer Zip***	17201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LITTLESTOWN PA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler:[redacted] asked if an alignment was included in the recall repair for the left tie rod.
Briefly summarize what the customer is expecting: Recall information.
Agent advised as per Answer ID 24054,N49 combo.pdf:
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer's instructions.
Agent advised Joyce to check with the dealership, as agent is not training is the mechanical aspect of the repair and what an alignment entails.
Briefly summarize why the customer is contacting Chrysler: Customer called in stating she contacted 2 dealerships today and both of them said it would be about 3-4 months before the parts come in. Customer states this vehicle is a work truck and she cannot be without it. Customer is looking for more information.
Briefly summarize what the customer is expecting: parts for recall
Agent advised customer we will have to speak with the dealership.
**Agent contacted 54012 SHIVELY MOTORS INC at 717-264-7134 and spoke with Dean in parts. Dean states there is a block on the part and we are not yet able to order them. Dean states there are some but they are not releasing them. Agent asked if Dean could put the customer on the list as they do use the vehicle as a work truck and has a free day on January 17 and was hoping to get this done then. Dean states they will put her on the list. Agent thanked Dean for the assistance.
**Agent advised customer that there currently is a block on the parts and we did put you on the list at this dealership. Customer wants to know when the parts will be released. Agent advised customer we do not have access to the part supplier and do not have that information. Customer wants this done now. Customer wanted to speak with someone higher up to see about getting this completed. Agent advised there is no one here who would have a different answer for her. Customer very upset and feels that if a recall comes out Chrysler should have parts available to do it. Customer states she wants to have answers by the end of the day or the vehicle will be in a dealerships showroom. Customer disconnected the call.
***Customer calls seeking recall information. Agent advised the customer

of incomplete recall N49 for this vehicle. Customer was advised to contact a Ram dealer to schedule an appointment to complete recall repair.
***The AnswerCONNECT article that was referenced to provide the answer to the customer was #24054.
Customer called to confirm when the parts will be available to complete the recall. Agent advised as per lines 17-23 that her name has been added to a list.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	12/16/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	03/10/2011	***Mileage***	40,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45201	TURNPIKE CHRYSLER DODGE JEEP			
Dealer Address	3606 HIGHWAY 10 EAST				
Dealer City	MIAMI	***Dealer State***	OK	***Dealer Zip***	74354

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SENECA MO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer was inquiring on the N49 recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler inquiring on the N49 recall. Agent informed the customer that the appointment for this must be made after January 6. Customer asked if he had this completed on the other recall. Agent informed him that this recall was in addition to the previous recall.
Briefly summarize what the customer is expecting: Customer was inquiring about the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL9	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	04/14/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	07/23/2012	***Mileage***	20,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43767	DON DAVIS MOTOR CO INC			
Dealer Address	2000 N MECHANIC ST				
Dealer City	EL CAMPO	***Dealer State***	TX	***Dealer Zip***	77437

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	YOAKUM TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall N49
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Recall N49 information
Briefly summarize what the customer is expecting:Customer called and said he received the recall notice for the tie rod end and he went to his dealership and they told him they did not know anything more than he did as to when these parts would be available. Customer is upset that the dealership did not help him. Writer checked the recall and advised customer as the notice stated that he should contact the dealership after January 6th, 2014 to make an appointment. Writer offered to call the dealership for the customer to get him on the list. Customer said he is at the dealership right now.
Writer spoke to Joey, sa at dealership - 979-543-2778 and asked him to put customer on his list as soon as he could order the parts for this recall. Joey said that he would put the customer on the list but wanted to make sure the customer knew they could not even start to order the parts until January 6th. Writer told Joey she had already advised customer of this and Joey said they did not even have the list of the parts. Writer advised Joey the information with the parts numbers has been released now and he said he would check on it but that there was already a list started of between 10 and 15 vehicles on it.
Writer advised customer that Joey at the dealership promised to make sure his vehicle was on their list and would call him as soon as they received the part for this recall.
Reassigning to TL JK671 for Survey Bypass - No Repair.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	05/02/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	08/05/2011	***Mileage***	12,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59156	SOUTHLAND DODGE CHRYSLER JEEP, LLC			
Dealer Address	6161 WEST PARK AVENUE				
Dealer City	HOUMA	***Dealer State***	LA	***Dealer Zip***	70364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUMA LA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent added customer telephone #
Corporate - Dealer Information - Default - Default - Default	Agent advised customer of dealer (59156) contact information,.
Recall - N49: LEFT TIE ROD - Information Request	Agent advised customer of recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received recall notice N49 in the mail but has lost the letter. Customer states he would like recall letter resent.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer recall letter cannot be resent but dealer is able to complete recall without letter. Agent advised customer parts to complete recall repair will be available after 01-06-14. Agent advised customer to contact dealer after 01-06-14 to schedule appointment for repairs. Agent advised customer of contact information for dealer (59156): (985) 876-1817
Survey ByPass, No Repair. Reassigned SG893

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5GLX	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	10/14/2011	
Model Year	2012	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	01/06/2012	***Mileage***	37,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43860	CHAPRELL CHRY-DODGE-JEEP INC			
Dealer Address	1109 NORTH BROADWAY				
Dealer City	ADA	***Dealer State***	OK	***Dealer Zip***	74820

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SULPHUR OK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Recall - N40: REPROGRAM POWERTRAIN CONTROL MODULE - Information Request	REPROGRAM POWERTRAIN CONTROL MODULE

Customer states that she has two open recalls. Customer states that the vehicle broke down in her driveway. Customer states that they can not turn the wheel. Customer states that the letter for the N49 states not to contact dealership to make an appointment until January 6/14. Writer advised that vehicle will need to be taken into the dealership for a diagnostic. Writer offered to contact dealership for customer. Customer declined and states that she has already spoken with them. Dealership informed her to contact customer assistance before bringing the vehicle into the dealership. Writer provided customer with case number if further assistance is needed.
ATTEN: JK671 Please add survey by pass-no diagnostic.
Briefly summarize why the customer is contacting Chrysler: SM David Bush from DLR 43860 stated the customer called him stating that they were advised that the DLR could get her into a rental vehicle. SM David stating they are willing to provide rental if we provide them with rental assistance as the last time they gave rental they did not get reimbursed.
Briefly summarize what the customer is expecting: SM David is expecting rental assistance. Writer advised SM David if you are concerned about getting reimbursed for the rental we would recommend to talk to your area manager at the business center. Writer advised your area manager can assist you with filing the paperwork to ensure you are properly reimbursed.
SM David called as he is attempting to assist customer with the Tie Rod issue. Writer transferred caller to the Ram specialist line for further assistance.
David SM from DLR 43860 had called in stating he is very frustrated. David had wanted to know if Chrysler authorizes rental vehicle for recalls. David stated he had done that before and he had to pay for the rental himself and he stated he is not going to do get burnt again.
Agent advised David that Chryasler does not authorize rental vehicle for recalls.
Briefly summarize why the customer is contacting Chrysler:custoemr states that the dealer will not authorize a rental
Briefly summarize what the customer is expecting:told me to call you to

get authroization
Agent escalated to 86R
Reassigned to PG765 as we do not provide a rental vehicle for a recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D2	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/31/2002	
Model Year	2003	***Body***	DR7L41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/07/2003	***Mileage***	130,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	51296	GREAT ROAD DODGE INC			
Dealer Address	145 GREAT ROAD				
Dealer City	MAYNARD	***Dealer State***	MA	***Dealer Zip***	01754

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOORESVILLE NC [redacted]8	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised owner of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	possible reimbursement for completed recall

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received the N62 recall notice; the repairs were done previously, and is seeking reimbursement.
Agent confirmed the open recall N62 showing on his vehicle. Agent referred to AC id 17420 and advised customer of the documents he would need to submit for possible reimbursement, and the mailing address. Agent advised customer that it would take 30 -45 days to hear back from the Reimbursement department.Customer also asked about the steering linkage recall. Agent advised customer that the H46 recall is showing incomplete.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRLL3	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	04/11/2012	
Model Year	2012	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	06/29/2012	***Mileage***	21,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68528	SPRINGFIELD CHRYSLER AUTO MART INC			
Dealer Address	HIGHWAY 21				
Dealer City	SPRINGFIELD	***Dealer State***	GA	***Dealer Zip***	31329

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GUYTON GA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	phone number added
Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	tire needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they are upset that they have to replace their left tire because of the recall N49.
Briefly summarize what the customer is expecting: Customer is expecting to have their tire replaced.
Agent advised the customer that the recall only covers the left tie rod and not the tire. Agent advised the customer that Chrysler is not responsible for Consequential Expenses.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C8	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/04/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/15/2005	***Mileage***	95,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60098	KELLY CHRYSLER JEEP DODGE			
Dealer Address	78 ZENTS BLVD				
Dealer City	BROOKVILLE	***Dealer State***	PA	***Dealer Zip***	15825

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	REYNOLDSVILLE PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	

Customer calls seeking recall information. Advised the customer of incomplete recall recall #N62Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Reassign to BR379 for 861 Open recall with concern.
Briefly summarize why the customer is contacting Chrysler: Customer Debbie Heffner calling regarding recall, customer states she has not received a letter and was concerned. Customer states she has noticed concern with the steering of the vehicle, agent apologized customer has not received letter. Agent contacted dealer 60098 and spoke with John in the service department, John advised the vehicle would require an inspection. Dealer states the customer can come to the dealership anytime for the inspection, agent advised customer of information received from the dealership.
Briefly summarize what the customer is expecting: Customer seeking update regarding recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T0 9[redacted]		***Open Date***	12/30/2013	***Built Date***	11/13/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/01/2009	***Mileage***	70,284	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42013	WEAVER MOTORS INC OF KIRBYVILLE			
Dealer Address	603 SOUTH MARGARET				
Dealer City	KIRBYVILLE	***Dealer State***	TX	***Dealer Zip***	75956

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARREN TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	Customer contacting as he was advised parts N/A at DLR

Briefly summarize why the customer is contacting Chrysler: Customer contacting in as he had gone to his DLR after receiving a recall notice for the Tie Rod Assembly, and the DLR advised him they cannot complete the recall as they do not have parts available.
Briefly summarize what the customer is expecting: Recall fulfillment. Agent inquired if it was in regards to the Tie Rod Assembly Recall, customer stated it was. Agent advised that parts are coming available after 1/6/2014, and could bring in vehicle anytime after that and the DLR should be able to facilitate the repair. Customer thanked and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	AG1[redacted]	***Open Date***	12/30/2013	***Built Date***	03/05/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/15/2010	***Mileage***	65,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41007	DICK GREENFIELD DODGE INC			
Dealer Address	2700 BRUNSWICK PIKE RT 1				
Dealer City	LAWRENCEVILLE	***Dealer State***	NJ	***Dealer Zip***	08648

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLEMINGTON NJ [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer seeks information N49 recall
Recall - N49: LEFT TIE ROD -	Customer seeks to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer states a letter has been received about an N49 recall. Customer states I just had work done last year on a tie rod at my local dealership. Customer states, could this be the same recall.
Briefly summarize what the customer is expecting: Customer seeks information and assistance on having N49 recall completed.
Agent advises the L16 Left tie rod end was completed 01/14/2012 and is not the same recall as N49 left tie rod. Agent advises the parts are not yet available. Agent contacted Dick Greenfield Dodge (41007) spoke with service advisor Alisha.
Service advisor Alisha states as soon as the part is available she will contact the customer at #[redacted].
Agent advises customer of current waiting list. Agent advises customer Alisha will contact as soon as part becomes available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL7	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	03/16/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/15/2010	***Mileage***	54,212	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66439	HOWARD WILSON CHRYSLER JEEP INC			
Dealer Address	4000 LAKELAND DRIVE				
Dealer City	JACKSON	***Dealer State***	MS	***Dealer Zip***	39232

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JACKSON MS [redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Other	

Dealer code: 66439
POC Name: ASM Jody
POC number 601-914-2277
POC email: jmcagnry@howardwillson.com
Current mileage 54212
Customer name: [redacted]
Customers concern: recall N49
Is customer in rental: no
Is customer waiting: yes
All customer contact numbers [redacted]
Best time of day to contact customer: NA
Dealer diagnosis (if completed): complete Yes
Do you (dealer) understand ECS and yes
have you explained ECS to the customer
(Explain to dealer if necessary)
Dealer should not start repairs until contacted by tech specialist
Provide CAIR # [redacted]
ASM Jody states the dealer needs the recall part.
Writer contacted dealership and spoke with ASM and no parts available for n49 recall and can only order the parts for the recall once every 14 days. And will not be able to put another order in until the 14th of January.
Customer is no longer at dealership and was informed needs to order part and doesn t have part in.
Enhanced Customer Satisfaction Team*
Owner is being handled by the Enhanced
Customer Satisfaction Team. Warm transfer
customer to 866-275-1420.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], Customer would like assistance getting this in ASAP for safety recall. Customer wants this taken care of and replaced because customer drives vehicle everyday. Writer advised could not make any guarantees but will try.
No Email.
Writer contacted up customer at phone # [redacted], Still in process

of o fseeing about recall part no guarantees. Will follow up on 1/8/2014
Writer contacted Dealership at phone # 601-914-2277 left message on SM phone informing dealership that they need to do the parts Expediting via the web and ask to push parts out, and dealership will need the VIN.
Writer contacted up customer at phone # [redacted], writer left message with customers wife informing of gave information for how to expedite the recall parts to dealership. Gave contact information on how to contact writer back.
Writer contacted dealership and spoke BDC Victoria had her write down how to expedite the parts and deliver message with writers contact information to contact back if needed.
Writer contacted up customer at phone # [redacted] Left Message if there is anything else writer can do sicne writer informed dealership on hred and to contact back at phone # 1-800-763-8422 Ext 66384.
Writer contacted the customer at [redacted]4; writer advised that we are still looking into his concern and will get back to him as more information comes available.
Writer contacted Dealership at phone # 601-914-2277 left message wondering if able to contact back and see if they were able to order part. Contact writer back at phone # 1-866-275-1420 ext 66384.
Writer contacted Dealership at phone # 601-914-2277, and spoke with ASM Jodie, and part was ordered by the dealership writer verified part has been ordered and has come in. Writer will contact up customer.
Writer contacted the customer at [redacted]; writer talked with customer and verified with customer writer spoke with dealership to verify part had come in and also verified with customer dealership should be contacting customer up. Customer will contact customer if not contacted by dealership.
Writer contacted Dealership at phone # 601-914-2277, writer spoke with ASM Jody and was informed that customer is coming in today.
Writer contacted the customer at [redacted]; customer was informed soonest would come in is on 2/4/2014. If can come in today. Writer informed of what was informed to him writer will follow up with dealership and contact back.
Writer contacted Dealership at phone # 601-914-2277 and spoke with ASM Jodie informed by ASM scheduled for 2/4/2014 and when he comes in will be taken care of.
iter contacted the customer at [redacted]; writer informed customer able to verify appointment and first one to be taken care of gave customer the phone # to reach writer.
Writer contacted Dealership at phone # 601-914-2277 and spoke with ASM Jodie and verified custoemr was in and out and now customer has vehicle.
Writer contacted the customer at [redacted] and writer spoke with with customers wife and writer got customers cell phone # [redacted]
Writer contacted the customer at phone # [redacted] and verified repair. and follow up and will close case
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	04/30/2011
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB		
In Service Dt	08/19/2011	***Mileage***	55,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	23871	RON CARTER CHRYSLER-JEEP-DODGE OF	TEXAS CITY		
Dealer Address	2601 PALMER HWY				
Dealer City	TEXAS CITY	***Dealer State***	TX	***Dealer Zip***	77590

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TYLERTOWN MS [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	N49 inquiry
Recall - N49: LEFT TIE ROD -	

The part required to provide a permanent remedy for recall N49
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent every 30
days, until second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
JT1108 - N49 is not included in the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D8	4J[redacted]	***Open Date***	12/30/2013	***Built Date***	10/24/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/31/2003	***Mileage***	50,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Owner	[redacted] [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARRISONVILLE MO [redacted]	***Country***	UNITED STATES

Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	Ball joint replaced previously.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking N62 recall reimbursement.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is seeking reimbursment on a repair for the upper and lower ball joints that were previously replaced, under the N62 recall. Writer advised that the recall covers the steering linkage and the left tie rod ball stud. Customer understood. Writer advised that she is not technically trained; however, the part that was replaced does not sound as though it would be covered within the warranty. Customer understood.
Writer advised the customer to bring the vehicle to a certified dealership to have the vehicle inspected in order to know whether or not the part was replaced that would fall within the recall. Customer understood. Writer provided information for 45639. Customer understood.
Writer transferred to SA Scott to set up an appointment for inspection.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	08/24/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	10/25/2010	***Mileage***	13,786	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ABERDEEN NC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wants her vehicle repaired.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler saying she called the DLR for an appointment for the N49 recall and was told the parts will not be in until April. Customer states this is a safety recall and if the parts aren t available until April she will call her attorney. Agent called the DLR and spoke with SM Aaron who stated the computer is saying the part is not available until April. Agent called Griffin Chrysler 910-582-1200 and was told the part is on national backorder and would not be available until March. Customer said this is not acceptable as her vehicle is of no use to her as this is a safety recall. Customer said she should not be paying on a vehicle that she can t use for safety reasons. Customer again said she is calling her attorney for advice.
Briefly summarize what the customer is expecting: Customer wants her vehicle repaired now as it is a safety issue.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Reassigned to 961
TT452 - N49 is not included in the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46D7	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	01/23/2008	
Model Year	2008	***Body***	DC8L64	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	09/30/2008	***Mileage***	4,500	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	***Market***	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44545	GOOD BROTHERS DODGE INC			
Dealer Address	577 COLUMBIAN STREET				
Dealer City	SOUTH WEYMOUTH	***Dealer State***	MA	***Dealer Zip***	02190

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DORCHESTER MA[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided closest dealership for repair of recall
Corporate - CNA Change - Default - Default - Default	Agent updated phone number and email
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer received recall notification

Briefly summarize why the customer is contacting Chrysler:Customer called to find out where and when he can have his N62 recall fixed. AGent advised he can contact the dealership anytime on or after January 6th.
Agent provided the closest dealership and updated coin with phone numbers and email address.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/10/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/28/2006	***Mileage***	144,300	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42762	BONNEVILLE & SON INC			
Dealer Address	625 HOOKSETT RD				
Dealer City	MANCHESTER	***Dealer State***	NH	***Dealer Zip***	03104

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEARE NH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking reimbursement for recall repair
Corporate - E-Reimbursement - Default - Default - Default	

Customer states that she received a notice for recall, and has already had the tie rods replaced at an IRF in September 2013. Valley View Trucks (Phone603-529-3040). Customer is seeking reimbursement for the repair.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
OOW: Out of warranty and goodwill
MVP: None
Ownership history: 5 new including current
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] . Left message.
Call with customer disconnected, writer left message with Fax number and ext. writer will follow up no later than 01/03/2014
Writer spoke with Sue and was informed she will fax in paperwork today.
Writer will contact customer no later than 1/6/14
****** Below Customer Contacted for Documentation Request ******
gh1298@chrysler.com on 2014-01-02 @ 14:21
****** Below Customer Contacted for Documentation Request ******
jh1298@chrysler.com on 2014-01-03 @ 10:04
***** Customer Document Received *****
Attempt made to contact customer. Left message.
Writer contacted Customer Sue and informed her that a copy of the check is need to consider the reimbursement. Customer mentioned she will fax it to writer. Customer will follow up with customer soon as copy of check is received.
****** Below Customer Contacted for Documentation Request ******
jh1298@chrysler.com on 2014-01-06 @ 11:46
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for recall repair
If this is a Recall or Extended Warranty, enter the campaign number.
Recall N62
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.

143,000
Enter the Date when the repairs were completed.
10/03/2013
What is the total cost of the Parts to be reimbursed?
$522.85
What is the total cost of the Labor to be reimbursed?
$130.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$652.85
****End structured narrative T2 - eReimbursement
Correction to reimbursement amount in following narrative lines.
***** Customer Document Received *****
****Begin structured narrative T2 eReimbursement
What has the customer requested?
Reimbursement for recall repair
If this is a Recall or Extended Warranty, enter the campaign number.
Recall N62
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.
143,000
Enter the Date when the repairs were completed.
10/03/2013
What is the total cost of the Parts to be reimbursed?
$482.85
What is the total cost of the Labor to be reimbursed?
$130.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$612.85
****End structured narrative T2 - eReimbursement
Writer contacted customer verified address and mileage at 144,300. writer informed customer that 612.85 will be reimbursed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2863	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	04/22/2003	
Model Year	2003	***Body***	DR7L42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/16/2003	***Mileage***	172,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LISBON OH[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer is asking for direction regarding his recall letters
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is inquiring about the recall
Recall - H46: STEERING LINKAGE - Information Request	Customer is inquiring about this recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that he got a recall notice in the mail and is looking for direction. Customer states he had his left-tire rod replaced 4-5 months previous to getting the recall notice for the same part. Customer states he is the third owner and the vehicle has had a lot of repairs to it. Customer states he is a mechanic. Customer states he has already spoken to the dealership and they advised him to contact CAC.
Briefly summarize what the customer is expecting: Customer is seeking direction on whether he needs to bring his car in for the recall even though he got the same part replaced. Agent advised customer to bring the vehicle in for inspection to diagnose whether the vehicle will need to get the recall part on it. Agent advised the customer that is up to what they are comfortable with. Agent advised customer of the recall H46. Agent asked customer if they would like to transfer them to a dealership to book an appointment. Customer declined and said he would call the dealership himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D9	4J[redacted]	***Open Date***	12/30/2013	***Built Date***	12/11/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/31/2003	***Mileage***	187,312	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	45230	MARTIN CHRYSLER LLC			
Dealer Address	226 S WASHINGTON AVE				
Dealer City	CLEVELAND	***Dealer State***	TX	***Dealer Zip***	77327

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent confirmed open recall

Briefly summarize why the customer is contacting Chrysler:Customer called to find out where his letter is for the recall. Agent advised letters went out December 13th but advised letter no necessary to have it repaired. Customer stated his front end is all messed up. Agent advised customer he cannot order it until January 6th.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28DX	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	05/24/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/12/2007	***Mileage***	69,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	58364	BRYDEN MOTORS INC			
Dealer Address	548 BROAD STREET				
Dealer City	BELOIT	***Dealer State***	WI	***Dealer Zip***	53511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MACHESNEY PK IL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	phone number and email address update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	tie rod already replaced

****** Below Customer Contacted for Documentation Request ******
[redacted]
Briefly summarize why the customer is contacting Chrysler: [redacted]n (husband) stated that he received the N62 recall notice. Caller stated that he already had the left tie rod replaced.
Briefly summarize what the customer is expecting: Caller would like to be reimbursed.
Writer advised the caller how to submit for reimbursement per answer id 17420.
Reassigned to 86Y
Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted] Left message.
Agent advised that the Documents have not been received and that the Case will close in 2 days if the documents are still not received but will reopen when the documents arrive.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 14:28
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2014-01-14 @ 16:37
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-16 @ 12:00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D6	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	12/15/2006
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB		
In Service Dt	03/17/2007	***Mileage***	89,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45084	CHAMPION CHRYSLER JEEP DODGE OF		BARRINGTON, INC.	
Dealer Address	505 W NORTHWEST HWY				
Dealer City	BARRINGTON	***Dealer State***	IL	***Dealer Zip***	60010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAINT JOSEPH MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seekinf recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer stated that he has received the recall notice for the let outer tie rod assembly. Customer stated that he had the tie rod assemly repaired at the beginning of December because he was having a diffcult time steering. Customer stated that he is seeking reimbursement. Customer stated that he already has the mailing address and he would like to know what he needs to send.
Briefly summarize what the customer is expecting: Agent advised customer that Chrysler woudl only be reimbursing him for the parts that are on the recall because he had the repairs done at an IRF. Agent advised customer the he needs to send in the original repair order and the proof of purchase. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/22/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/17/2005	***Mileage***	145,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42399	BILL MARINE CHRY-DODGE-JEEP			
Dealer Address	1182 W MAIN STREET				
Dealer City	WILMINGTON	***Dealer State***	OH	***Dealer Zip***	45177

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CLARKSVILLE OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking possible reimbursement, replaced tie rod a couple years ago

Briefly summarize why the customer is contacting Chrysler: Customer called stating a couple years ago he had to replace the front tie rod. Customer states that the front tire went sideways and he had to replace the tie rod himself. Customer is seeking reimbursement. Agent advised the recall is for the entire tie rod assembly not just the one tie rod. Agent advised he can send in his receipts and all the necessary information to us but made no promises for reimbursement. Agent advised he can have the recall done at a dealership after January 6th 2014. Agent advised to contact his dealership then and make an appointment. Customer states he will do that.
Briefly summarize what the customer is expecting: Recall reimbursement information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D6	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/07/2003	
Model Year	2003	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	06/18/2003	***Mileage***	111,989	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43719	CLIO CHRYSLER			
Dealer Address	4239 WEST VIENNA RD				
Dealer City	CLIO	***Dealer State***	MI	***Dealer Zip***	48420

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	POTTERVILLE MI [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Agent advised of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent confirmed open recall

Briefly summarize why the customer is contacting Chrysler:Customer called to confirm he can submit his receipts for the N62 recall. Agent confirmed receipts can be submitted but adised of H46 recall as well. Customer will check if that was fixed as well but he recently had to have his whole front end redone.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	03/31/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	06/25/2011	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HUNTINGTON AR [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Recall - N49: LEFT TIE ROD - Reimbursement	Towing reimbursement requested
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to request reimbursement for the cost of towing and possibly rental vehicle cost because his vehicle s tie rod broke while driving on 12/25/2013. Customer states there were no dealers open and he had a difficult time locating a tow truck to tow the vehicle because of the holiday. Customer states he had his vehicle towed to the IRF and then to SUPERIOR DODGE CHRYSLER JEEP and the vehicle is still at the dealer having the tie rod recall and repair completed and he is requesting to be reimbursed for the cost he has incurred due to the recall. Customer states he has not paid the towing bills yet and that he will speak with the dealer to determine if they can cover the towing costs under the recall or not. Agent advised customer that if the dealer is unable to cover the towing costs he can submit his invoices along with proof of payment for reimbursement consideration.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for towing and rental vehicle cost due to a recall.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 11:11
Waiting for Documentation.
Documents have not been received.
As per Case # [redacted]6
Agent called the DLR 45182 and spoke with the SM Sean. SM advised that the DLR had covered the repair and that the Customer did not need to pay out of pocket. Agent advised that the DLR that the AM has submitted a check for the DLR in the amount of the repair.
Called Customer at [redacted]. Left message.
Agent advised that the Customer to call back.
Next agent Please confirm with the Customer if he was charged for the repair or if the repair was covered by the DLR.
If the Customer states that he had Paid out of pocket for the repair please advise that he will need to send in an Invoice with a Proof of Payment for further review.
If DLR covered the cost please note and Writer will close CASE.
Customer is returning the call from case manager. Agent advised that

since the customer has not paid anything for the repair then the case
will be closed.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	06/08/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	11/10/2010	***Mileage***	80,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	PORTLAND TX [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Recall - N49: LEFT TIE ROD - Information Request	left tie rod

Customer states that she received recall notice in the mail and is seeking information. Customer states that she has repairs completed already on tie rods. Writer advised that customer does have open recall N49 which can be completed at the dealership at no charge to customer. Customer states she is not having any issues with her vehicle at this time. Writer advised to contact dealership on Jan 6/14 as stated in the letter. Customer understood. Customer states that she is not sure what she paid for in Jan/13 at a cost of around $400.00. Writer advised that customer had L16 recall also. Writer advised that customer could submit invoice and proof of payment to the address provided on the recall letter. Writer advised that once documentation is received research could be completed to verify if any repairs fall under the parameters of recall. Customer understood. No promises made at this time.
POSTMARK DATE: 123013; DATE RECEIVED: 010814
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had the vehicle tie rod repair completed at HADDAD DODGE and submitted proof of payment for the repair. Agent found the customer was advised to have the recall completed at the dealer and that her address matches COIN.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 055119
Date of Repair: 01/03/2013
Invoice #: 159703
Labor $ 311.71
Parts $ 104.74
Misc. Charges $ 0.00
Tax $ 7.86
Total $ 424.31
Writer is submitting check for approval in the amount of $ 424.31

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/13/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	08/16/2005	***Mileage***	140,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	63975	MILOSCH DODGE, INC			
Dealer Address	677 SOUTH LAPEER ROAD				
Dealer City	LAKE ORION	***Dealer State***	MI	***Dealer Zip***	48362

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	THOMPSONVILLE MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment for recall repair

Briefly summarize why the customer is contacting Chrysler: Customer stated that they had the recall repair done at an IRF and would like to be reimbursed upon receipt.
Briefly summarize what the customer is expecting: Customer seeking to get reimbursed for recall N62 repair for the Left Outer Tie Rod Assembly.
Agent advised customer of the procedure for reimbursement (Address):
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	10/05/2005	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/25/2006	***Mileage***	178,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	60333	ROYAL GATE DODGE CHRYSLER JEEP OF	COLUMBIA, INC.
Dealer Address	500 ADMIRAL WEINEL BLVD		
Dealer City	COLUMBIA	***Dealer State*** IL	***Dealer Zip*** 62236

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	POCAHONTAS IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because they had a lot of work done to their front end including the tie rods. Customer states they received a recall notice in the mail now but have already had it repaired so they would like reimbursement. Agent provided reimbursement information as follows and also provided fax number (AC 18891) for customer.
-
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
-
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for three more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	10/17/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/03/2006	***Mileage***	193,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	44098	THOMAS DODGE CORP OF NEW YORK			
Dealer Address	1201 ROUTE 112				
Dealer City	PORT JEFFERSON	***Dealer State***	NY	***Dealer Zip***	11776

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ALIQUIPPA PA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised customer of all other incomplete recalls.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement information regarding recall N62.

Briefly summarize why the customer is contacting Chrysler: Customer inquired about reimbursement for recall N62. Customer has had related repairs completed at an IRF.
Briefly summarize what the customer is expecting: Agent advised customer that he would have to have a DLR inspect the vehicle to determine whether or not Chrysler authorized parts have been installed in the vehicle and to ensure the vehicle is in safe and proper working condition. Agent advised customer that we would consider reimbursing for recall related parts but not labor. Agent advised customer of all incomplete recalls on his vehicle. Line was disconnected while agent was locating recall documents. Agent attempted to call back twice but customer did not answer. Agent left a message advising customer to call back for assistance from the next agent.
customer called back in to verify that the older recalls could still be completed by the dealership
Agent advised they could be completed however since they were older recalls the dealership may have to order parts
Customer inquired on the possibility of being provided with a loaner vehicle if the repairs were going to take awhile
Agent advised that the dealership may be able to provide a loaner vehicle but it would depend on the dealership and on the length of time vehicle is off road
Customer also inquired as to if he could bring the vehicle to any authorized dealership
Agent advised any authorized dealership could complete the recalls

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL0	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	06/04/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/21/2010	***Mileage***	45,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44692	RICK KEFFER DOD-CHY-PLY-JEEP			
Dealer Address	464037 E STATE ROAD 200				
Dealer City	YULEE	***Dealer State***	FL	***Dealer Zip***	32097

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FERNANDINA BEACH FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Customer requesting rental vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod end broken
Corporate - CNA Change - Default - Default - Default	Updated phone number and email
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 11:42
Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to request roadside assistance, reimbursement for towing and rental vehicle assistance for a broken tie rod end. Customer states his vehicle s tie rod end broke in his driveway and he called RICK KEFFER DOD-CHY-PLY-JEEP and was told to contact Chrysler. Agent advised customer that the vehicle needs to be towed to a dealer and diagnosed to determine if the repairs are related to the recall. Agent advised customer that rental vehicle expenses are not covered by the recall but that towing may be covered and transferred customer to roadside assistance for further handling.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for towing and rental vehicle expenses caused by the N49 recall.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for three more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted].
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL6	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	03/22/2010	
Model Year	2010	***Body***	D28H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	06/21/2010	***Mileage***	103,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60179	QUINN CHRYSLER DODGE, LLC			
Dealer Address	3250 SE WASHINGTON BLVD				
Dealer City	BARTLESVILLE	***Dealer State***	OK	***Dealer Zip***	74006

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BARTLESVILLE OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left tie rod
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer states that he received recall notice in the mail for N49 left tie rod. Customer states that he contacted dealership and was told that the parts would not be available till April 2014.
OUTBOUND CALL TO DEALERSHIP: 918-766-0000 Writer spoke with Jody(S/A) who states that the dealership received notice from Chrysler on Friday that they would not be shipping out any parts till April. Jody states that there is no order placed as parts are not available.
ATTEN: JK671 Please add survey by pass-no repair.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU286X	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	12/18/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/20/2003	***Mileage***	119,523	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68817	FEDERICO CHRYSLER DODGE INC			
Dealer Address	1875 E EDWARDSVILLE RD				
Dealer City	WOOD RIVER	***Dealer State***	IL	***Dealer Zip***	62095

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MARYVILLE IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Recall complaint

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he doesn t think that the DLR charged Chrysler with the correct amount. Customer states that the DLR charged for 1.1 hours of labor to replace the steering linkage. Customer states all they did was look at the part.
Briefly summarize what the customer is expecting: Customer is expecting to file a complaint.
Agent advised customer the agent would look into the complaint and thanked him for his feedback.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A8	7J[redacted]	***Open Date***	12/30/2013	***Built Date***	04/17/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/30/2007	***Mileage***	50,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45382	BROADWAY CHRYSLER, DODGE, JEEP,	INC.		
Dealer Address	2720 BROADWAY AVE				
Dealer City	YANKTON	***Dealer State***	SD	***Dealer Zip***	57078

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRITT MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about the recall status.
Corporate - Technical Assistance - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram to find out what just what needs to be done for the N62 recall. Customer states that the dealership advised him that it was suppose to be something about the steering dampner.
Briefly summarize what the customer is expecting: Agent advised customer that the recall repair will be done the left and right tie rod. Agent advised customer that the recall repair part will be available after 01/06/2014. Agent advised customer that if he requires any further assistance, he can contact Ram once again.
Briefly summarize why the customer is contacting Chrysler:
Caller wanted to ensure that his dealership performed the proper action in relation to this recall.
Caller states that the dealership reviewed the type of steering linkage and told him no further action was required.
Briefly summarize what the customer is expecting:
Caller is seeking technical support.
Writer reviewed N62 Dealer Service Instructions and found that the first step is to review the steering linkage at the steering damper mounting point. If the steering damper mounts to the tie rod tube with a bolt, there is no replacement required.
Customer does not understand how the steering damper relates to the tie rod ball studs.
Customer would like to know if on the Mopar service parts steering linkage, whether the tie rod ball studs are replaced.
Customer would then understand that as his vehicle does not have the Mopar service parts he would not require a repair.
Writer advised that we would reach out to our Technical Support group for an answer to lines 23-24 and we would follow up with him as soon as a response is received.
1/14/14 According to available information, Mopar service parts steering linkage replacement tie rods come equipped with tie rod ball studs. If additional assistance/information is needed, the customer will need to refer to their servicing dealership.
Reassigned file back to HC651 for proper handling.

OUTBOUND CALL TO CUSTOMER:
Writer contacted [redacted] to advise of lines 30-33.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A6	7J[redacted]	***Open Date***	12/30/2013	***Built Date***	04/16/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/01/2007	***Mileage***	95,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68807	PERFORMANCE CHRY JEEP DODGE, INC			
Dealer Address	7010 SOUTH 124TH CIRCLE				
Dealer City	LA VISTA	***Dealer State***	NE	***Dealer Zip***	68128

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OMAHA NE[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: N62
Agent advised Gene that as per the recall letter to contact the dealership after January 6, 2014 to make an appointment.
Agent advised Gene that the dealership has the correct procedure and instructions as per Chrysler to the recall repair, and that if he has an IRF completed the recall, then there is no guarantee that he would get reimbursed for the labor or the repair itself.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L4	9G[redacted]	***Open Date***	12/30/2013	***Built Date***	12/19/2008	
Model Year	2009	***Body***	D18L42	DODGE RAM ST 4X4 3500 QUAD CAB			
In Service Dt	01/24/2009	***Mileage***	37,623	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43412	TATE'S AUTO CENTER			
Dealer Address	1001 NAVAJO BOULEVARD				
Dealer City	HOLBROOK	***Dealer State***	AZ	***Dealer Zip***	86025

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUCK AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer inquiring if N49 recall needs an inspection,

Briefly summarize why the customer is contacting Chrysler: Customer inquiring if N49 recall needs an inspection, agent contacted the DLR and they stated it does not. Customer had disconnected during this time.
Briefly summarize what the customer is expecting: Customer inquiring if N49 recall needs an inspection,

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/08/2007
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	01/22/2008	***Mileage***	165,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP		DODGE	
Dealer Address	1901 GRASS VALLEY HWY				
Dealer City	AUBURN		***Dealer State***	CA	***Dealer Zip*** 95603

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	ROSEVILLE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill assistance declined

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 11:52
Briefly summarize why the customer is contacting Chrysler: Customer contacted RAM regarding reimbursment on the steering linkage that he just had completed due to a bad wobble in the front of the vehicle. Customer states he paid $1075.00 for the repair and he is seeking reimbursment as the vehicle has the open recall applicable to the repair, and he s had the recall completed before in the past. (H46). Writer provided the customer with a documentation request link, as well as the information needed for potential reimbursment as per answer ID 17420. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking reimbursment under the N62 recall.
Customer states he is experiencing browser issues sending information through documentation link. Agent provided fax #877-768-5076.
Agent waiting for documentation.
POSTMARK DATE: 123113; DATE RECEIVED: 123113
Agent reviewed documents submitted by customer and found customer had the parts replaced and then received the recall notice the next day. Agent will contact the dealer to determine if it was factory parts that were replaced on the vehicle.
Agent called AUBURN CHRYSLER DODGE JEEP RAM and spoke with SA Jacob about the customer s request. Jacob states the parts that were replaced were factory parts and that there is no record of the customer having any previous repairs to the steering linkage before this repair was completed at the dealer.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that because the factory parts were replaced on the vehicle and the recall is for aftermarket Mopar parts and not factory parts the customer is not eligible for reimbursement under the N62 recall. Please also advise the customer that after January 6, 2014 he can contact an authorized dealer to have the recall completed and possibly some of the parts changed or upgraded at that time depending on

the outcome of the recall at that time.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number 24368356 so that we can discuss your request with you, thank you.
End of Status Update
****
Next agent please advise customer of lines 30-36.
Mr.[redacted] called in as he had received an email from GG467.
Agent attempted to reach GG467 extension 4718114 has no voicemail.
Agent advise Mr. [redacted] of lines 30-36 and that GG467 was not available to answer the phone and has not voicemail.
Mr. [redacted] would still like to speak with GG467.
Please call Mr. [redacted]
Agent will attempt to reach customer later this week.
Agent called customer and advised him that the parts installed on his vehicle are subject to the recall and that there is no reimbursement that Chrysler is willing to provide the customer at this time because the parts replaced were the factory parts and are covered by a 3 year 36,000 mile factory warranty. Customer understood.
POSTMARK DATE: 013114; DATE RECEIVED: 013114
POSTMARK DATE: 030414; DATE RECEIVED: 030414
POSTMARK DATE: 040714; DATE RECEIVED: 040714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KS28D8	7J[redacted]	***Open Date***	12/30/2013	***Built Date***	04/30/2007
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	06/22/2007	***Mileage***	170,013	***Dealer Zone***	42	DETROIT
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	42446	FREEDOM DODGE INC			
Dealer Address	1560 NEW CIRCLE ROAD				
Dealer City	LEXINGTON	***Dealer State***	KY	***Dealer Zip***	40509

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	JEFFERSONVILLE IN[redacted]	***Country***	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	Ball joints replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is looking for reimbursement due to the N62 recall.
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Customer was advised of recall.
Product - Suspension - Torsion / Sway Bars - Other - Unknown	Shake in front end

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating he received the N62 recall letter. Customer stated that in 2010 he was having problems and had this repair then. Customer wanted to know about reimbursement. Agent told him on his letter it states the address information to send his receipts for reimbursement. Agent advised of both recalls and customer said that is what was replaced in 2010.
Briefly summarize what the customer is expecting: Customer wanted to know about reimbursement for work done on a current recall.
POSTMARK DATE: 123013; DATE RECEIVED: 010714
Customer sent in document in regards to reimbursement consideration for the N62.
Agent will review.
Claim 04621 DealerÙ 41906 COMMONWEALTH DODGE INC
H46 Inspected 06/03/2009 at 32501 M - no parts replaced
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Inform customer that he still has the incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY and the L16 LEFT TIE ROD END, contact CDJ to have previous repair inspected so they can update file.
Documents submitted were for the replacement of Stabilizer Bar, Power steering pressure line, stabilizer kit, upper and lower ball joints, heavy duty steering linkage, damper and pitman arm.
Tie rods were not replaced, agent is denying claim.

OUTBOUND CONTACT to MR [redacted]
answered phone and then disconnected. Agent will attempt another contact.
Mopar Part 52122362AF STEERING LINKAGE viewed on
www.factorymoparparts.com
Part #RANRS98511 is for STABILIZER KIT 68001734AB/Mopar Part 68001734AB
STABILIZER BAR LINK KIT
OUTBOUND CONTACT to MR [redacted] customer
answered phone, agent stated who she was and customer disconnected for
the second time.
Agent is sending form letter.
****
1/20/14
[redacted]
,
JEFFERSONVILLE , IN- [redacted],
UNITED STATES
Reference [redacted]
Dear MR [redacted]:
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-853-1403, to discuss your reimbursement consideration. Please refer
to the reference number
above or have your Vehicle Identification Number (VIN) available when you
call.
Sincerely,
Kelly
Customer Assistance Representative
****
NEXT AGENT: WHEN CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 18-29. LAST
REPAIR MAY BE THE PART THAT HAS BEEN RECALLED, PLEASE HAVE CUSTOMER
CONTACT CDJ TO SCHEDULE APPOINTMENT TO HAVE PREVIOUS REPAIRS INSPECTED
UNDER THE RECALL L16 AND N62 AT NO COST TO CUSTOMER .
Letter sent 1/24/14.
Briefly summarize why the customer is contacting Chrysler: Customer
contacted Chrysler regarding recall reimbursement
Briefly summarize what the customer is expecting: Customer is seeking
reimbursement
Agent advised customer as per lines 58-61 customer is recommended to have
previous inspected
Customer called in stating the DLR code 61116 was supposed to send in the
proper information for the reimbursement.
Customer states that Bales Motor Company Inc. did in fact put the right
parts on the vehicle.
Agent advised customer that we have not received any more information
than what he has provided to us.
Agent contacted DLR code 61116 and spoke to SA Sunny.
SA Sunny stated that the vehicle was repaired at another DLR.
SA states the parts that are replaced on the vehicle are the new
components.
Agent advised customer the case would be sent back and reviewed.
Reassigned to 86Y

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3DL1	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	06/29/2012
Model Year	2012	***Body***	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	07/16/2012	***Mileage***	8,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PGX	SAGEBRUSH PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	41007	DICK GREENFIELD DODGE INC			
Dealer Address	2700 BRUNSWICK PIKE RT 1				
Dealer City	LAWRENCEVILLE	***Dealer State***	NJ	***Dealer Zip***	08648

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PENNINGTON NJ [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Recall - N49: LEFT TIE ROD -	Customer seeking to complete recall N49

Briefly summarize why the customer is contacting Chrysler: customer seeking information to complete recall N49.
Briefly summarize what the customer is expecting: customer seeking to complete recall N49.
Customer schedule at 41007 - DICK GREENFIELD DODGE CHRYSLER for recall N49 completion.
Customer called back about recall as she was getting mixed messages about recall.
Agent advised that this complaint would be doumented and got customer on list at Baker CJD with SA Bill customer being 3rd in line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6 4[redacted]	***Open Date***	12/30/2013	***Built Date***	07/05/2004		
Model Year	2004	***Body***	DR7L42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/01/2004	***Mileage***	64,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BISHOP CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Richard called in as he received the recall letter. Richard states that he has never had the steering linkage changed, and therefore he doesn t need to go to the dealership for this recall.
Briefly summarize what the customer is expecting: N62 LEFT OUTER TIE ROD ASSEMBLY
Agent advised Richard that the recall H46 STEERING LINKAGE was completed in 06-26-2009, and that he will still need to go into the dealership to have the vehicle inspected for the recall N62 LEFT OUTER TIE ROD ASSEMBLY . Agent advised Richard to call the dealership as of January 6, 2014, as the letter stipulates, to make an appointment.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	09/14/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/25/2005	***Mileage***	89,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	***Dealer State***	CA	***Dealer Zip***	95661

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SACRAMENTO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall notice about his tie rod ends. Customer would like to know if the recall applies only if the parts have been replaced. Agent advised the recall states that MOPAR service parts steering linkage may have been installed and may need to be inspected. Customer states he does not think he has had anything replaced but he will contact the dealership later today to make sure and get the inspection done if it is needed.
Briefly summarize what the customer is expecting: Information on the recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D9	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	12/04/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/15/2004	***Mileage***	98,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68149	MCGINLEY INC			
Dealer Address	7 SHAMROCK BLVD				
Dealer City	HIGHLAND	***Dealer State***	IL	***Dealer Zip***	62249

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BREESE IL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customers contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer asking why take a month for the recall parts to be in
Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer concerned noise is coming from Tie rods
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer asking why it will take over a month to get the part in for this recall. Customer states he is hearing a noise and is concerned he is having an issue with his Tie Rod. Agent advised customer that if he is concerned for his safety to have vehicle looked into. Customer
Briefly summarize what the customer is expecting: Customer seeking clarification on timer frame for recall completion.
Agent advised customer that this is an early notification to keep our customers informed. Agent advised customer it is taking time to have the parts manufactured for this recall. Agent thanked customer for his patience and advised to contact the dealership to book an appointment for recall competition after 01/06/14.
Reassigned to TL no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	01/24/2011
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB		
In Service Dt	02/25/2011	***Mileage***	99,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	54827	JOHNSTOWN DODGE			
Dealer Address	224-228 W MAIN ST				
Dealer City	JOHNSTOWN	***Dealer State***	NY	***Dealer Zip***	12095

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ORANGEBURG NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Agent confirmed open recall

Briefly summarize why the customer is contacting Chrysler:customer called to advise he received a recall notice and dealership doesn t have parts for N49. Agent advised letter advises do not call until January 6th as parts not yet available.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL2	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	08/09/2011	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	12/16/2011	***Mileage***	12,048	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EUNICE NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking if it applied to their vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called seeking if the recall for the tie rods applied to her vehicle. Agent confired that it does apply to the vehicle. AGent confirmed that there is a PO Box for the address. Agent updated the address. Agent stated to the customer to wait until January 6th to make the appointment.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassign to JK671- No repair
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D0	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	09/27/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/15/2005	***Mileage***	75,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	25034	DISHMAN DODGE			
Dealer Address	EAST 7700 SPRAGUE AVENUE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99212

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LEWISTON ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer already got this recall replaced
Corporate - CNA Change - Default - Default - Default	Updated email address

Briefly summarize why the customer is contacting Chrysler: Customer already got this recall repaired and the agent advised the customer to submit his original documentation to reimbursements. Agent advised the customer it would take approximately 4-6 weeks.
Briefly summarize what the customer is expecting:
POSTMARK DATE: 123013; DATE RECEIVED: 010714
Documents attached for review
Agent reviewed documents submitted by customer and found the customer had repairs completed at an IRF and submitted invoice showing the repair and proof of payment.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case numbe[redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called for decision on his request for reimbursement under recall. Agent provided customer with the information on lines 26-30.
-
Customer stated the recall has to do with the tie rods. Agent opened up the recall letter and advised the customer that it states that: the dealer will inspect the steering linkage on your truck and replace steering linkage components if required. Agent advised customer again of lines 26-30.
-
Customer stated he would look into this some more.

Customer calling to find out why the denial. Agent advised customer that they would need documentation proving that the parts had been previously replaced with MOPAR parts in order to get reimbursed for the recall. Customer called in again stating he believes the documentation submitted does fulfill the requirements for reimbursement,

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	06/13/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/09/2006	***Mileage***	49,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILTON FREEWATER OR[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	

Customer DONNA CATLETT s husband called.
He stated he received N62 notice, he has never had front end repairs on this vehicle with 49000 miles on it. Vehicle also has incomplete H46.
Conference to Dealer 44848 phone 509-736-6020 time 12:01 ET. SA Don answered, stated they can do the inspection without appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D0	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	03/26/2003	
Model Year	2003	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	06/30/2003	***Mileage***	110,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66797	POULIN CORPORATION			
Dealer Address	301 N MAIN ST				
Dealer City	ROCHESTER	***Dealer State***	NH	***Dealer Zip***	03867

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	BARRINGTON NH [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	Customer states recall was already completed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states recall was already completed

Briefly summarize why the customer is contacting Chrysler:
Customer states he had the repair on the steering linkage and the tie rod already completed. Agent gave customer the following address to send in his documentation: Chrysler Recall Assistance Center
P. O. Box 21-8007, Auburn Hills, MI 48321-8007.
Briefly summarize what the customer is expecting:
Reimbursement for recall related repairs.
POSTMARK DATE: 010814; DATE RECEIVED: 011514
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5 8G[redacted]	***Open Date***	12/30/2013	***Built Date***	09/05/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	02/24/2009	***Mileage***	16,911	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68498	TRICE HUGHES INC			
Dealer Address	111 HIGHWAY 91 NORTH				
Dealer City	PRINCETON	***Dealer State***	KY	***Dealer Zip***	42445

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MARION KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about timeline to complete recall

Briefly summarize why the customer is contacting Chrysler: Customer states that when she contacted 68498 she was told that they were unable to complete recall N62 until April. Customer states that the letter instructs her to book an appointment after Jan 6th 2014 to have the recall completed.
Briefly summarize what the customer is expecting: To know when to complete the recall N62.
Agent contacted SM Jeff at dealer 68498 who stated that there must have been a miscommunication. SM states that they are currently performing inspections for the recall and ordering parts for those customers who need them. SM states that if the customer books an appointment for the inspection they should be able to get their part on time. Agent offered to assist customer to book an appointment but was declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C7	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	09/21/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/25/2006	***Mileage***	111,496	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	26355	EMPIRE CHRYSLER DODGE JEEP			
Dealer Address	2000 US 421 B				
Dealer City	WILKESBORO	***Dealer State***	NC	***Dealer Zip***	28697

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SOUTHLAKE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	possible Reimbursement
Corporate - Survey By-Pass - No Response - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 12:27
Briefly summarize why the customer is contacting Chrysler:customer called stateing that he had some repairs done and was advised that there are recalls for those parts there is only a recall on the Vehicle Left outer Tie rod Assembly customer is requesting recall Reimbursement writer advised customer off all the stuff he would need to send in for possible Reimbursement Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Briefly summarize what the customer is expecting: Possible Reimbursement
Reassign to 86Y
Writer will contact customer on 1/6/14 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2006 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL5	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	08/27/2012
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	10/22/2012	***Mileage***	50,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	ENDEAVORS, GALVANIZED	***Contact Type***	TELEPHONE
Address	1625 FRY AVE	***Home Phone***	[redacted]
	CANON CITY CO 81212-4179	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall repair inquiry

Caller [redacted] office manager from GALVANIZED ENDEAVORS called stating that three of their trucks are affected by recall N49, and she would like to know, because these are business vehicles, if the repair can be done right away.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
Agent called PERKINS MOTOR COMPANY, INC Dealer Phone : 719-475-2330 and spoke with service person Bess, who took the customer s name and phone number for contact once the parts are available. Bess explained that the parts are restricted and repairs will be performed on a case by case basis. AGent advised Bess that 3 of the company s trucks are affected by this recall. Agent relayed this information to off GALVANIZED ENDEAVORS office manager Lynn and she will contact the dealership on January 6, 2014 to have the vehicles inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL4	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	12/23/2011	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	05/31/2012	***Mileage***	8,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44726	SCOTT EVANS CHRY-PLYM-DOD-JEEP			
Dealer Address	2208 BANKHEAD HWY				
Dealer City	CARROLLTON	***Dealer State***	GA	***Dealer Zip***	30117

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VILLA RICA GA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on recall.

Briefly summarize why the customer is contacting Chrysler:Customer seeking information on N 49 recall.
Briefly summarize what the customer is expecting:Customer informed writer that dealership SCOTT EVANS CHRY-PLYM-DOD-JEEP 770-834-5050 , had informed him that he could bring vehicle in to diagnose but was unable to fix problem due to parts not available. Writer informed customer that dealership would be able to put him on waiting list and would be contacted as soon as part was available. Writer called dealership and confirmed information with service department. Writer transferred customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D7	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	04/07/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/14/2007	***Mileage***	34,079	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PASCO WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about recent letter
Corporate - CNA Change - Default - Default - Default	Customer update phone numbers

Briefly summarize why the customer is contacting Chrysler: Customer received N62 letter and inquiring about procedure.
Briefly summarize what the customer is expecting: Customer expecting information on the repair. Agent advised customer to contact his Dealer after January 6th once parts become available as per AC24057 and N62 letter combo.pdf . Customer will call his Dealer after January 6th.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C9	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/20/2004	
Model Year	2004	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	03/22/2004	***Mileage***	85,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COTTONWOOD CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer seeking to get recall completed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer is seeking to get recall completed early
Briefly summarize what the customer is expecting: customer is expecting to get recall completed.
Writer advised the customer that the recall parts are unavailable until January 6th 2014 and that we are unable to complete this recall before then.
Writer advised the customer to have her son deal with a dealership specifically to reduce the inconvenience of not having the vehicle for work purposes.
Customer states that her son will contact a dealership in the area that he is in after the 6th.
Reassigned to LB546

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/16/2007	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	09/30/2007	***Mileage***	215,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54914	PAUL BROWN MOTORS INC			
Dealer Address	1145 E STATE ST				
Dealer City	OLEAN	***Dealer State***	NY	***Dealer Zip***	14760

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SMETHPORT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer seeking part information.
Briefly summarize what the customer is expecting: Customer states that she was advised that the dealership may not have the parts available to complete the recall on January 6th, 2014. Customer states that she is going to Florida on January 18 until April. Customer states that she does not want to cancel her plans to Florida because parts were not available. Customer states she has an appointment made for January 7th at 8am for the inspection.
Agent advised customer that her concern is understood. Agent advised customer that parts are to be shipped out on January 6, 2014.
Agent contacted PAUL BROWN MOTORS INC and spoke with Service Manager Matt. SM stated she is able to come in earlier for the inspection if she likes.
Customer states that she will keep her appointment and if parts are not available and she needs a repair, that she will contact us back.
Customer states that the dlr advised the customer that the part requires replacement
Chris states that the customer vehicle diagnosis requires replacement
Customer calling due to the plans the customer has made for a trip, customer took the vehicle in for inspection today and was advised that the vehicle requires the replacement for the recall. Customer states that she should not have to wait for the part in order to go on her trip.
Agent called the dealer and spoke with Chris in service and advised that the inspection shows that the part requires replacement, states that the part has been ordered and that the customer is at the top of the list.
Agent advised the customer that the service Chris advised that he will call as soon as the part comes in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/13/2007
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4		
In Service Dt	05/22/2008	***Mileage***	25,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EL DORADO HILLS CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting information on N62 Recall

Briefly summarize why the customer is contacting Chrysler: Customer requesting information on the N62 recall.
Briefly summarize what the customer is expecting: Agent advised customer that currently DLR s are not taking appointments for recall repairs until after 01/06/2014. Customer stated they were concerned about the safety of their vehicle. Agent advised customer that the DLR may be able to do an inspection in regards to safety, but will be unable to do repairs until the date stated on the letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	11/01/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/01/2006	***Mileage***	111,039	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE		
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	***Dealer State***	NM	***Dealer Zip***	87507

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PECOS NM[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement for repair done related to recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he had a recall notice for N62 LEFT OUTER TIE ROD ASSEMBLY . Customer is stating that he had this already repaired back in Sept 2013 . Customer is now seeking reimbursement for the cost of the repair . Agent advised customer of the fax number to send in his documents . Agent advised the customer of the case number to put on his documents when sent in .
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement .
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: DECLINE
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 86Y
******
Writer located the N62 is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located the H46 recall to be completed with no parts replaced.
******
Writer will wait for the documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will cal[redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler. I have been waiting for documents to arrive for a repair completed on the 2006 DODGE RAM. I will be closing the cair in two days time and it can be re opened once the documents arrive. Writer supplied

855-675-9291, extension 4718492 and cair number [redacted]
******
Writer received a voice message from the customer dated January 10, 2013 @ 12:29 pm leaving [redacted] as the contact number.
******
Writer will reassign to the TL for the addition of a survey by pass as the documents have not arrived.
******
Customer was calling in stating that he does not have an address or fax number to send the documentation to. Agent advised the customer that the CM should have provided this information to him. Customer states that he left a message for CM DW690 to call him back. Agent advised the customer that the CM DW690 will call him back once she gets the message and advise him what needs to be sent in and where to send it. Customer understood.
******
Writer received a voice message from the customer dated January 13, 2013 @ 12:43 pm leaving [redacted] as the contact number.
Writer will call.
Writer spoke with [redacted]l. Writer advised the customer the file would be closed as documents did not arrive. Writer asked if the steering linkage had been replaced before. Customer stated the steering linkage was not replaced.
Customer stated the letter says a tie rod end. Writer advised the tie rods are not part of the recall this is for a replacement part that may have been installed during a prior visit. Customer stated he did not have any other repairs.
Writer advised the documentation would not have to be sent the vehicle should be taken to the dealership, they will inspect the vehicle to see if the vehicle still has the original parts and replacement them if necessary.
Customer stated he understood.
by pass added.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29DX	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/09/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	12/06/2006	***Mileage***	107,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26419	STARR MOTORS INCORPORATED			
Dealer Address	2584 PRUDEN BLVD				
Dealer City	SUFFOLK	***Dealer State***	VA	***Dealer Zip***	23434

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUFFOLK VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer wants to get recall completed.

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information on her vehicle. Customer called dealership, they informed her she needs a letter. Customer states they were on family trip and they were going 80 MPH and experienced trouble steering from now on she has had issues with the recall. Customer states she has had issues and got the repair completed herself. Customer stated she bought the parts online and had her son-in-law install the parts. Customer stated she would like to be reimbursed for the cost of the parts as well as the labor.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised customer that we will not be able to send any reimbursement for the labor portion as the repair was not completed by a certified Chrysler dealership. Agent advised customer of the information required to submit for reimbursement via answer connect documents 16910 & 17064. Agent informed customer that the reimbursment may not be completed as there is no repair order. Agent provided address regardless to submit for possible reimbursment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A0	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/26/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	09/17/2007	***Mileage***	170,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43401	LUCAS-SMITH DODGE			
Dealer Address	1600 PARKWAY WEST				
Dealer City	FESTUS	***Dealer State***	MO	***Dealer Zip***	63028

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAINT JACOB IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 13:03
Briefly summarize why the customer is contacting Chrysler: Customer is calling because he already replaced the steering linkage and just received the notice that there is a recall on this. Customer is seeking reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Reassigning to 86Y.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing [redacted]
Does customer have an e-mail address: no
Concern:N62 recall reimbursement
Reviewed previous files:yes
Writer acknowledges assignment.
No documents present.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057 | Published 12/12/2013 08:38 AM | Updated 12/13/2013 08:10 AM | Access Level All Agents
What are the details of this recall?Owner letters are scheduled to be mailed the week of December 16, 2013.
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Customer had H46 completed 07/29/2010 - inspection only, so it must have still been factory equipment on vehicle. Customer would have had to had a repair /replacement between 07/29/2010 and today s date. The repair would be the item that failed that we are looking for; if it is a repair replacement of original equipment then vehicle will not qualify for N62.
No documents.
***** Customer Document Received *****
*
documents in will review as soon as possible.
Will review as soon as possible.
No time today to review.
Caller [redacted] seeking update on case. Agent informed caller lines 51 and 52 above.
Caller satisfied with information provided by agent.
Writer acknowledges update.
No time today to review.
Customer has opted to change steering linkage 11/12/13. Customer has purchased MOPAR parts.
CUSTOMER CONTACT: Writer called [redacted] Writer acknowledging the H46 was completed 07/29/2010 - so it was still factory original equipment.
Writer provided Case # and US CAC for contact. Writer advised Case will close in two days, but can be accessed or re-opened as needed.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called and stated he got a message that Charlene called regarding his case. Customer stated he was waiting to hear about reimbursement. Writer advised customer according to last narrative note and emphasized that customer needed to go for inspection. Customer stated he feels he should get reimbursement. Writer advised either she or Charlene will contact him on Monday.
Writer acknowledges update.
Writer took a call from customer and writer advised customer that the information will be noted and his case manager will contact him. Customer advised writer that she was calling him in the other line. Writer disconnected the call.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Customer directly. Writer had to explain the recall a few times but Customer now understands that Chrysler is looking for the replacement parts, not the factory original. Customer will take his vehicle to CDJR and if parts need replaced again we will do that complimentary. Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/21/2005	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	11/21/2005	***Mileage***	125,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66479	BERGEY'S CHRYSLER JEEP DODGE			
Dealer Address	408 HARLEYSVILLE PIKE				
Dealer City	FRANCONIA	***Dealer State***	PA	***Dealer Zip***	18924

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	CONSHOHOCKEN PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Custoemer wanted information on N62 recall
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer called in stating that the lower control arms had broken
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Customer called in with multiple issues with vehicle's front end
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Unknown	Customer called in with multiple issues with vehicle's front end

Briefly summarize why the customer is contacting Chrysler:
Customer called in regarding the notice for the N62 recall he had received in the mail. Customer has had the vehicle in at multiple dealerships in the past for repairs regarding issues with the front end. Customer states the vehicle used to have an issue known as the 'duck wobble' in which if the vehicle hit a bump, the tires would bounce, causing loss of control. This issue had damaged many of the front end parts including tie rods, control arms, wheel bearings. Customer has had the parts all replaced and is looking for possible reimbursement. Agent advised that customer should take vehicle to a dealership for a inspection which is covered by the recall and to insure all the parts are still good. Agent provided customer with Fax number for reimbursement request as well as CAIR number to add on it. Customer will be faxing information within the next few days.
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for the past repairs that would have been covered under the recent recall.
No documents.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing in:[redacted]
Does customer have an e-mail address:[redacted]
Concern:front end/steering repairs.
Reviewed previous files: yes
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)

2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
H46 was inspected 02/24/2010 and closed - so vehicle must have still had factory equipment at that point as H46 was looking for replacement parts. Customer will have had to have replacement parts from 02/24/2010 until present and to determine that we will need to review his documents, and send him into dealer for inspection.
No documents.
*
no documents.
No time today to review.
POSTMARK DATE: 010714; DATE RECEIVED: 010714
Writer acknowledges documents will review as soon as possible.
POSTMARK DATE: 010714; DATE RECEIVED: 010714
POSTMARK DATE: 010714; DATE RECEIVED: 010714
Writer acknowledges that documents have arrived, Writer will review as soon as possible.
No time today to review.
Writer acknowledges that Customer sent in an invoice that includes a diagnosis and an alignment. These items are not recall related. Writer does not have any documentation that steering linkage was replaced/repaired.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Customer directly. Customer is taking vehicle to be inspected 01/15/2014. Writer advised if the replacement parts need to be replaced Chrysler will do so complimentary. Customer states he sent in twelve pages of documents. Writer advised only three received. Writer advised may be in queue, but they will attach. Customer still has Case # and fax #. Customer advised he is going to refax. Writer advised 3-4 times we are NOT reimbursing initial repair. Writer advised case will be closed, but can be accessed or reopened as needed.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 031414; DATE RECEIVED: 031414
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POSTMARK DATE: 041414; DATE RECEIVED: 041414
POSTMARK DATE: 041414; DATE RECEIVED: 041414
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WF4CL8	BG[redacted]	***Open Date***	12/30/2013	***Built Date***	08/23/2010	
Model Year	2011	***Body***	DD3L93	DODGE RAM 4X2 3500 CREW CAB CHASSIS			
In Service Dt	03/26/2012	***Mileage***	216,310	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RAMSEY IN[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broke
Recall - N49: LEFT TIE ROD - Information Request	Recall information request

Briefly summarize why the customer is contacting Chrysler:
Customer states that his vehicles left tie rod broke while driving and brought it to a dealership to have repaired. Customer states that he asked the dealership about being reimbursed for the towing since it was caused by the recall and was advised to call in.
Briefly summarize what the customer is expecting:
Customer expects towing reimbursement information.
Agent advised customer of information in AC 19204. Customer requested to have information sent to his email address. Agent advised customer that agent will send information to email address provided;
[redacted]
Status update provided via email to the following email address:
[redacted]m
Mr. [redacted] here is the information requested to send in for possible reimbursement:
Chrysler Group LLC, Roadside Assistance
Attn: Claims Department
P.O. Box 9145
Medford, MA 02155
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	03/18/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/13/2005	***Mileage***	123,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	63826	GENE'S CHRYSLER CENTER			
Dealer Address	3400 S CUSHMAN ST				
Dealer City	FAIRBANKS	***Dealer State***	AK	***Dealer Zip***	99701

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TOK AK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer looking for mailing address reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer seeking mailing address for reimbursement for completed recall 09/26/11 at 96,000 miles. Agent provided information from AC 17420 and gave customer CAIR number. Agent advised will take up to 60 days for review and process.
Briefly summarize what the customer is expecting: Customer looking to receive reimbursement of completed recall N62.
POSTMARK DATE: 123013; DATE RECEIVED: 011414
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had the H46 recall completed in 2009 and no parts were replaced at that time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/26/2004
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	01/25/2005	***Mileage***	165,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	44881	SOUTH POINT DODGE			
Dealer Address	5210 SOUTH I.H. 35				
Dealer City	AUSTIN	***Dealer State***	TX	***Dealer Zip***	78745

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AUSTIN TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer called because he had the right TIE ROD ASSEMBLY replaced and is wondering if this is what recall #N62 or recall #H46 is for.
Briefly summarize what the customer is expecting: I advised the customer that he would need to take his receipts to a Chrysler dealership to see if the repairs he had completed are what the recalls are for. I advised the customer that if the repair is what the recalls are for then he can submit his receipts and see about getting a reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	01/28/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/17/2005	***Mileage***	20,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44950	ROY'S GRAND DODGE-CHRY-JEEP ON		LOCUST LLC	
Dealer Address	1803 SOUTH LOCUST ST				
Dealer City	GRAND ISLAND	***Dealer State***	NE	***Dealer Zip***	68801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OMAHA NE[redacted]	***Country***	UNITED STATES

Corporate - No Longer Own Vehicle - Default - Default - Default	Customer changed ownership information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquired about the recall.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they had received the recall letter for the N62 recall. The customer stated that his son now owns the vehicle and wants to know if his son can get the recall booked himself.
Briefly summarize what the customer is expecting: Customer is seeking clarification if his son is able to handle the recall on the vehicle.
Agent advised customer that the ownership information can be changed to the son s name and then he would be able to fulfill the recall. The customer provided the agent with the right information the change the ownership of the vehicle. Agent verified to the customer that the son is now able to fulfill the recall himself. Customer was satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28CX	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/08/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/03/2003	***Mileage***	208,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	64506	LEESBURG CHRYSLER DODGE
Dealer Address	219 CATOCTIN CIRCLE S E	
Dealer City	LEESBURG	***Dealer State*** VA ***Dealer Zip*** 20175

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HERNDON VA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added a secondary phone number and email address
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Reimbursement - Default - Default - Default	seeking a reimbursement

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 13:20
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement. Customer states that about a year ago the steering linkage broke and he had to pay to have the front end replaced. Customer states that he received a recall notice and wants to be reimbursed. Customer states that he brought the vehicle to an IRF to have the front end repaired.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement on the front end. Agent sent customer a documentation request to have the invoice and receipt sent. Agent advised customer that once it is received we will review it and when there is an update someone in the reimbursement department will contact customer with an update on this case.
***** Customer Document Received *****
Customer will have to provide previous work order on the Tie Rods before the Chrysler will reimburse for the invoice he submitted.
**********OUTBOUND CALL**********
Writer placed a call to [redacted] Writer left a voice message for the customer to contact her back regarding the request for Reimbursement . Writer provided the customer with her contact information as followed 855-675-9291 Ext 4718290 with case number [redacted].
**********INBOUND CALL**********
TOM STEINHICE contacted writer back with regards to the N62 recall notice he received. Writer advised the customer that his vehicle must have had a previous repair on the steering linkage and or the Tie rods for his vehicle to be part the recall. Customer was not happy and became rude and disconnected the call.
**********CASE CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/29/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/29/2008	***Mileage***	97,354	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]T	***Home Phone***	[redacted]
	VIRGINIA BEACH VA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer states left tie rod previously broke
Product - Wheels and Tires - Tires - Other - Front	Customer states the tie rod destroyed the tire
Corporate - Survey By-Pass - No Response - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 13:21
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called in regards to reimbursment for a repair he previously completed and now has the recall. Customer stated that his left tie rod broke and he completed the repairs at an IRF. Customer states when the tie rod broke it made a large hole in the tire and destroyed the rim of the vehicle as well.
Briefly summarize what the customer is expecting: Customer seeking reimbursment for recall related repair.
Agent advised that she will escalate this concern for possible reimbursement. Agent advised that the tire and rim will most likely not be covered as that is considered consequential damages. Agent advised the Customer needs to send in the invoice for the repair and the proof of payment. Agent provided fax number as well. Customer thanked Agent.
***** Customer Document Received *****
Reassigning to AB1500
******
Writer located recalls attached to this vehicle not completed.
J35 REPROGRAM ECM - REGENERATION STRATEGY 04/16/2010 INCOMPLETE
L16 LEFT TIE ROD END SAFETY 09/30/2011 INCOMPLETE
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Customer sent in an invoice showing estimate with no proof of payment as advised by previous agent.
Customer seeking reimbursement for the tire and wheel as they were damaged when the tie rod broke, the towing charges had been covered by insurance.
******
Writer located mileage: Last Repair 11/30/2009 @ 28029 M
Mileage at the time of repair: 96875 M
******
Invoice - 1146 - 10/24/13 - shows [redacted]
Writer will contact the customer for information regarding ownership, repair completion and proof of payment.
******
Status update provided via email to the following email address:

[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to an invoice received for a repair completed on the 2009 Ram. This invoice sent shows this as an estimate the proper completed repair invoice is required as well as proof of payment. Proof of payment can be the front and back of a check, bank statement, credit card receipt or statement. The information can be faxed to 877-768-5076 please write the file number [redacted] on the page. My contact number 855-675-9291, extension 4718492.
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to an invoice received for a repair completed on the 2009 Ram. This invoice sent shows this as an estimate the proper completed repair invoice is required as well as proof of payment. Proof of payment can be the front and back of a check, bank statement, credit card receipt or statement. The information can be faxed to 877-768-5076 please write the file number [redacted] on the page. My contact number 855-675-9291, extension 4718492.
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to an invoice received for a repair completed on the 2009 Ram. This invoice sent shows this as an estimate the proper completed repair invoice is required as well as proof of payment. Proof of payment can be the front and back of a check, bank statement, credit card receipt or statement. The information can be faxed to 877-768-5076 please write the file number [redacted] on the page. My contact number 855-675-9291, extension 4718492.
Thank You
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.
by pass added.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C6	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/08/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	01/17/2004	***Mileage***	13,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted] [redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	EMMERSON OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer called in regarding recall N62 paid out of pocket

Briefly summarize why the customer is contacting Chrysler: Customer called in regarding recall N62 on his 2004 Dodge Ram. Mr. [redacted] had vechicle repaired at the dealer which he paid for out of pocket. Agent gave customer the Chrysler Recall Assistance Address in Auburn, Michigan. Agent also told Mr. [redacted] to send in original documentation, but to photo copy his receipts for himself.
Briefly summarize what the customer is expecting: Customer was happy with the address given by the agent
POSTMARK DATE: 123113; DATE RECEIVED: 010814
Documents attached for review
Agent reviewed documents submitted by customer and found customer had repairs completed at TOM S COUNTRY COM and had recall H46 completed in 2009 and had no parts replaced at that time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	01/08/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/30/2010	***Mileage***	69,260	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60049	MT HOME CHRYSLER JEEP DODGE LLC			
Dealer Address	491 WEST 6TH SOUTH				
Dealer City	MOUNTAIN HOME	***Dealer State***	ID	***Dealer Zip***	83647

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EUGENE OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer is wondering if the N49 recall is the same recall as the L16 that the customer had the completed on the vehicle on 10/19/2011.
Briefly summarize what the customer is expecting: Customer is expecting to find out if the recalls are the same.
Agent Advised: Agent stated that the recalls are not the same. Agent stated that there were two parts to the tierod recall. Agent stated that the l16 recall was the first part of the recall completion. Agent stated that for the first recall the stud ball was replaced, agent stated for the N49 recall the tie rod its self will be replaced. Agent stated to the customer that the agent is not technically trained. Agent stated that the dealership could follow a different procedure, but from the agents understanding is that the L16 had the ball stud replaced and the N49 recall the tie rod its self is being replaced. Agent stated that on 01/06/2014 to book an appointment to have the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46A3	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/11/2006	
Model Year	2007	***Body***	DC3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	01/31/2008	***Mileage***	24,473	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE			
Dealer Address	2920 N ASPEN AVE				
Dealer City	BROKEN ARROW	***Dealer State***	OK	***Dealer Zip***	74012

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROKEN ARROW OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information request
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states that one of his vehicles had the tie rod recall and the tie rod broke and is currently being fixed. Customer states that he received a notice for the N62 recall on this vehicle and is worried that the tie rod is going to brake and wants to know if a rental vehicle could be provided.
Briefly summarize what the customer is expecting:
Customer expects rental vehicle information.
Agent advised customer that Chrysler would be unable to provide a rental vehicle.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Reassigning to SJ372 for survey by pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	07/17/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/03/2008	***Mileage***	68,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44943	SPORT CHRY-DODGE-JEEP			
Dealer Address	200 CHESTNUT STREET				
Dealer City	FORT BRAGG	***Dealer State***	CA	***Dealer Zip***	95437

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	REDWOOD VALLEY CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	repair already completed

Briefly summarize why the customer is contacting Chrysler: Customer calling for information on recall
Briefly summarize what the customer is expecting: Customer states he received the recall N62 and has already had that repair completed. Agent stated to customer he would still need to have his vehicle inspected by dealership and repaired if required. Agent stated to customer that he could send in orginal repair receipt for possible reimbursement if the repair was the same as the recall. Customer understood and stated he would have the dealership inspected vehicle first and check the first receipt to see if it relates to the recall issue. Customer states if the first repair is the same as the recall he will call back for information on reimbursement.
Customer calls seeking recall information. Advised the customer of incomplete recall recall N62Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/21/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/06/2007	***Mileage***	35,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41249	QUINN MOTORS INCORPORATED			
Dealer Address	6747 GEORGE WASHINGTON MEM HWY				
Dealer City	GLOUCESTER	***Dealer State***	VA	***Dealer Zip***	23061

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CARDINAL VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	N62 recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know if they were subject to the N62 recall.
Briefly summarize what the customer is expecting: Agent advised customer that they are under the N62 recall, and to not contact their DLR until after the date listed on their recall letter (01/06/2014) to book repairs. Customer also inquired in regards to the H46 recall they had done in May 2010. The customer stated that the DLR looked at the issue at that time and stated that no repairs were needed. Agent advised that if the DLR stated that they didn t need repairs than the issue should be fine.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	07/04/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/02/2005	***Mileage***	125,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44909	FLETCHER DODGE-CHRYSLER-JEEP			
Dealer Address	3314 STADIUM DRIVE				
Dealer City	JONESBORO	***Dealer State***	AR	***Dealer Zip***	72401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BLYTHEVILLE AR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted to confirm recall
Corporate - CNA Change - Default - Default - Default	Updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer called and wanted to confirm the recall he received the letter on
Briefly summarize what the customer is expecting: Customer received recall letter on N62 and Agent confirmed this is showing on his vehicle. Agent offered to call the dealership to book the appointment and client wanted me to do this. Agent called Fletcher Dodge and they have a back order on the parts and that the customer should call back in a month to call back. Customer was advised and he will keep calling the Dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU4864	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	09/09/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	09/23/2002	***Mileage***	60,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45296	DON BROWN DODGE			
Dealer Address	3300 S KINGSHIGHWAY BLVD				
Dealer City	SAINT LOUIS	***Dealer State***	MO	***Dealer Zip***	63139

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CEDAR HILL MO[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised customer of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	thinks they have had tie replaced

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they think that they have had recall N46 completed. Customer stated that they will have to check for their receipts.
Briefly summarize what the customer is expecting: Customer is expecting to find out where they need to go to have recall completed.
Agent advised the customer of incomplete recall H46, agent also advised the customer that they can go to any Chrysler dealership and it does not have to be dealership that the vehicle was purchased. Agent offered to get customer in touch with dealership but customer stated that they would call themselves.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	05/03/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/26/2007	***Mileage***	126,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59572	B AND B DODGE INCORPORATED			
Dealer Address	125 GRANDVIEW AVENUE				
Dealer City	HONESDALE	***Dealer State***	PA	***Dealer Zip***	18431

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	ARCHBALD PA [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he received a recall notice in the mail for N62 and already had the steering linkage and tie rod ends replaced because they snapped 2 months ago. Customer seeking reimbursement. Agent provided customer with fax number: 877-768-5076 and case number stating he will have to send in the invoice that proves the customer paid. Customer stated once he has that documentation he will fax it in.
Briefly summarize what the customer is expecting: Recall Reimbursement.
Reassigned to KM788- waiting on documentation.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010114; DATE RECEIVED: 010114
Documents received.
POSTMARK DATE: 010114; DATE RECEIVED: 010114
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 59572
Reassigned to 86Y
Customer called to confirm that we got the documents he faxed to us.
Agent advised the documents have been received
Status update provided via email to the following email address:
[redacted]
Good Morning,
My name is Jenna and I have been assigned as your case manager. I have reviewd the documents that have been sent in.
This recall is on MOPAR replacement parts.
I will need an invoice showing that the Steering linkage was replaced with MOPAR replacement parts then a second invoice showing that the tie rods were replaced.
Jenna

855-675-9291 ext 4718558
End of Status Update
CUSTOMER UPDATE: Customer stated that the dealership did a bunch of front end work to it for the recall. Agent confirmed that the dealership replaced several parts in 2009 under the H46 recall. Agent stated that means she is able to go ahead and reimburse him for the work he had done. Customer stated he paid cash for the repair. Agent stated she will call him and confirm the proof of payment and the joint and the adjustment sleave. Agent stated she will send him an email with the totals.
IRF CONTACT M and M Auto Service 570-785-4444: Agent called and spoke to Mike Owner, who stated that the adjustment sleeve and universal joint were replaced because of the tie rod end breaking and digging into the ground. Agent asked if the labor was for the parts only or including the oil change. Mike stated that labor was only for the tie rods and repairs not for oil change. Tax is parts and labor. Mike confirmed it was paid in full.
Date 09/13/13
Invoice 2052
Right Tie Rod end- $156.32
Left tie rod end- $92.96
Adjustment Sleeve- $75.62
Universal Joint -$45.62
Labor: $67.50
Total: 438.02
Tax: 6% $26.28
Total: $64.30
Status update provided via email to the following email address:
[redacted]
Good Morning
So I confirmed everything I needed to and the total reimbursement will be 464.30.
I will go ahead and send the check out today again it should arrive in 7-10 business days but allow up to 30 days.
Jenna
End of Status Update
Correction to line 60-$464.30
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: IRF CONFIRM CASH
Date of Repair: 09/13/13
Invoice #:2052
Labor $67.50
Parts $370.52
Misc. Charges $0.00
Tax $ 26.28
Total $464.30
Writer is submitting check for approval in the amount of $464.30
****
CHECK APPROVED
****
Note: add to line 43 agent confirmed mailing address
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	01/27/2010	
Model Year	2010	***Body***	DJ7P92	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	03/31/2010	***Mileage***	82,133	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	RIVERTON WY[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD

Customer called in because she received a recall notice for the N49 recall. Customer states she has already had the tie rods replaced because they broke. Customer has documentation that she payed for the repairs Agent advised customer to fax information as per answer ID 17420 and provided case number.
Customer will fax documentation.
******
Writer located the N49 recall is attached to this vehicle.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Writer will wait for the documents to arrive.
******
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will call [redacted]
Writer spoke with [redacted] advising the documents have not arrived at this time for a repair completed on the vehicle and the cair will be closed in two days. Shane stated his mother was suppose to fax the information. Writer advised once the documents arrive the file will be re opened for review. Customer stated he will contact his mother to see if they were sent. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******
Writer received a voice message from the customer s mother dated January 9, 2013 @ 3:19 pm stating the information had been faxed for the repair. Customer s mother requesting a call @ 3[redacted]
******
Writer will cal[redacted].
Writer spoke to [redacted] who stated she faxed the information on January 6th. Writer advised Rosie the information has not been received and once it arrives the cair will be re opened. Rosie stated she will just fax it again.
Writer advised the documents may be in the fax department just have not been processed yet. Customer s mother stated that does not matter she will fax them again.
******
POSTMARK DATE: 011014; DATE RECEIVED: 011014
Writer will review the documents.
******
Customer sent in a repair invoice and proof of payment for ball joints.
The N49 recall is for tie rods and does not include the ball joints.

Writer will contact the customer to advise reimbursement will not be provided as the recall does not include the ball joints or universal joints showing on the invoice.
******
POSTMARK DATE: 010714; DATE RECEIVED: 010714
**
Writer will call [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to the invoice received for the 2010 DODGE RAM LARAMIE. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer received a voice message from the customer dated January 10, 2013 leaving [redacted]6 as the contact number.
******
Writer will call [redacted].
Writer spoke with Shane advising the information has been received.
Writer advised the repair completed had been for the ball joints.
Customer stated that was correct. Writer apologized reimbursement will not be provided as the recall is for the tie rods not the ball joints.
Customer stated he understood.
Writer advised the customer the recall still has to be completed they dealership will change the tie rods at no cost.
**********CLOSED**********
POSTMARK DATE: 020714; DATE RECEIVED: 020714
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 031114; DATE RECEIVED: 031114
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041514; DATE RECEIVED: 041514
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	09/16/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/22/2005	***Mileage***	101,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60137	CROSSTOWN MOTORS			
Dealer Address	650 MEADOW STREET				
Dealer City	LITTLETON	***Dealer State***	NH	***Dealer Zip***	03561

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT JOHNSBURY VT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking recall reimbursement.

Briefly summarize why the customer is contacting Chrysler:
Customer calling regarding recall. Customer stated last December the ball joint fell apart and he had the vehicle towed to a local mechanic. Customer stated he paid to have the left and right tie rod and all other parts replaced on the vehicle. Customer stated he would like to find out if Chrysler would be able to reimburse him for the repair. Agent advised customer to mail in a request for possible reimbursement to Chrysler Group Customer Care
P.O. Box 21-8004
Auburn Hills MI 48321-8004
**

Briefly summarize what the customer is expecting:
Customer calling seeking information regarding reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/02/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/25/2006	***Mileage***	101,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45027	SAFFORD MOTORS DODGE			
Dealer Address	5202 JEFFERSON DAVIS HWY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FREDERICKSBRG VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall letter for the steering linkage. Customer states he had his replaced a couple months ago by a shop because the steering linkage broke on him. Customer is seeking reimbursement information. Agent advised to send his original receipts to the address on the bottom of the recall letter. Customer states he will find the receipt and send it in.
Briefly summarize what the customer is expecting: To be reimbursed for having the recall repair already done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/13/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/31/2006	***Mileage***	103,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68428	DEMPSEY DODGE CHRYSLER JEEP II INC			
Dealer Address	1000 E ROUTE 34				
Dealer City	PLANO	***Dealer State***	IL	***Dealer Zip***	60545

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	AURORA IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called in regards in 04/2012 he had the left tie rod replaced. Customer states he performed the recall himself. Customer states he has the invoice for the part and is going to fax it in.
Briefly summarize what the customer is expecting: Customer seeking reimbursment.
Agent advised to send in invoice as well as proof of payment. Agent advised this is for possible reimbursment and once a decision is made he will be contacted. Agent provided the fax number.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 123113; DATE RECEIVED: 123113
Writer called the customer at [redacted] and advised him that as the part he replaced is the part from the factory and not a replacement service part Chrysler is not able to reimburse him for this repair.
Writer advised customer he should take his vehicle to the dealership to have them look at his parts to see if they need to be replaced under this recall. Customer said he already has and they said it does need replaced and will contact him as soon as they get the parts for it.
POSTMARK DATE: 013114; DATE RECEIVED: 013114
POSTMARK DATE: 030414; DATE RECEIVED: 030414
POSTMARK DATE: 040714; DATE RECEIVED: 040714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28DX	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/15/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/19/2003	***Mileage***	104,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	58729	SCHLOSSMANN'S DODGE CITY CHRYSLER JEEP, INC			
Dealer Address	19100 W CAPITOL DR				
Dealer City	BROOKFIELD	***Dealer State***	WI	***Dealer Zip***	53045

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MILWAUKEE W[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall notice for the tie rods. Customer states he replaced every part on the front end a year ago. Customer states he ordered the parts and paid someone else to install them. Agent advised he can send in the original receipts to the address on the letter. Customer states he needs the originals and will send us copies. Agent did not make any guarantees of reimbursement. Agent advised he will be contacted if he is able to get reimbursement. Customer states he will send the information in.
Briefly summarize what the customer is expecting: Reimbursement information
POSTMARK DATE: 010214; DATE RECEIVED: 010814
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Agent contacted the customer @ [redacted] and informed of the decision to deny the reimbursement request and customer is unhappy but understands.
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28DX	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/25/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/29/2004	***Mileage***	151,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42449	FERRARIO AUTO CENTER INC			
Dealer Address	RR #6, BOX 6013A				
Dealer City	TOWANDA	***Dealer State***	PA	***Dealer Zip***	18848

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRANVILLE SMT PA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer no aware of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer vehicle not operable
Corporate - CNA Change - Default - Default - Default	Update phone number and email
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called regarding recall N62 as he received a letter same time as his car experienced an inoperable left front tie rod. Customer vehicle located at IRF for repair as there is no Dealer in his town. Customer is inquiring if he has to get his vehicle towed to Dealer FERRARIO AUTO CENTER INC TOWANDA 20 miles away for a certified technician.
Briefly summarize what the customer is expecting: Customer requires confirmation if he has to get his vehicle towed to Dealer FERRARIO AUTO CENTER INC., TOWANDA 20 miles away for a certified technician. Agent advised customer he should get his vehicle diagnosed at a Chrysler Dealer so the repair can be made at no cost. Agent advised customer the Mopar part is not available till after January 6th as per AC 24057. Customer cannot wait as he requires his vehicle as soon as possible. Agent advised customer he can get repair done at IRF and submit application for reimbursement by contacting us with documents after his repair. Agent advised customer reimbursement is not guaranteed but will be reviewed. Agent advised customer of recall H46 that is still incomplete. Customer drives by Dealer Ferrario on his way to work and will drop by at a later date to diagnose H46 as per Dealer Connect recall letter.
****
Diagnosed by an IRF. Undiagnosed with a concern - inoperable.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	01/08/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	01/21/2010	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44898	BEAMAN DODGE INC			
Dealer Address	1705 S CHURCH ST				
Dealer City	MURFREESBORO	***Dealer State***	TN	***Dealer Zip***	37130

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LA VERGNE TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer worried about recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler worried about the N49 Recall on his vehicle.
Briefly summarize what the customer is expecting: Customer states he has received the first letter and contacted his DLR about the part but was told the parts were not available yet. Customer asked who would be responsible if his vehicle were to go off road. Agent advised customer to bring his vehicle in for an inspection for his own safety. Agent contacted DLR 44898 at 615-895-5092 and spoke with Robert. Agent put customers name on parts list. Agent advised customer that he was #2 on the list and would be receiving a call from the DLR when parts become available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3KL5	CG[redacted]	***Open Date***	12/30/2013	***Built Date***	05/30/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	09/15/2012	***Mileage***	6,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE			
Dealer Address	40 AUTO CENTER DRIVE				
Dealer City	IRVINE	***Dealer State***	CA	***Dealer Zip***	92618

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RENO NV [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent advised customer of dealer (24097) information.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking assistance with recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she received notice of recall N49. Customer states she is on vacation in Southern California and contacted nearby dealers. Customer states dealers advised part is on backorder and will not be available for months. Customer states she tows a fifth wheel with her vehicle. Customer states information on recall worries her and she would like assistance with issue.
Briefly summarize what the customer is expecting: Customer seeking information on recall.
Agent advised customer parts will be available after 01-06-14. Agent offered to contact dealer in area to schedule an inspection to verify if vehicle is showing any recall symptoms, customer accepted. Agent advised customer of dealer information: Tuttle Click: 949-472-7400. Agent contacted dealer (24097) and spoke with SA Shannon. Agent inquired if vehicle could be inspected for symptoms, SA advised appointment would be available 12-31-13 in the AM. Agent transferred customer to dealer for further assistance.
Survey Bypass: No Repair, Reassigned SG893

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D2	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	04/26/2005
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP		
In Service Dt	05/25/2005	***Mileage***	70,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	44591	NEWARK DODGE INC			
Dealer Address	250 ELKTON ROAD				
Dealer City	NEWARK	***Dealer State***	DE	***Dealer Zip***	19711

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]D	***Home Phone***	[redacted]
	LINCOLN UNIVERSI PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer requesting reimbursment for N62 recall.
Briefly summarize what the customer is expecting: Customer informed writer that in 2009 he had the entire front end of his 2005 DODGE RAM SLT 2500 REG. CAB PICKUP replaced. Customer informed writer that he sent in all paper work in 2009. Writer located documentation- CAIR [redacted]
Writer informed customer that he would not need to send information.
Writer informed customer that someone would contact him in 3-5 business days and also to allow up to 60 days to process.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:H46,N62
Name of person writing in:[redacted]
Does customer have an e-mail address: none present
Concern:N62 reimbursement
Reviewed previous files yes
Customer went to a Dealer in 2009 and was declined cost assistance for ball joint repair. Customer was in an accident and had a all tie rods , ball joints and drag link repaired, wanted Chrysler to assist with that and he was declined, and again was declined under the H46 as that involved replacement MOPAR parts. Customer has now had a lot of the steering replaced at an IRF but the codes for tie rods DS 1463 & 1464, MOG ES 3624 and 3625, do not look similar to MOPAR. Writer will see if IRF can verify parts used back in 2009.
IRF CONTACT: Writer called Cox Automotive 302 633 9888.
Writer googled part codes and these are Moog parts now, so they definitely will NOT qualify for the N62 recall.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised the N62 cannot be reimbursed as Customer has replaced parts with MOOG parts. Customer and his whole family have stopped purchasing Dodge vehicles. Customer accepts.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* * * *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	07/10/2007
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	02/12/2008	***Mileage***	34,800	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	07263	TOWN & COUNTRY CHRYSLER DODGE INC			
Dealer Address	703 CRIM AVENUE				
Dealer City	BELINGTON	***Dealer State***	WV	***Dealer Zip***	26250

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHILIPPI WV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Customer states tie rod worn.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he received a recall letter stating that customer has an incomplete N62 recall. Customer would like to know if he could make a service appointment to have this recall repaired. Agent states that this recall currently doesn t have parts but can bring this vehicle to the dealership for the inspection portion of this recall. Agent transferred customer to Kevin in service.
Briefly summarize what the customer is expecting: To have this recall repaired.
Customer calling back regarding recall n62.
Customer states the front end has been shimming on him and a mechanic advised him it was the tie rods.
Customer states he spoke to a DLR and was advised there are no parts.
Writer advised customer he needs to go to the DLR to have the initial inspection completed then the parts ordered that he requires. Customer contacted the DLR to inquire as per the customer he wants to stop by in 1 hour if that would be okay of they would be busy.
Writer spoke to SA at 07263 Dealer Name : TOWN & COUNTRY CHRYSLER DODGE INC who stated he can just stop by anytime for the initial inspection.
Writer advised customer to stop by service for the inspection.
Writer updated DLR to 07263 Town and Country (304) 823-1831.
Customer inquired if his break while waiting for parts what he should do.
Writer advised to contact the DLR or Chrysler as it would be looked at on a case by case basis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9 [redacted]	***Open Date***	12/30/2013	***Built Date***	12/09/2008		
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/01/2009	***Mileage***	83,544	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64977	GATOR CHRYSLER INC			
Dealer Address	200 E NASA BLVD				
Dealer City	MELBOURNE	***Dealer State***	FL	***Dealer Zip***	32901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MELBOURNE BEACH FL [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 15:23
Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement under recall. Customer stated that the tie rod broke in October and he paid to have the repair at an IRF. Customer stated it punctured his rim.
-
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for repair prior to issuance of recall.
-
Reassigned to 86Y.
Waiting for Documentation.
Documents have not been received.
Called Customer at [redacted]. Left message.
Advised that the Case will close in 2 days if the documents have not been received but will re-open when they arrive.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C9	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/10/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/30/2005	***Mileage***	195,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43887	SAM LEMAN'S DODGE CITY			
Dealer Address	1801 WEST PIONEER PARKWAY				
Dealer City	PEORIA	***Dealer State***	IL	***Dealer Zip***	61615

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRIMFIELD IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer states that he all ready had the recall completed

Briefly summarize why the customer is contacting Chrysler: customer states that he had replace the left outer tie rod in November when he was in Kentucky. Customer states that he got the letter for the recall and he is looking for a reimbursement. Customer states that he is still having issues with the tie rod.
Briefly summarize what the customer is expecting: customer seeking recall reimbursement information.
Agent advised that if he is still having issues with the recall to bring his vehicle into a certified Chrysler dealership.
Agent provided customer with Reimbursement Requests as per Answer ID 17420
Mailing address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
****
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Customer called in to find out the status of his recall reimbursement.
Agent advised customer that for any type of reimbrusement it can take up to 60 days total for the process to go through.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38AX	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	09/22/2007	
Model Year	2008	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/18/2007	***Mileage***	188,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45010	GARY MATHEWS DODGE & DODGE TRUCKS			
Dealer Address	1623 I-45 BYPASS				
Dealer City	JACKSON	***Dealer State***	TN	***Dealer Zip***	38305

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JACKSON TN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information

Customer calls seeking recall information. Advised the customer of incomplete recall recall N62Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Agent offered to contact dealership and transferred customer, customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D6	4J[redacted]	***Open Date***	12/30/2013	***Built Date***	02/03/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/08/2004	***Mileage***	163,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	43167	LANCASTER DODGE INC			
Dealer Address	1475 MANHEIM PIKE				
Dealer City	LANCASTER	***Dealer State***	PA	***Dealer Zip***	17601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EPHRATA PA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursment request
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Reimbursment request on the N62

Briefly summarize why the customer is contacting Chrysler: just replaced the left tie rod
Briefly summarize what the customer is expecting: just had this last month.
Agent states please send this info to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	04/19/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/15/2005	***Mileage***	176,257	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LOVETTSVILLE VA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added a primary phone number and updated the email address
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	recall information
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******

[redacted]

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the tie rod that was replaced 2 weeks ago. Customer states that 2 weeks ago he was pulling out of his driveway and the front end broke down the street. Customer states that he has the repairs done at an IRF and there were 4 ball joints and the tie rods were replaced. Customer states that he received the recall notice for the left outer tie rod.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement for the tie rod. Agent advised customer that customer has to send in the invoice and receipt for the repair. Agent advised customer that the labor is not reimbursable as it was done at an IRF. Agent advised customer that we may consider the left tie rod. Agent provided customer with information on the recalls for the OUT-OF-PARK ALARM SYSTEM, STEERING LINKAGE, and the LEFT OUTER TIE ROD ASSEMBLY.
Writer acknowledges assignment. No documents present.
Customer has never taken vehicle in to have any recalls completed.
E17
2003 2004 (DR) Dodge Ram Pickup Truck
2005 (DH) Dodge Ram Pickup Truck
NOTE: This recall applies only to the above vehicles equipped with a 5.9L diesel engine (6 or C in the 8th VIN Position) and an automatic transmission (sales code DGP or DG8). In certain circumstances when a driver has not placed the shifter lever fully into the Park position and leaves the engine running, the vehicle may unexpectedly move rearward after seeming to be stable. Unintended rearward movement of a vehicle could injure those in and/or near the vehicle. An Out-of-Park alarm system must be installed on the vehicle. The alarm system will beep the horn and flash the headlamps and shift indicator if a driver tries to exit a running vehicle without fully placing the shifter into the Park position.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)

2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
Safety Recall H46 Mopar Steering Linkage Page 2
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
No documents.
*
No documents
No documents. Writer will call Customer as soon as possible.
No time today to review.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact. Writer advised case will close in two days.
Mailbox is full, unable to reach.
Status update provided via email to the following email address:
[redacted]
Can you please contact Chrysler Customer Assistance, Case #[redacted] at 800 992 1997(24HRs.). We have not received your documentation regarding your 2005 Dodge Ram 2500. The Case is due to close in two days.
Regards,
Charlene
Customer Assistance Representative
End of Status Update
CUSTOMER CONTACT: Writer called [redacted] Mailbox is full, unable to reach Customer, no response from e mail, sending for bypass so case can be closed.
By pass please. no documents, no Customer response.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/08/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/07/2004	***Mileage***	77,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WILLARD UT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Product - Steering - Linkage - Other - Default	STEERING LINKAGE
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall notice on his vehicle for the tie rod. Customer stated he took it to the dealership and they took his information and stated they would contact him when the parts are available. Customer stated he has had a problem with steering wobble on the vehicle and had replaced the tie rod ends just recently.
-
Briefly summarize what the customer is expecting: Customer seeking technical information about the recall.
Customer calls seeking recall information.
-
Agent advised customer the dealership would be able to assist him with the answers to his technical questions. Agent advised the customer of incomplete recall H46Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 16:26
Customer states that he spoke with the DLR but they cannot advised on whether they would be able to reimburse for the repair. Writer advised that he would need to send in for possible reimbursement.
Waiting for Documentation.
***** Customer Document Received *****
Called Customer at[redacted] Left message.
Agent advised that we need to review the File with the Customer further.
Next agent Please advise that the N62 Recall only applies to vehicles that have had the Steering Linkage replaced with a Mopar Steering Linkage prior to the Tie Rod repair.
If the Customer has had the Steering Linkage replaced - Please send in the R/O so that we can review the matter further.
If the Customer has NOT had the Steering Linkage repaired please advise that the Recall does not apply to the vehicle.
Customer states that he received a message from an agent and wanted to know what information he needed to send back in.
Agent advised customer of lines 25-32. Customer states that he believes that it was a Mopar part that was replaced but will check his paper work and fax the information in that shows it was a Mopar part.
Waiting for Documentation.
Customer called in seeking an update on the case. Customer stated that he had faxed in additional information this morning.
Agent reviewed the file and advised the customer that at the time, the fax had not been attached to the case. Agent informed the customer that once the additional information had been received and reviewed, he would be contacted.

Waiting for Documentation.
Waiting for Documentation.
Called Customer at [redacted]. Spoke with Mr. [redacted]
Agent advised that the Recall applies to vehicles that have a Mopar Steering Upgrade on previous repair.
Customer states that the vehicle had Original Parts in the vehicle before having the Steering Linkage Upgrade installed. Customer states that his Vehicle had a Certain Vibration Issue and that was why he had the Steering Linkage installed.
Agent advised that Chrysler will not be able to assist with the Reimbursement at this time.
Agent advised that the Complaint with the Certain Vibration Issue would be Documented.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/02/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/03/2005	***Mileage***	112,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45088	FENTON MOTORS OF STILLWATER INC			
Dealer Address	4300 WEST SIXTH STREET				
Dealer City	STILLWATER	***Dealer State***	OK	***Dealer Zip***	74074

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	STILLWATER OK [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer requesting reimbursement for recall repair

Briefly summarize why the customer is contacting Chrysler: Customer states that they took their vehicle to an IRF and had the upper ball joint, lower ball joint, and the outer tire rod replaced and paid for the repair. Customer states they believe they paid for a recall repair. Agent provided the customer with the recall reimbursement mailing address to submit a request, but advised the customer that because they went to an IRF there are no guarantees. Customer wanted to know if there was a way the agent could know if it was a recall they had completed. Agent advised the customer that it is showing that she has 2 incomplete recalls, the H46 and N62 recall, however, they are not technically trained so there is no way in being able to tell if it was in fact a recall they had completed at the IRF. Customer understood.
Briefly summarize what the customer is expecting: Customer is expecting to get reimbursed for what they believe is a recall repair.
POSTMARK DATE: 010714; DATE RECEIVED: 010714
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Documents attached for review.
Agent reviewed documents submitted by customer and found customer submitted invoice with no proof of payment for repairs completed to the ball joints and tie rod end. Agent found customer has not had either the H46 or N62 recall completed yet and did not submit documentation showing there were prior Mopar service parts installed on the vehicle.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A8	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/06/2007	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	07/12/2007	***Mileage***	218,244	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44582	HOYTE DODGE CHRYSLER JEEP			
Dealer Address	2300 HIGHWAY 75 NORTH				
Dealer City	SHERMAN	***Dealer State***	TX	***Dealer Zip***	75090

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MILBURN OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states he received notice of recall N62 and would like information on recall. Customer states he is going on a trip and would like recall complete before leaving.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer of recall information. Agent contacted dealer (44582) and spoke with SA Rob. Agent inquired if vehicle could be inspected to determine if repair is required, SA agreed. Agent transferred customer to SA for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2865	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	07/19/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/06/2003	***Mileage***	220,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DGP	4-SPD. AUTOMATIC 47RE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPARKS NV [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	seeking recall information
Recall - H46: STEERING LINKAGE - Information Request	seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall in the mail about the left tie rod. Customer states he already had it fixed. Customer is seeking reimbursement. Agent advised he can send his receipts to the address on the letter. Customer asked about the h46 recall. Agent advised this recall is for the steering linkage. Customer thinks he had this fixed as well. Agent advised to send receipts in for that as well. Agent advised of the e17 recall on the vehicle that is incomplete as well. Customer asked what this recall is for. Agent advised in certain circumstances when a driver has not placed the shifter lever fully into the Park position and leaves the engine running, the vehicle may unexpectedly moverearward after seeming to be stable. Unintended rearward movement of a vehiclecould injure those in and/or near the vehicle.Customer states he will contact the local dealership and have this recall completed.
Briefly summarize what the customer is expecting: Reimbursement for recall repairs already done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C7	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	12/19/2003	
Model Year	2004	***Body***	DR7L41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/24/2004	***Mileage***	180,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	26355	EMPIRE CHRYSLER DODGE JEEP			
Dealer Address	2000 US 421 B				
Dealer City	WILKESBORO	***Dealer State***	NC	***Dealer Zip***	28697

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILKESBORO NC [redacted]6	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler:received letter for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Briefly summarize what the customer is expecting:information about the recall.
Agent advised owner the vehicle also has a recall for Recall H460 STEERING LINKAGE.
Agent transferred to SM Debbie for assistance, who transferred to parts for inquiry on parts.
Agent spoke to Parts advisor Melanie she advised it would be 3 days to order parts.
Agent transferred SA Pat for appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/19/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/26/2004	***Mileage***	157,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43718	GO DODGE ARAPAHOE			
Dealer Address	10743 EAST ARAPOHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SEDALIA CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	OUT-OF-PARK ALARM SYSTEM

Briefly summarize why the customer is contacting Chrysler: Customer called because he received recall #N62 and asked what this recall was for. Agent advised the customer:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required. NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Briefly summarize what the customer is expecting: Recall information. Customer calls seeking recall information. Advised the customer of incomplete recall recall #E17Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D6	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	05/16/2007	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	09/29/2007	***Mileage***	159,577	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23565	SHOTTENKIRK JEEP OF WEST	BURLINGTON
Dealer Address	309 SOUTH GEAR AVENUE		
Dealer City	WEST BURLINGTON	***Dealer State*** IA	***Dealer Zip*** 52655

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	ROSEVILLE IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking possible reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod was replaced

Briefly summarize why the customer is contacting Chrysler: Customer called because the he has received a recall notice on the vehicle. Customer stated that they had recently replaced the right tie rod and several other componets in the vehicle. Customer stated that he would like to seek reimbursement.
Briefly summarize what the customer is expecting: Agent advised customer that he would need to fax in the original repair order and proof of purchase. Agent provided customer with 1-877-768-5076. Agent advised customer that his case will be escalated for further review.
Reassign to 86Y
POSTMARK DATE: 010114; DATE RECEIVED: 010114
Writer called customer at [redacted] but [redacted] left for the day and writer was asked to call back on Monday.
Writer called customer at [redacted] but was unable to speak to Greg.
Writer left a message with Kathy the receptionist to have Greg call writer back.
Writer will follow up with customer.
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
I have attempted to contact you by phone but have not been able to discuss the recall.
This recall is on Mopar Replacement Service parts not on factory parts.
At this time I am still needing an invoice showing that you had a Mopar replacement steering linkage put into the vehicle prior to this repair.
If you could please send in the documents or contact me directly at your earliest convenience at 855-675-9291 ext 4718211.
Thanks
Nancy
End of Status Update
01/20/14 9:09 am Customer called and left a voice mail message for a call back - [redacted].

CUSTOMER CONTACT [redacted]: Agent called the customer back. Agent explained that this recall is for a steering linkage that was replaced previously with mopar Parts. AGent stated that part was defective causing the tie rods to fail. Agent stated she would need another invoice showing that. Customer stated that it was stock parts on at that time. Agent stated to the customer to get into the dealership then to have the recall completed.
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	05/14/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/22/2005	***Mileage***	38,893	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	25056	TOM MATSON DODGE JEEP			
Dealer Address	2925 AUBURN WAY NORTH				
Dealer City	AUBURN	***Dealer State***	WA	***Dealer Zip***	98002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RENTON WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer wanted to know more information on the recall N62

Briefly summarize why the customer is contacting Chrysler: Customer states that he wanted to know more information on the recall N62 and if he should schedule an appointment.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised that agent would conference him over to the Tom Matson Chrysler Jeep Dodge Dealership Contact number 253-833-2485.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/16/2008	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/11/2009	***Mileage***	54,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-	JEEP LLC		
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EMMETT ID[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer stated that the recall #N49 is not available until after January 6th 2014 and he is going on a trip and the dealership stated that this vehicle might not be safe. Customer stated that he checked other dealerships and they only get a few parts and they have waiting lists for the parts.
Briefly summarize what the customer is expecting: Customer wants to know if it is safe to drive his vehicle.
Customer stated that the dealership stated that he has a lot of play in the area of left tie rod and they would not recommend pulling a trailer.
Agent advised the customer that the parts will not be available until after January 6th 2014 and advised the customer to have the dealership put him on the list for a part for when it does become available.
Briefly summarize why the customer is contacting Chrysler: Customer stated his dealership has a waiting list and he wants to know how he gets his part faster for recall N49.
Briefly summarize what the customer is expecting: to get his Recall part for N49 faster. Agent advised customer that we are sending the parts as quickly as possible however the dealerships only get one part a week.
Customer called and states he is on lists ranging #35-400 with local dealerships
Agent advised customer that the restriction is now at 3 in 7 days
Agent advised customer that Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share.
Agent advised customer we appreciate his patience
Customer understood but does state that there should be a faster way to obtain these parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS19D6	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/21/2008	
Model Year	2008	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/06/2008	***Mileage***	79,651	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE			
Dealer Address	2425 WEST CAMELBACK ROAD				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PHOENIX AZ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	left tie rod
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he had his vehicle in to the dlr for the N49 recall and was advised they don t have the part, it is on national backorder and is unsure when they will be available.
Briefly summarize what the customer is expecting: Customer seeking information and fulfillment of the N49 recall.
Agent advised customer that parts will be available after January 6/2014 and confirmed this with dlr 08625. Agent advised that dlr will be in touch after that date to schedule an appointment, thus ensuring part availability and reducing time and effort on the customer s end.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/11/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/20/2006	***Mileage***	104,072	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43126	NORTHFIELD MOTORS INC			
Dealer Address	1201 HIGHWAY 3 SOUTH				
Dealer City	NORTHFIELD	***Dealer State***	MN	***Dealer Zip***	55057

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VICKSBURG MS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent confirmed open recall
Corporate - Dealer Information - Default - Default - Default	Agent provided the closest dealership to customer

Briefly summarize why the customer is contacting Chrysler:customer called to check on recall letter he received for N62 recall. AGent confirmed that he cannot contact the dealership until January 6th. Agent provided the closest dealership for service. Customer stated he was extremely pleased with this truck and Dodge has him sold on their vehicles. Agent thanked customer for the feedback.
Briefly summarize what the customer is expecting:customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/13/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/03/2005	***Mileage***	155,630	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DES MOINES IA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling for information on recall
Briefly summarize what the customer is expecting: Customer states he has already repaired vehicle and looking for reimbursement. Customer has been to dealership and has been advised his vehicle does need to be repaired under the recall N62
What has the customer requested? reimbursement on parts
If this is a Recall or Extended Warranty, enter the campaign number.
N62
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair. 145500
Enter the Date when the repairs were completed. Jan. 2013
What is the total cost of the Parts to be reimbursed? $236.50
sterring kit
What is the total cost of the Labor to be reimbursed? none
What is the total tax to be reimbursed? na
What is the total amount being reimbursed? na
Agent provided customer with information as per answer connect 17420 to mail in paperwork for possible reimbursement.

Writer will follow up with the customer within the appropriate time frame in regards to their document submission for reimbursement purposes.

[redacted]

Writer notes that as per GWA, claim #076614, completed by the Noble dealership on 01/25/2013 @ 145,511 miles in the amount of $5.00.
With this information, there was no repair completed.

Writer notes that as per GWA, claim #056844: condition #1, completed by the AutoMax dealership: DC#44914 on 04/27/2006 @ 27,618 miles the following repaired components:
P1 - 52106784AD - ARM - X 2 - 70.30
P2 - 52106795AC - BAR - 1 - 159.00
P3 - 05093111AA - LINK - 2 - 61.60
In the amount of $591.92 covered under the basic warranty on the vehicle.

Writer also notes that the vehicle has an R restriction and the customer also shows as the 4th owner of the vehicle.

Writer notes that as per Google the following information applies to the part numbers:
CHRYSLER 52106784AD Suspension Control Arm
Mopar Part 52106795AC FRONT BAR
05093111AA-Suspension > FRONT SUSPENSION

With the above information, the customer will not qualify for the N62 reimbursement unless they have had 2 repairs completed on the components.
Status update provided via email to the following email address:
[redacted]
VIN: 3D7KS28C45G[redacted]
My name is Michelle and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management number: 855-675-9291 or you may respond to this email correspondence.
My direct extension: 4718097
My work hours: 9am-5pm EST
I am following up with you in regards to the documents that you are submitting to us for reimbursement consideration. You may fax the information to me at 877-768-5076, or if you are able to scan, upload and attach your information to an email, I will send you an elink which will be valid for 7 days but can only be opened once. Once I receive this information, I will follow up with you. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-03 @ 13:19
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted] This is Michelle, your Case Manager and I am just following up with you in regards to the documents that you are to be submitting to us for reimbursement consideration. I wanted to provide you with our fax number for your document submission as follows: 877-768-5076, using your case number [redacted] as the attention line. If you have already sent the information to us, please disregard this email correspondence. I will correspond with you as soon as the information arrives to us, however, should this information not arrive within 2 more business days, your case will be temporarily closed until such time that you are able to send us your information. Once it is received, your case will be re-visited where we left off. Should you have any further questions or concerns, please feel free to contact me directly at 855-675-9291, EXT 4718097, or you may respond to this email. Thank you for your attention to this matter,
Sincerely, Michelle.
End of Status Update

JK671 - NO Documents

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2861 3[redacted]	***Open Date***	12/30/2013	***Built Date***	12/13/2002		
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/30/2002	***Mileage***	200,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGW	TIMBERLINE GREEN PEARL COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DGP	4-SPD. AUTOMATIC 47RE TRANSMISSION					

Dealer	60159	PATTERSON CHRYSLER DODGE			
Dealer Address	1611 US HIGHWAY 259 N				
Dealer City	KILGORE	***Dealer State***	TX	***Dealer Zip***	75662

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KILGORE TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about N62 Recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler with questions about the N62 recall notice that he received in the mail.
Briefly summarize what the customer is expecting: Customer states he had received a recall notice and was requesting more information. Agent advised customer that the N64 recall involved the Left Outer Tie Rod Assembly. Agent advised customer that we were going to contact his preferred DLR to set up an appointment to complete the recall. Agent transferred customer to SA Diana at DLR 60159 PATTERSON CHRYSLER DODGE at 903-981-9100.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	12/30/2013	***Built Date***	10/10/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/11/2006	***Mileage***	125,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93726

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FRESNO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer is wanting to get recall fixed.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they have received a recall notification letter for the N62 recall. Customer states they want to get this cleared up as soon as possible.
Briefly summarize what the customer is expecting: Customer wants to get his vehicle into the dealership to get the recall part fixed as soon as possible. Agent advised customer that a call can be made to their dealership to book an appointment. Agent offered to call the dealership to transfer the customer over. Customer accepted the offer. Agent talked to Sally who took care of booking the customer s appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D8	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/06/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/23/2003	***Mileage***	113,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45094	BRENTWOOD DODGE CHRYSLER JEEP			
Dealer Address	8085 BRENTWOOD BOULEVARD				
Dealer City	BRENTWOOD	***Dealer State***	CA	***Dealer Zip***	94513

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OAKLEY CA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states that they just received a notice in the mail for the N62 recall and they just wanted some clarification. Customer states that the notice states their may be an issue due to vehicles that were changed with a new part. Customer states that their vehicle has the original part so they were not sure if this still applies to them. Agent informed that the DLR has to do an inspection first and then replace parts if needed. Agent advised that they have an open recall on the vehicle as well for the steering linkage. Agent read both recall notices to the customer and they sound related. Customer stats that they will just have the DLR perform both at the same time as both require an inspection and repair to pretty much the same parts. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/04/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	09/21/2005	***Mileage***	95,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68736	BLACKWELL-BALDWIN DODGE INC			
Dealer Address	1660 BUSINESS 60 WEST				
Dealer City	DEXTER	***Dealer State***	MO	***Dealer Zip***	63841

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	WHITEWATER MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he received the recall letter for N62 and had the repair completed in the summer because he did indeed break down on the road. Customer wondering if there is a way to get reimbursed for the work done on vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement information.
Agent advised customer could submit his information and receipts for review of reimbursement. Agent provided mailing address and submission requirements.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Customer states that he mailed in his documentation already, but agent is not sure if we have received it. Customer wanted to know if he can email in the documents. Agent sent him a documentation request link. Agent informed him that he can only open it once. Customer is going to scan his documents and send them in.
Reassign to 86y.
Agent waiting for documentation.
Customer called because there are cookies in the document link and he does not feel comfortable emailing the information. Agent provided customer with fax number 1-877-768-5076. Customer thanked agent.
POSTMARK DATE: 010214; DATE RECEIVED: 010814
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had recall H46 completed in 2009 and no parts replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall if the factory parts were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number 24370974 so that we can

discuss your request with you, thank you.
End of Status Update
-
Customer called in stating they were advised to call 1-800-853-1403 and inquire about their CAIR [redacted].Customer states they do not have the repair records with them during this call.
Agent advised customer of lines 31-35. Agent advised customer that the component that is part of the H46 and N62 recall, is the Steering Linkage component with the 2 U-Bolts. Agent advised customer that the H46 and N62 is determined by a visual inspection. Agent advised customer if their vehicle was built with the single bolt steering linkage their vehicle is not part of the recalls. Agent advised customer to get in touch with their dealership to have the aftermarket repair inspected.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/01/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/07/2004	***Mileage***	72,842	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	66162	TATE CHRYSLER FREDERICK			
Dealer Address	5629 BUCKEYSTOWN PIKE				
Dealer City	FREDERICK	***Dealer State***	MD	***Dealer Zip***	21701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRADDOCK HEIGHTS MD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on affected component

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for information on the affected component of the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting to find out which component is affected in regards to the N62 recall.
Agent advised the customer that the affected component is the Left outer tierod assembly. Customer understood and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D8	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/19/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	04/05/2007	***Mileage***	125,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.
Dealer Address	67567 SOUTH MAIN STREET		
Dealer City	RICHMOND	***Dealer State*** MI	***Dealer Zip*** 48062

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBUS MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Seeking information/ reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod replaced

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-30 @ 16:38
Customer contacting Chrysler stating that he received recall N62 Left Outer Tie Rod Assembly after he already paid to have the left tie rod replaced. Customer stated he would like to know what can be done about this. Agent advised he can submit for possible reimbursement for the left tie rod end if he has the documentation proof. Customer stated he still has the invoice and will scan the documents. Agent provided case number as well to attach to and stated once we receive documents we will send to reimbursement department. Customer understood.
***** Customer Document Received *****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case [redacted]
Who has possession of the vehicle? Owner
Reassigned to 86Y
******
Writer verified the customer s information to match coin and invoice.
******
Writer located mileage: Last Repair 12/05/2011 @ 111513 M
Mileage at the time of repair: 96155 M
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located the H46 recall is completed with an inspection no parts were replaced.
H46 STEERING LINKAGE SAFETY 04/27/2009 01/21/2010 COMPLETE
******
Writer located information for the N62 recall Answer connect ID: 24057
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair:
The steering linkage assembly must be inspected and replaced if required.
*****
Writer will contact the customer to advise reimbursement will not be provided as the repair is for a replacement part not the tie rod on this vehicle.
******
*
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2006 Ram. I would like to speak to you in regards to the repair. My contact information 855-675-9291, extension 4718492 and cair number [redacted]
Thank You
End of Status Update
******
Writer received a voice message from the customer dated January 11, 2013 @ 10:10 am leaving no information or contact number other than the cair number.
******
Writer received a voice message from the customer dated January 13, 2013 @ 10:43 am leaving [redacted]
******
Writer will [redacted]
Writer spoke with [redacted] advising the customer reimbursement will not be provided as the repair does not fall under the recall. Writer advised the N62 recall is a part recall not the original equipment.
Customer stated he understood and asked if the dealership would have to inspect the repair completed.
Writer advised the dealership would have to inspect this repair and replace the part if necessary.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	04/15/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	05/30/2005	***Mileage***	58,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	59558	TRIAD DODGE INC			
Dealer Address	680 PETERS CREEK PK				
Dealer City	WINSTON-SALEM	***Dealer State***	NC	***Dealer Zip***	27103

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WINSTON SALEM NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information requested

Briefly summarize why the customer is contacting Chrysler: to inquire on recall
Briefly summarize what the customer is expecting: to know if he should be part of the recall
Customer states they have never had work done to the steering linkage so they don t believe the recall pertains to them
Customer states he received a recall for the steering linkage a while back and he didn t have that recall completed either as no work was done on the steering linkage so that recall wasn t completed either
Agent suggested having the vehicle inspected next time its at the dealership to verify that vehicle is not a part of the recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	09/24/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/23/2005	***Mileage***	160,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	APEX NC[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	Recall inquiry
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Recall inquiry
Corporate - Reimbursement - Default - Default - Default	Recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement for a recall she paid for out of pocket and now received a recall notice. Customer stated her husband was turning a corner and the tie rod broke. Customer stated she had the vehicle repaired at an IRF who advised there was a recall for the concern and the customer shouldn t have to pay. Customer stated her husband called her local Chrysler dealer and was advised the vehicle had no recalls for the concern. Customer requested reimbursement now that she received the notice for the N62 LEFT OUTER TIE ROD ASSEMBLY. Agent offered the mailing address to send in the documents to have the concern review for possible reimbursement. Agent advised of the other open recall for the Steering Linkage.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D5	4J[redacted]	***Open Date***	12/30/2013	***Built Date***	02/21/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/31/2004	***Mileage***	85,602	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68989	BOBBY LUBBERS AUTO GROUP LC			
Dealer Address	WEST HIGHWAY 160				
Dealer City	HARPER	***Dealer State***	KS	***Dealer Zip***	67058

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GODDARD KS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking reimbursement
Corporate - CNA Change - Default - Default - Default	Updated email address

Briefly summarize why the customer is contacting Chrysler: Customer had N62 replaced and wants to know if he can get reimbursed.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for car repair.
Agent: Gave customer mailing address and Cair [redacted] and told him to send in original receipts for reimbursement.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called customer and left a message advising the documentation has not arrived at this time and the case would be closed if the documents have not arrived by January 13, 2014 and that the case would be reopened and processed as normal once the documentation arrives.
Customer called in for update.
Customer states he did send the documentation in the mail.
Agent advised customer that his concerns would be documented but the documents have not been received yet.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010214; DATE RECEIVED: 011014
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had the H46 recall completed in 2010 and no parts were replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.

Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number 24371083 so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called about email sent about reimbursement. Agent reviewed notes in narrative above and specifically lines 44 to 48. Agent advised accordingly that the repair work customer had done was not related to the N62 recall and that recall is still showing as incomplete. Customer accepts what agent said and also informed agent that this vehicle has now been sold.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	09/24/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/25/2003	***Mileage***	77,489	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PENDLETON OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for information on the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting to find out if he needs to have the recall completed. Customer states he did not have the first recall replaced, only inspected. Agent advised the customer that the customer should still bring the vehicle into a DLR when he has time. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	08/16/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/22/2004	***Mileage***	37,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BENTON CITY WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information
Corporate - CNA Change - Default - Default - Default	updated phone number

Briefly summarize why the customer is contacting Chrysler:Customer is calling because she wants to know more information about the N62 recall.
Briefly summarize what the customer is expecting:Customer is expecting to know what to do about the recall.
Agent advised customer that the recall states that if the vehicle is found with original style steering linkage then it can be immediately returned to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D1	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	05/11/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/19/2005	***Mileage***	37,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RAYMOND WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	states he is being told part not available until april

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall N62
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Legt tie rod issue. 'This could cause a loss of directional control
and/or crash without warning' Dealer says no parts available until April.
I am expected to drive this vehicle that long without repair?? Chrysler
is inviting law suits I would think.
*****END OF CUSTOMER EMAIL*****
[redacted]s
Thank you for contacting the Ram Assistance Center.
We are very sorry to learn of the problem you have encountered and have
documented your concern.
We appreciate the time and effort you took to tell us of your
dissatisfaction in our product. Comments like yours are one way to learn
of problems that develop and the improvements desired. We have
documented your comments and will provide them to our product development
team for review.
We were unable to locate the dealership information provided in your
email.
Please provide the address of the dealership you are dealing with.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	04/27/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	01/02/2008	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	***Dealer State***	LA	***Dealer Zip***	70508

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	OPELOUSAS LA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she has had the tie rod assembly replaced prior to the recall being issued. Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Agent advised customer of mailing address for reimbursement and document required.
Customer called back and stated that she did not have a scanner to scan her receipts into an email link. Customer asked if she could fax the documents to Chrysler Customer Care. Writer provided fax # 1-877-768-5076 to customer. Customer stated that she would fax these documents tomorrow.
Agent waiting for documentation.
Agent waiting for documentation.
POSTMARK DATE: 010814; DATE RECEIVED: 010814
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF on the steering linkage, tie rods and an alignment performed. Agent found there were no prior service records on the vehicle under warranty and the customer did not submit any other service records showing previous repairs being completed on those parts.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
**********UPDATE**********
Customer called in stating that he received a voice message and wanted to know more about issue. Writer advised customer from lines 21-26. Customer stated he will get back to Chrysler. Call ended.
POSTMARK DATE: 011714; DATE RECEIVED: 012314
Documents attached for review
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 022014; DATE RECEIVED: 022514
POSTMARK DATE: 021414; DATE RECEIVED: 022514

****
02.27.14
Attorney: Charles R Minyard 337-266-2300
Seeking reimbursement of recall N62 - N62 is for vehicles that have had
the steering linkage replaced with Mopar service parts _
Sending letter explaining
POSTMARK DATE: 022714; DATE RECEIVED: 022714
LETTER MAILED. MG17
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041514; DATE RECEIVED: 041514

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A3	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	07/31/2007	
Model Year	2008	***Body***	DC8L64	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	12/12/2007	***Mileage***	149,700	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BENTON AR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is inquiring about N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to inquire about the recall on their vehicle. Customer states that he has been in the automotive industry and wants to know if just the part is going to be replaced or if the frame of the vehicle will be aligned as well. The customer states that when you only replace the tire rod and not align the frame, the car will break down quicker. Customer stated that that he had been to his normal servicing dealer to ask these questions but the dealership stated they would not be dealing with the recall till January 6, 2014. The Customer states the employees at the dealership didn t know didley. The customer wants to get the vehicle fixed; the customer states the vehicle is used for business.
Briefly summarize what the customer is expecting: Customer is seeking technical confirmation on the repair process for the N62 recall. Agent advised the customer that finding the next closest dealership and inquiring about the recall would be the best plan of action. The customer agreed. Agent found Steve Landers Chrysler Dodge Jeep to be the next closest dealership. Agent talked to Ted Knickles in the Service Department and stated that he was able to help if the customer came in for an inspection. Agent advised the customer they would be transferred over to the service department and Ted would take care of his questions and concerns. Customer understood and was satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU4866	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	12/09/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	12/30/2002	***Mileage***	161,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DGP	4-SPD. AUTOMATIC 47RE TRANSMISSION					

Dealer	67402	ACCIDENT GARAGE			
Dealer Address	113 SOUTH MAIN STREET				
Dealer City	ACCIDENT	***Dealer State***	MD	***Dealer Zip***	21520

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ACCIDENT MD[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information
Product - Steering - Linkage - Defective - Default	Problems with the steering linkages
Corporate - Recall - Default - Default - Default	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states that the vehicle was in an accident able 3 years ago due to the steering linkage and the tie rod. Customer states that the vehicle sits in a heated garage and does not get used. Customer states that when the accident occurred the insurance company paid $7000.00 and the customer had to pay $750.00 for the repairs. Customer stated that he has be making complaints on the steering linkage and tie rod for the past couple years. Writer advised the customer that the tie rod recall was completed already. Customer states that it has not been completed. Customer states that the dealership has not done any work in the vehicle and that the dealership refuses to do work on the vehicle since the vehicle was not purchased at the dealership. Writer advised at this time there is nothing further can be done.
Briefly summarize what the customer is expecting: Customer seeking information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	01/22/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	02/29/2008	***Mileage***	107,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45044	ROGERS DODGE OF ALVIN			
Dealer Address	2616 N. BYPASS 35				
Dealer City	ALVIN	***Dealer State***	TX	***Dealer Zip***	77511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SCHULENBURG TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer seeking information on the notice they just received in the mail for he N62. Customer states that they remember having a recall completed a few years ago that sounds the same to the notice they received. Agent informed the customer they did have a recall completed in 2009 for the steering linkage. Agent informed the customer when going over both recalls notices they sound very familiar however advised the customer they should still go to the DLR for the inspection and repair if necessary as it is a safety concern. Customer states they just wanted to make sure before they took the trip to the DLR. Agent advised they will be getting a second notice in the mail which will give them the go a head to go into the DLR. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28A3	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	10/03/2007	
Model Year	2008	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/04/2007	***Mileage***	62,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43347	TOM ADDIS DODGE INC			
Dealer Address	314 W CLAYTON AVE				
Dealer City	COEUR D ALENE	***Dealer State***	ID	***Dealer Zip***	83815

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OTIS ORCHARDS WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about letter
Corporate - CNA Change - Default - Default - Default	Customer update name and add email

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recall letter for the N62. Customer was frustrated as her Dealer was not answering their phone and they did not want to leave a message.
Briefly summarize what the customer is expecting: Customer seeking recall information and to book an appointment with her Dealer for the recall as it sounds like a serious issue. Agent advised customer that the earliest parts availability date is January 6th as noted on the letter. Customer states they will call the Dealer at their convenience to ensure they talk to them and ensure they are reliable.
Agent updated customer name and added email.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	04/27/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/31/2005	***Mileage***	150,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68303	WAYNE WOODRUM INC			
Dealer Address	3200 E JACKSON				
Dealer City	MACOMB	***Dealer State***	IL	***Dealer Zip***	61455

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUSHNELL IL[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall N62 completed

Briefly summarize why the customer is contacting Chrysler: Customer seeking to have recall n62 completed.
Briefly summarize what the customer is expecting: Customer seeking to have recall N62 completed. Agent transferred caller to SA Alan at 68303 - WAYNE WOODRUM INC (309-837-5757) for recall fulfillment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D0	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/05/2007	
Model Year	2008	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	12/07/2007	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	***Dealer State***	WV	***Dealer Zip***	26301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MORGANTOWN WV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer had already replaced the right side tie rod

Briefly summarize why the customer is contacting Chrysler: Customer called in about having to replace the right side tie rod 2 years ago. Customer wanted to know if he replaced the left side tie rod at the place where he got the right side fixed, would Chrysler pay for it.
Briefly summarize what the customer is expecting: Agent said the customer could submit his receipt for the right side only due to the fact that the recall had not been issued at that time (2 years ago). If the customer wanted to fix the left side at the same place to match the other side, the customer would not be reimbursed for the left side, since Chrysler was aware of the problem presently.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU28D6	4G[redacted]	***Open Date***	12/30/2013	***Built Date***	03/23/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/06/2004	***Mileage***	250,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	54070	STETLER DODGE			
Dealer Address	1405 ROOSEVELT AVENUE				
Dealer City	YORK	***Dealer State***	PA	***Dealer Zip***	17404

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	YORK PA [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer recognition for high mileage-200,000
Corporate - CNA Change - Default - Default - Default	coin update
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

****** Below Customer Contacted for Documentation Request ******
[redacted] net on 2013-12-30 @ 17:45
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a recall reimbursement. Customer states that on October 5th 2013 he was driving with his wife when the steering broke and the vehicle lost control. Customer states that he was driving on a 4 lane highway on the right lane when the steering broke. Customer states that the vehicle was towed to an IRF called Karrs .
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent advised customer to send the receipts and invoice for a possible reimbursement. Agent advised customer that once the documentation is sent than someone in the reimbursement team will review it and contact the customer back.
Customer states that the parts that were replaced were ball joints, tie rods, outer arm, adjustment sleeve and an alignment.
***** Customer Document Received *****

Writer notes that the customer has submitted their repair invoices to reflect their repairs to the following components at the IRF; Kars:
-outer arm with end steering adjusting sleeve
-U joint, out front axle
-alignment

Writer also notes that the customer s vehicle shows the following open recalls:
-H46
-N62

Writer also notes that the customer s are currently the original owner of this 1 of 3 new & 1 used vehicle.

[redacted]

This vehicle currently has a WCC of 704: 7/70,000 and the current mileage shows to be 250,000.

Writer also notes that the repair invoice does not show any mileage for the customer s repairs.
Customer Document Reviewed.

Writer notes that the customer s repair invoice shows the following part numbers:
-DS1463
-2691123
As per Google;
-DS1463 - MOOG-DS1463 Details - Front Outer Tie Rod End - Passenger Side
-2691123 NAPA auto parts page: Tie Rod Adjusting Sleeve - Front Susp
Part Number: NCP 2691123 Drag Link Adjusting Sleeve - Front Susp
Part Number: NCP 2691123Ù

As per ACDoc#24057 the recall N62 shows the following parameters:
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Repair:
The steering linkage assembly must be inspected and replaced if required.

Due to the fact that the customer only shows this one repair to the above components, they do not qualify for reimbursement under the N62 recall parameters.

Writer contacted the customer at [redacted] at 11:35am and reached their VM. Writer left a detailed message advising them that their documents have been received and reviewed, however, writer would like to further discuss the recall parameters with them and requested a return call. Writer provided all contact information with CAIR number and hours of availability for the return call.

Writer received a message from the customer @ 2:51pm returning writer s call and requested a return call at [redacted]

Writer contacted the customer at [redacted] at 3:20pm and spoke with Mr. [redacted]. Writer advised him of the recall parameters and the fact that the recall only covers the Mopar replacement parts, and with this information, writer is unable to reimburse him for the costs incurred. Writer also apologized and empathized with him due to the frightening experience that he had when the component failed on the highway. Writer also advised him that out of warranty cost assistance was also taken into consideration, but due to the fact that the vehicle has over 200,000 miles on it, out of warranty cost assistance cannot be granted. The customer, Mr. [redacted] understood writer s explanation, however, is very disappointed with the fact that he cannot get any type of compensation for the experience had, and stated that he has been a Dodge consumer for some time now, and is very disappointed with the lack of reimbursement. Writer understood his position and stated that his frustration will be noted on the case file and apologized again for the experience that he and his family had when the tie-rod failed. He stated that he was only looking for what was fair to him in this situation, but understands that writer cannot extend any refunds to him and thanked writer for the time today.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - customer contacted today.

Due to the fact that the customer has over 200,000 miles on their vehicle and they did not qualify for the recall reimbursement, writer would like to extend this recognition to the customer.
The customer is the original owner of this vehicle with the following VIN:
3D3KU28D64G[redacted]
As per ACDoc#19065, writer is sending the case to SMM25 for the customer to be recognized for the high mileage on their vehicle.
***DICTATED LETTER AND SENDING OUT A 200,000 MILE LICENSE PLATE BRACKET.

POSTMARK DATE: 010314; DATE RECEIVED: 010314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/11/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/20/2005	***Mileage***	60,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44429	MCGEE DODGE			
Dealer Address	32 SCHOOSETT ST				
Dealer City	PEMBROKE	***Dealer State***	MA	***Dealer Zip***	02359

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PEMBROKE MA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on recall N62
Recall - H46: STEERING LINKAGE - Information Request	Customer states he had recall N46 completed 2 years ago
Corporate - Reimbursement - Default - Default - Default	Customer states he had recalls N62 completed 2 years ago

Briefly summarize why the customer is contacting Chrysler: Customer states he had recall N62 and H46 completed 2 years ago. Customer states he is not sure if repair facility is an authorized Chrysler dealer. Customer states he is not sure if Mopar parts were used.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for completed repairs. Agent advised reimbursement could be considered if customer can supply information that Mopar parts where used and that part number match recall requirements. Agent advised if repair facility is not a Chrysler dealership, only cost of parts can be applied for, providing they are Mopar replacement parts. Agent advised customer that since recalls are showing as incomplete, customer could still have recalls completed by an authorized Chrysler dealer at no charge to him. Customer states he will call back in once he can determine if Mopar parts where used in repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/10/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/30/2005	***Mileage***	186,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67494	NORMAN CHRYSLER JEEP DODGE			
Dealer Address	481 NORTH INTERSTATE DRIVE				
Dealer City	NORMAN	***Dealer State***	OK	***Dealer Zip***	73069

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PURCELL OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	reimbursement inquiry

Briefly summarize why the customer is contacting Chrysler: Adam stated that he purchased this vehicle from an individual on Craig s List. Customer stated that the previous owner advised the customer that the vehicle had a new front end. Customer stated that he had to replace the tie rods after they failed. Customer stated that he didn t use MOPAR parts for the repair. Customer stated that he never has his vehicle repaired at a dealership.
Briefly summarize what the customer is expecting: Customer would like to see if he can get reimbursement under the N62 recall.
Writer advised the customer that the N62 recall only applied to Mopar service parts steering linkage.
Customer stated he is not sure if the vehicle had a Mopar service parts steering linkage installed. Customer stated that he would contact the previous owner to see if a work order is available showing that a Mopar service parts steering linkage was installed on the vehicle.
Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/11/2008
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/11/2008	***Mileage***	94,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45139	CHILSON CHRYSLER DODGE, LLC			
Dealer Address	2180 STATE HIGHWAY 53				
Dealer City	CHIPPEWA FALLS	***Dealer State***	WI	***Dealer Zip***	54729

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ALTOONA WI [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	parts reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	parts reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer stated he replaced the parts for the whole steering linkage and the tie rods.
Briefly summarize what the customer is expecting: Customer seeking reimbursement
agent provided mailing address but advised the customer because he put 2009 parts in a 2008 vehicle he may not get the reimbursement.
POSTMARK DATE: 123113; DATE RECEIVED: 010814
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had recall H46 completed in 2010 and no parts were replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer has called back. Writer advised the customer of lines 16-20.
Writer advised the customer of mailing address as per answer id: 17420 and informed the customer to attach the CAIR [redacted] onto the submitted documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your additional documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]

End of Status Update
Briefly summarize why the customer is contacting Chrysler: Customer stated that he sent in documentation for the reimbursement and that he hasn t heard anything back about if he will be receiving reimbursement . Customer stated he went to the dealership and got more documentation to send in saying that he had an inspection done and that verifies that he did have the parts replaced. Customer stated that he has no documentation for the labor of getting this part replaced because he did the labor himself because it is what he went to school for. Customer stated that the bill for the parts is the only documentation he has other then what the dealership gave him today. 01/24/2014.
-
Briefly summarize what the customer is expecting: To find out if we have received all the proper documentation. Customer states he is sending more in.
-
Agent advised customer of the mailing address to make sure he was sending all documentation to the right address. Agent stated to customer that he could send in the documentation that he received from the dealership if he thinks it is the documentation that we are also needing to process the reimbursement request.
Agent called dealer and spoke with SA Cory Johnson who confirmed the recall was completed yesterday.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D2	8G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/21/2007
Model Year	2008	***Body***	DH6H81	DODGE RAM 1500 MEGA CAB 4X4		
In Service Dt	12/29/2007	***Mileage***	80,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45399	COURTESY DODGE			
Dealer Address	9207 E ADAMO DR				
Dealer City	TAMPA	***Dealer State***	FL	***Dealer Zip***	33619

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BALTIMORE MD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has gotten his left tie rod ends replaced previously and was inquiring about getting his money back. Agent advised he can submit for reimbursement and provided mailing address.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C9	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/14/2006	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/13/2007	***Mileage***	38,051	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]82
	PALMER AK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted]
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for information on recall reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting information on recall reimbursement. Customer stated that he has already had the N62 recall completed 1 to 2 months ago. Agent informed Customer of required information and sent a documentation request link to Customers email address. reassigning cair to 86Y
Waiting for Documentation.
Documents have not been received.
Customer called in stating that he could attach the documents to this link. Customer asked for a fax number that he could send the documents in to. Agent gave FAX: 877-768-5076 to customer. Customer also asked to send the link again.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-06 @ 14:11
Called Customer at [redacted]2. Spoke with customer and advised that we have not received the Documents. Agent advised that the recall applies to vehicles that have had the Steering linkage repaired before the tie rods and that if the Customer could to send in anything to show that the steering linkage was replaced.
Customer did not understand and states that they replaced the steering linkage and the tie rods and several other things.
Agent advised that the Customer would need to show that the steering linkage was replaced before - Customer still did not understand and states that he will send in the Documents and let CAC review.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
Customer called back.
Customer stated he has not heard back regarding his reimbursement and wants to know what is going on.
Agent advised customer that they we need the documents showing that they had the steering linkage replaced prior to the tie rods , in order to review for reimbursement.

Agent advised customer that the previous agent was waiting to receive documents and did not receive anything.
Customer stated he obtained a copy of the requested documented and would fax them in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A1	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	03/29/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	07/10/2007	***Mileage***	98,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	[redacted]	[redacted]
	[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on the tie rod assembly recall notice they just received. Customer states that they have had numerous issues with the vehicle so they wanted to verify what recalls have been done in the past as they believe they already had this completed. Agent advised that this is a new recall it was just launched that is why they received the notice. Agent advised the customer of the other previous recalls that were already completed as well. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C8	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/08/2005	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/17/2005	***Mileage***	210,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44309	CROWN MOTORS			
Dealer Address	970 WOODLAWN DR				
Dealer City	FARMINGTON	***Dealer State***	MO	***Dealer Zip***	63640

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	DITTMER MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states he got the tie rod replaced yesterday and would like reimbursement.
Briefly summarize what the customer is expecting: customer seeking reimbursement
Agent advised to send in receipts to address at the bottom of his recall letter.
POSTMARK DATE: 011514; DATE RECEIVED: 011514
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent was unable to find a phone number to contact customer.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number[redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Customer called back.
Agent advised customer of lines 21-28.
Customer wants to know exactly what documents to submit.
Agent contacted GG467.
GG467 states the customer would have to submit prior service repair invoice stating the tie rod was replaced.
Agent advised customer of this.
Customer states the vehicle has never been to the DLR for a recall repair

and he has done everything himself.
Agent advised customer that we have it on file that the recall was completed on the vehicle.
Customer states this is going no where it was never completed so I guess it will not be reimbursed.
Customer disconnected call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	7J[redacted]	***Open Date***	12/30/2013	***Built Date***	07/26/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/13/2007	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67870	AUTOWORLD			
Dealer Address	1370 AUTO CENTER DR				
Dealer City	PETALUMA	***Dealer State***	CA	***Dealer Zip***	94952

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	UKIAH CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer already had to pay for this recall repair

Briefly summarize why the customer is contacting Chrysler: Customer said he had to repair his vehicle 2 separate times. The first time was the one side of the tie rod. The second time was the whole tie rod assembly.
Briefly summarize what the customer is expecting: Agent let the customer know he could submit all of his receipts and that reimbursements usually takes 4-6 weeks to process.
POSTMARK DATE: 010814; DATE RECEIVED: 010814
Documents attached for review
Agent reviewed documents submitted by customer and found customer had 2 repairs completed at the same IRF and used Moog parts, not Mopar parts.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer due to the repairs the customer submitted being completed with Moog parts and not Mopar parts the customer is not eligible for reimbursement at this time. Please advise customer the recall still needs to be completed and the vehicle must be inspected at an authorized Chrysler dealer in order to perform the recall.
Customer called to find out about the phone message he was left and the case number. Agent pulled up the case and advised the customer of information on lines 14-19. Customer became upset and began to advise the agent of new information to be considered. Customer called stating that there is no chrysler dealership in this town that he lives in.
Customer could not take the truck to the next dealership which is Sport 44943 in Fort Bragg because customer is a police officer and was involved as the lead investigator of a case researching the mechanic at the dealership and he was being investigated as a pedofile. Customer is a police officer in UKIAH , CA he was a concern the mechanic would tamper with his vehicle. Agent advised that she would add the new information to the case file and let the other agent know.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and was unhappy with the decision.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C5	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/18/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/18/2003	***Mileage***	200,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	58723	BRUMBALOW MOTORS INC			
Dealer Address	1012 E MAIN STREET				
Dealer City	HAMILTON	***Dealer State***	TX	***Dealer Zip***	76531

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MORGAN TX[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states he replaced the front end and wants reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he received a recall notice for the N62 in the mail. Customer states he replaced the entire front end and would like reimbursement. Agent advised customer that he take the vehicle to the dealer to make sure it is all fixed properly. Agent advised customer if he feels he replaced parts related to the recall he can fax, mail, or email the documents for possible reimbursement. Customer states he has to go back to the place that replaced the front end for the documents and will call back once he has them.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
Agent also advised customer of the incomplete H46 recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6 6[redacted]		***Open Date***	12/30/2013	***Built Date***	04/01/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/24/2006	***Mileage***	83,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	63681	AL SMITH CHRYSLER-DODGE, INC.			
Dealer Address	921 N MAIN ST				
Dealer City	BOWLING GREEN	***Dealer State***	OH	***Dealer Zip***	43402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FOSTORIA OH[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer is seeking reimbursement for the N62 recall part.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that he had gone to an independent dealership and had the outer left tire rod replaced. This is the same part for recall N62.
The customer is inquiring if he is able to be reimbursed.
Briefly summarize what the customer is expecting: The customer is seeking reimbursement for the part. Agent advised the customer of the process for reimbursement. Customer is in the process of sending his documents by mail.
Reassign to 86Y
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Agent called customer and advised him that the documents have not arrived yet and that once the documents arrive the case will be processed as normal but that if the documents don t arrive within the next 2 days the case will be closed for now. Customer states he will try to mail them this week.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2862 3[redacted]	***Open Date***	12/30/2013	***Built Date***	09/25/2002		
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/30/2002	***Mileage***	92,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Dealer	45240	KATHY FOWLER CHRYSLER JEEP DODGE			
Dealer Address	4010 MAIN STREET				
Dealer City	KELSEYVILLE	***Dealer State***	CA	***Dealer Zip***	95451

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	UKIAH CA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added a primary phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Dealer Information - Default - Default - Default	seeking information on the nearest dealership

Briefly summarize why the customer is contacting Chrysler: Customer s son Chris is calling in today to seek information on where the nearest dealership is from ZIP 95482. Customer states that he received the recall notice for the left outer tie rod assembly.
Briefly summarize what the customer is expecting: Customer is expecting information on the nearest dealership. Agent advised customer that the nearest dealership is in Lakeport called Kathy Fowler s and provided customer with the phone number and address. Customer will contact the dealership after January 6th 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C0	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	05/30/2005	
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP			
In Service Dt	04/26/2006	***Mileage***	215,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	***Market***	U	US		

Dealer	43866	MANASSAS DODGE			
Dealer Address	9020 LIBERIA AVE				
Dealer City	MANASSAS	***Dealer State***	VA	***Dealer Zip***	20110

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	WOODBRIDGE VA[redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Happy - Default	high mileage vehicle
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recall
Briefly summarize what the customer is expecting: Customer states that he had his vehicle towed today and ordered a part for repair. When customer got home he received this recall in the mail and is stating that the recall is the same as the part he just ordered to repair his vehicle.
Agent stated that he would have to have a Ram dealership inspection the vehicle and repair if required. Customer states he needs his vehicle for his business and needs it repaired right away. Agent stated that he could get the vehicle repaired and send in for possible reimbursement on part.
Customer understood but stated he needs his vehicle fixed and does not mind paying for the repair.
Agent left the decision to customer if he was going to repair vehicle himself or have the vehicle inspected at dealership to see if it relates to the recall.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer states he is very happy with the vehicle and wishes to buy another vehicle.
***DICTATED LETTER AND SENDING OUT A 200,000 MILE LICENSE PLATE BRACKET.
POSTMARK DATE: 010314; DATE RECEIVED: 010314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	12/30/2013	***Built Date***	01/12/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/15/2011	***Mileage***	23,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANCHORAGE AK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Jana stated that she received the N49 recall notice. Customer stated that she contacted 44984 LITHIA CHRYSLER JEEP DODGE OF 907-868-9300 and was told that parts would not be available until February or March.
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall N49 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer advised the customer that per the owner letter customers should not call the dealeship before January 6th. Writer advised the customer to contact CAC if the customer requires further assistance after contacting the dealership after January 6th.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9 5[redacted]	***Open Date***	12/30/2013	***Built Date***	10/05/2004		
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/15/2005	***Mileage***	76,637	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ARVADA CO [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advised owner
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Part inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for information on the recall N62.
Briefly summarize what the customer is expecting: Customer is expecting information on the N62 recall. Customer states he had his ball joints replaced and was wondering if they were the same part being replaced for the N62 recall. Agent advised the customer as per answer connect document 24057 that the ball joints are not the same as the recall and the customer should bring the vehicle to a DLR for service. Customer understood. Agent also advised the customer of the E17 recall. Customer states that it is mentioned on the recall notice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C1	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/09/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	03/15/2006	***Mileage***	77,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67558	KOTBY MOTORS			
Dealer Address	969 NORTH THIRD STREET				
Dealer City	LARAMIE	***Dealer State***	WY	***Dealer Zip***	82070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOVELAND CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer has already replaced the tie rod end in the vehicle. Customer states he has the recall on the vehicle for the tie rod.
Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle looked at.
Agent Advised: Agent stated that the customer can be reimbursed for the tie rod he had replaced previously. Agent stated the reimbursement address and forum, as follows Chrysler Recall Assistance Center P. O. Box 21-8007 Auburn Hills, MI 48321-8007. Agent stated that the customer should book an appointment with the customer local servicing dealership as of 01/06/2014 to have the vehicle/ tie rods looked at to make sure everything is running in order.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D7 6G[redacted]	***Open Date***	12/30/2013	***Built Date***	11/24/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4		
In Service Dt	03/31/2006	***Mileage***	127,630	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	42631	LANDMARK DODGE CHRYSLER JEEP			
Dealer Address	6850 MOUNT ZION BLVD				
Dealer City	MORROW	***Dealer State***	GA	***Dealer Zip***	30260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIVERDALE GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for information on the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting information regarding the N62 recall. Customer states that they had a temporary fix completed on the vehicle at an IRF. Agent advised the customer to have the vehicle brought to a DLR to make sure the repair has fixed the issue or if further assistance is needed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	12/30/2013	***Built Date***	02/18/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/27/2009	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JACKSBORO TN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states that his tie rod fell off

Briefly summarize why the customer is contacting Chrysler: customer states that he has no steering because the tie rod broke off. customer states that he is wondering if he can get a rental car because his vehicle broke down.
Briefly summarize what the customer is expecting: customer seeking goodwill and information.
Agent advised customer that the dealership Jim Cogdill Dodge Chrysler jeep
Contact number: 865-960-1611 is current closed and they will be there at 8am
Agent advised customer that he should get a call back tomorrow.
Re-assigned 86T
Customer contacted Ram regarding his vehicle because he states the tie rod broke off. Customer is seeking a rental vehicle. Customer does not fall within our parameters to assist with a rental, and when contacting the SM Rodger from the dealership, SM stated he would not offer a rental. Writer advised the customer, customer understood.
Customer called in seeking information on receiving a rental and receiving the part as fast as possible. Agent advised Customer that we where unable to provide a rental. Agent contacted Jim Cogdill Dodge Chrysler jeep and spoke with a parts advisor. Agent was informed that they are unable to order these parts as of yet they should be able to order them January 6th. Agent informed Customer of this and stated once the part is ordered January 6th to get an eta on the part if it is a long period of time give us a call back and we can look into expediting this part.
*****Issue has been resolved, reassign to JC2188, return for next step.*****
Customer states that they are seeking reimbursement for towing. Writer advised that the mailing address is provided on the recall letter. Customer understood.
SA Wendy called on behalf of the customer inquiring about rental. SA stated the customer advised that CAC had approved rental for the customer. Agent advised SA Wendy the customer was advised by both CAC and the SM from the dealership as per lines 13-20 that rental was not being offered; customer does not fit the parameters to assist with a rental.

Customer was calling in to get a rental vehicle approved. Agent advised the customer that on 12/31/2013 the dealer declined to put him in a rental vehicle and advised the customer that today the dealership contacted us to see if we could approve a rental vehicle but we are not able to. Agent explained to the customer that a rental vehicle is a consequential expense that is not covered by Chrysler unless you purchase a service contract that offers rental coverage. Customer requested a supervisor. Agent informed the customer that we are empowered to make these decisions. Customer understood and stated that he will contact his lawyer and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28CX	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	07/23/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/13/2003	***Mileage***	99,316	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	***Dealer State***	CO	***Dealer Zip***	80234

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BROOMFIELD CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to schedule appointment to have recall repair performed

Briefly summarize why the customer is contacting Chrysler:Customer stated they have received a letter in the mail for the N62 recall repair.
Briefly summarize what the customer is expecting:Customer seeking the nearest dealership to have the recall repair performed.
Agent contacted dealership 26519 and spoke with Lacy in service.
Lacy stated they would be able to accommodate the request for repair.
Agent transferred the customer to Lacy to finalize their appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LU38C9	3G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/25/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	10/25/2003	***Mileage***	59,920	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPARKS NV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called to inquire about the N62 recall

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: Customer contacted Chrysler to inquire about the N62 recall. Writer advised customer that he can contact his dealership after January 6th to have this recall completed.
Customer called back in and the agent warm transferred the customer over to Kirk in service.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C4	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/22/2006	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/16/2006	***Mileage***	75,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	65725	COURTS MOTORS INC			
Dealer Address	102 ORCHARD PARK RD				
Dealer City	HURRICANE	***Dealer State***	WV	***Dealer Zip***	25526

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HURRICANE WV[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Customer is seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer wants to know if the N62 is different from the L16. Agent advised the customer that the N62 is a new recall that was just issued out. Customer did not need further assistance.
Briefly summarize what the customer is expecting: The customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48D8	5G[redacted]	***Open Date***	12/30/2013	***Built Date***	01/10/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	02/17/2005	***Mileage***	34,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68955	WESTGATE CHRYSLER JEEP DODGE			
Dealer Address	6421 OLD WESTGATE ROAD				
Dealer City	RALEIGH	***Dealer State***	NC	***Dealer Zip***	27612

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARRENTON NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Possible reimbursment.

Briefly summarize why the customer is contacting Chrysler: Customer called for recall N62.
Briefly summarize what the customer is expecting: Customer is expecting to find out if work done on customer vehicle had anything to do with the recall.
Customer called to say that he just received a recall notice for the N62 and he has already had some repairs done to the front end. Customer was wondering if the work he had done was that of the recall and if it was could he be reimburse for the work that was already done. Agent advised customer to schedule an appointment with his Chrysler dealership and have the dealership look at the vehicle. If the dealership deems that the repairs done to the vehicle is the right repair for the N62 then customer may fax all documentation to Chrysler for possible reimbursement. Agent advised customer that if the work done to the customer s vehicle was not the recall repair then the dealership will do the recall at no cost to customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	6G[redacted]	***Open Date***	12/30/2013	***Built Date***	03/13/2006
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	05/24/2006	***Mileage***	120,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	45256	LEGACY CHRYSLER DODGE JEEP			
Dealer Address	890 BROOKWAY BLVD				
Dealer City	BROOKHAVEN	***Dealer State***	MS	***Dealer Zip***	39601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TERRY MS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states that he had replaced the tie rods

Briefly summarize why the customer is contacting Chrysler: Customer states that he had replace the tie rods and tie rod assembly him self with after market part and he wanted to know if we would reimburse him.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent advised customer of the Reimbursement Requests as per Answer ID 17420
Mailing address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
****
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	7G[redacted]	***Open Date***	12/30/2013	***Built Date***	06/20/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/22/2007	***Mileage***	60,922	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	BRIDGEVIEW IL[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added email address
Recall - L16: LEFT TIE ROD END - Reimbursement	Customer seeking recall reimbursement (N62)
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Reimbursement - Default - Default - Default	recall

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice for the tie rod end and he already had this replaced in July or August. Customer states that his tie rod snapped and he had to have vehicle towed. Customer would like to know how he can file for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting recall reimbursement. Agent advised customer of all information that he needs to mail in to file for recall reimbursement (Repair order, proof of payment, phone number, etc.), as per answer ID 17420.
Agent also provided customer with case number and mailing address to send in documentation:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigned to 86Y.
Writer will contact customer on 1/6/14 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2007 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you wish a document link can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
****
Writer noted that customer was reimbursed for a tie rod repair in CAIR #:
[redacted]
Documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.
Customer returned call.
Customer states he will fax invoices & POP tomorrow.
Verified address.

Best number to contact customer is cell #708-476-0937.
POSTMARK DATE: 011414; DATE RECEIVED: 011414
Writer attached document received by fax.
RECALL LEFT OUTER TIE ROD ASSEMBLY N62
****
Customer submitted request for reimbursement for recall N62 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: cash/balance $0.00
Date of Repair: 8/22/13
Invoice #: 14208
Labor $56.00
Parts $85.99
Misc. Charges $70.00 towingÙ
Tax $7.74
Total $219.73
Writer is submitting check for approval in the amount of $219.73.
****
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP
POSTMARK DATE: 021714; DATE RECEIVED: 021714
POSTMARK DATE: 032114; DATE RECEIVED: 032114
POSTMARK DATE: 042114; DATE RECEIVED: 042114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGLX	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	10/08/2012
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	11/28/2012	***Mileage***	61,800	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	57088	DODGE TOWN INC			
Dealer Address	1120 EAST OMAHA STREET				
Dealer City	RAPID CITY	***Dealer State***	SD	***Dealer Zip***	57701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CUSTER SD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014
Corporate - Child Safety Seat Inspection - Default - Default - Default	Updated new customer information

Briefly summarize why the customer is contacting Chrysler: Mr. [redacted] called in for information on the recall N49, specifically when to contact the dealership and if an alignment is included in the recall.
Briefly summarize what the customer is expecting: N49
Agent updated COIN with new customer information. Agent advised Mr. [redacted] as per Answer ID 24054, N49 combo.pdf:
Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment.
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer s instructions
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C4	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/28/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	06/25/2004	***Mileage***	40,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68709	GERRY WOOD CHRYSLER JEEP DODGE			
Dealer Address	525 JAKE ALEXANDER BLVD SOUTH				
Dealer City	SALISBURY	***Dealer State***	NC	***Dealer Zip***	28147

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about N62 Recall
Corporate - Reimbursement - Default - Default - Default	Inquiring about steps to take for reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for the steps needed for a reimbursement request.
Briefly summarize what the customer is expecting: Customer states that she has already fixed the left tie rod assembly on her vehicle and needed the address and information to send a reimbursement request. Agent provided customer with the information as per AC 17420.
POSTMARK DATE: 010314; DATE RECEIVED: 011014
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted proof of payment. Agent found customer had recall H46 completed in 2012 and no parts were replaced at that time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states she had Moog parts installed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	12/31/2013	***Built Date***	09/24/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	12/10/2010	***Mileage***	52,717	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68695	PARK DODGE-CHRY-JEEP			
Dealer Address	22231 THREE NOTCH RD				
Dealer City	LEXINGTON PARK	***Dealer State***	MD	***Dealer Zip***	20653

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SOLOMONS MD[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added phone number
Recall - N49: LEFT TIE ROD - Information Request	Customer wants the recall completed and is worried about an alignment
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Tie rods need replacing

Briefly summarize why the customer is contacting Chrysler: Customer called in because he was concerned about completing the N49 LEFT TIE ROD recall. The customer was aware that if the tie rod was replaced, his vehicle would need an alignment and didn t think that he should have to pay for it.
Briefly summarize what the customer is expecting: Customer is expecting to call back to the service department of 68695 at 301-737-1510 and made the writer aware that PARK DODGE CHRYSLER JEEP has been renamed to Fitz Gerald when the owners changed. Writer called over to 68695 and spoke with SA Rob. Rob talked to his parts department and said that the recall was too new and that they didn t yet have parts and to call back in a week. Writer addressed the customer s alignment concerns and SA Rob assured that if an alignment is needed that it is part of the recall process. Writer relayed the information back to the customer. Customer said he will call back next week.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]	***Open Date***	12/31/2013	***Built Date***	06/12/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/19/2007	***Mileage***	35,800	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60340	CAROLINA CHRYSLER JEEP DODGE, LLC.			
Dealer Address	891 HIGHWAY 1 S				
Dealer City	LUGOFF	***Dealer State***	SC	***Dealer Zip***	29078

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	INDIAN LAND SC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer received letter and passing on information
Corporate - CNA Change - Default - Default - Default	Update Customer information

Briefly summarize why the customer is contacting Chrysler: Customer called to inform Chrysler that he sold his vehicle and just received the N62 recall letter.
Briefly summarize what the customer is expecting: Customer expecting Chrysler to update new owner information so the new owner can be aware of this recall. Customer stated they will mail the letter to the new owner Mr[redacted]. Previous owner had new customer information on his bill of sale. Agent changed information provided and thanked previous owner Mr. [redacted] for being so thoughtful and caring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX B[redacted]	***Open Date***	12/31/2013	***Built Date***	11/23/2010		
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/06/2011	***Mileage***	30,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68160	NEWCOMB MOTORS INCORPORATED			
Dealer Address	95 NEW ATHOL ROAD				
Dealer City	ORANGE	***Dealer State***	MA	***Dealer Zip***	01364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATHOL MA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer contacted to update address, add phone and email.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram in order to update her mailing address on file because she did not receive the recall notices for the N49 recall. Writer updated the address. Customer states that she has contacted the dealership with regards to the recall, and has set an appointment to take the vehicle in for inspection in order to see if there is any premature wear.
Briefly summarize what the customer is expecting: Customer wanting to update mailing address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6TD5DT4	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	01/16/2012
Model Year	2012	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	05/31/2012	***Mileage***	100	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION				

Dealer	44295	COUNTRY CHRY-DODGE-JEEP INC			
Dealer Address	2158 BALTIMORE PIKE				
Dealer City	OXFORD	***Dealer State***	PA	***Dealer Zip***	19363

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LINCOLN UNIVERSI PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called to advise no parts on recall

Briefly summarize why the customer is contacting Chrysler: Customer called about recall N49
Briefly summarize what the customer is expecting: Customer called and advised that the parts were not available for this recall. Agent looked at the recall on Answer Connect Answer ID 24054 and Agent advised the Customer that the notice advises the Customer to contact the Dealer after January 6, 2014 and arrange to have the work done. Customer was unhappy with this that the notice has gone out but not parts available. Agent advised that the parts are coming out staggered but the Customer was still upset with this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2EL0	BG[redacted]	***Open Date***	12/31/2013	***Built Date***	07/07/2011	
Model Year	2011	***Body***	DJ7H62	DODGE RAM SLT 4X4 2500 REG CAB			
In Service Dt	08/24/2011	***Mileage***	30,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68160	NEWCOMB MOTORS INCORPORATED			
Dealer Address	95 NEW ATHOL ROAD				
Dealer City	ORANGE	***Dealer State***	MA	***Dealer Zip***	01364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATHOL MA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer contact to update mailing address, phone number, and email.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking N49 recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram in order to update her mailing address on file because she did not receive the recall notices for the N49 recall. Writer updated the address. Customer states that she has contacted the dealership with regards to the recall, and has set an appointment to take the vehicle in for inspection in order to see if there is any premature wear.
Briefly summarize what the customer is expecting: Customer wanting to update mailing address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	7G[redacted]	***Open Date***	12/31/2013	***Built Date***	09/05/2006
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	05/04/2007	***Mileage***	92,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44719	MCKINNEY DODGE-CHRY-JEEP INC			
Dealer Address	4574 CALHOUN MEMORIAL HWY				
Dealer City	EASLEY	***Dealer State***	SC	***Dealer Zip***	29641

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANDERSON SC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Request for recall information.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he is seeking information on the N62 recall
Briefly summarize what the customer is expecting: Customer states that he received his letter and is seeking to know if the pitman arm is affected by the recall as the bushing is being torn off. Writer advised customer that according to the recall the may be a problem with the steering linkage and may cause the left tie rod ball stud to fracture. Writer referred customer to his local dealership for repairs. Customer understood and was satisfied.
Reassigned to SJ372 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	06/19/2003	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/28/2003	***Mileage***	107,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68502	PIEDMONT CHRY-DODGE-JEEP			
Dealer Address	4015 CLEMSON BLVD				
Dealer City	ANDERSON	***Dealer State***	SC	***Dealer Zip***	29621

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ABBEVILLE SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer received letter and finds it doesn't make sense

Briefly summarize why the customer is contacting Chrysler: Customer called to voice his opinion about the N62 recall letter he received. Briefly summarize what the customer is expecting: Customer seeking to voice his opinion about his disapproval of the letter. Customer states the letter should be worded differently as it creates a sense of doubt on the safety of his vehicle. Customer states the letter contradicts itself by asking the customer to call the Dealer to order the part then it says it may not be necessary to repair if inspected. The customer states the letter doesn t make sense to the average person. Customer will call the Dealer at his convenience and will ask more questions about the diagnosis procedure.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	07/24/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/02/2002	***Mileage***	54,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	24022	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	1994 ROCKFORD STREET EXT.				
Dealer City	MT AIRY	***Dealer State***	NC	***Dealer Zip***	27030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	YADKINVILLE NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer received recall letter had previous repairs reimbursement reques

Briefly summarize why the customer is contacting Chrysler: Customer[redacted] states a recall letter was received. Customer states a repair was completed on 04/02/13. Customer states could this be due to the recall N62 and if so how do I get reimbursed. Customer states the repairs were done at an IRF.
Briefly summarize what the customer is expecting: Customer seeks info on recall reimbursement. Agent advises per AC # 17420. Agent states upon further investigation a recall case management will review paper work and determine eligibility for reimbursement.
Agent advises if the repairs were not due to the recall an open recall still exists. Agent advised customer upon diagnosis if the recall has been completed the diagnosis cost would be up to the customer. Agent advised if deemed to be recall customer would have no cost.
Agent contacts Patterson Chrysler (24022) spoke with Dale. Agent warm transferred to schedule appointment for diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	AG[redacted]	***Open Date***	12/31/2013	***Built Date***	11/30/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/24/2010	***Mileage***	65,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BERGHEIM TX [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Agent reviewed recall information.
Recall - N49: LEFT TIE ROD - Information Request	Agent reviewed recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received recall notice N49 and would like information on L16 compared to N49.
Briefly summarize what the customer is expecting: Customer seeking information on recall L16 and N49.
Agent advised customer of information for recall L16 and N49. Agent advised customer parts to complete recall repair will be available 01-06-14. Agent offered to contact dealership to schedule inspection, customer declined.
Survey Bypass, No Repair. Reassigned SG893.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CT6	BG[redacted]	***Open Date***	12/31/2013	***Built Date***	07/29/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	02/16/2011	***Mileage***	43,285	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68428	DEMPSEY DODGE CHRYSLER JEEP II INC			
Dealer Address	1000 E ROUTE 34				
Dealer City	PLANO	***Dealer State***	IL	***Dealer Zip***	60545

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	YORKVILLE IL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle tie rod has broke and vehicle is at dealer (68428).
Customer states he contacted dealer at beginning of December about recall N49 and was advised recall was not on vehicle. Customer states dealer advised parts to repair recall are not 01-06-14. Customer states dealer advised customer vehicle can be repaired with aftermarket parts and customer can submit for reimbursement. Agent advised vehicle is used to work and he needs vehicle repaired to avoid loss of income.
Briefly summarize what the customer is expecting: Customer seeking information on recall.
Agent advised customer dealer N49 was applied to vehicle 12-20-13. Agent advised customer Chrysler recommends all recall issues be repaired with Mopar parts. Agent advised customer at this time it is his decision how to proceed. Agent advised customer he is able to submit for reimbursement but reimbursement is not guaranteed.
Survey Bypass, No Repair. Reassigned SG893

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C3	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	06/16/2004	
Model Year	2004	***Body***	DR7L41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/13/2004	***Mileage***	113,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44764	ASHEVILLE DODGE INC			
Dealer Address	860 TUNNEL ROAD				
Dealer City	ASHEVILLE	***Dealer State***	NC	***Dealer Zip***	28805

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRFAX VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Front left tie rod end inquiry.
Recall - H46: STEERING LINKAGE - Reimbursement	Recall related reimbursement inquiry.
Corporate - CNA Change - Default - Default - Default	Updated coin.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer (Angela/spouse) seeking information related to the current recall n62 and past recall h46. Customer states 01/31/2013 she was backing out of driveway and the tie rod end broke off. Customer states her husband brought it to the DLR to have it repaired and paid out of pocket $488.13 for the repair. Customer states she was not aware she had any recall but her husband usually takes care of things. Customer states she now got a letter for the tie rod ends and wants to know if she needs to fix it as the DLR looked at the vehicle and already ordered the parts for the recall. Customer states she was advised to submit her receipts to Chyrsler for reimbursement.
Briefly summarize what the customer is expecting: recall information and reimbursement inquiry.
Writer advised customer of recall n62 and h46.
Writer advised of reimbursement address as per letter If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Writer spoke to SA Matt at 44764 Dealer Name : ASHEVILLE DODGE INC who stated the customer came in January with the original concern was a broken tie rod and replaced the inner tie rod and alignment was done. SA Matt states the customer was just in for an inspection and the parts for the recall n62 has already been ordered. SA Matt states he advised the customer to send in her past receipts for reimbursement review for a related recall repair as she paid out of pocket $488.13.
Writer advised customer to continue to send in the receipts for reimbursement review with a 60 day process and to continue with the recall repair as suggested by the DLR.
Reassigned to lb546 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5CL8	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	10/19/2011	
Model Year	2012	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	01/05/2012	***Mileage***	18,482	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68739	EAST TENNESSEE DOD-CHRY-PLYM-JEEP			
Dealer Address	2712 NORTH MAIN ST.				
Dealer City	CROSSVILLE	***Dealer State***	TN	***Dealer Zip***	38555

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SODDY DAISY TN [redacted]	***Country***	UNITED STATES

Recall - N40: REPROGRAM POWERTRAIN CONTROL MODULE - Information Request	recall information
Recall - N49: LEFT TIE ROD - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the left tie rod recall as customer received the recall notice.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall performed. Agent advised customer that there are 2 recalls N40 and N49 on this vehicle. Agent advised customer that he could contact the dealership or us on or after January 6th 2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T6	9G[redacted]	***Open Date***	12/31/2013	***Built Date***	12/08/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/01/2009	***Mileage***	6,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	58729	SCHLOSSMANN'S DODGE CITY CHRYSLER	JEEP, INC		
Dealer Address	19100 W CAPITOL DR				
Dealer City	BROOKFIELD	***Dealer State***	WI	***Dealer Zip***	53045

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARTLAND WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	customer called regarding delayed recall part N49 at DLR

Briefly summarize why the customer is contacting Chrysler: Customer called in very annoyed that he had to wait until his recall part N49 came into the dealership. Agent called the dealer to schedule appointment, spoke with john the SM and he said notification letters would be sent out when parts come in.
Briefly summarize what the customer is expecting: Customer is expecting his vehicle to be repaired as soon as possible

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	12/13/2004	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	03/31/2005	***Mileage***	79,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44934	RAIRDON'S DODGE CHRYSLER JEEP OF	MONROE		
Dealer Address	16413 W MAIN STREET				
Dealer City	MONROE	***Dealer State***	WA	***Dealer Zip***	98272

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SILVERPEAK NV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement
Corporate - Recall - Default - Default - Default	recall N62 inquiry

Briefly summarize why the customer is contacting Chrysler:customer states he received the recall notice and he already had the his whole front end replaced.
Briefly summarize what the customer is expecting:Customer is asking if he sends in receipts would we reimburse for the tie rod ends. Customer wants to know if this is legit.
Agent advised customer if he sends in his receipts Chrysler will reimburse him for the tie rod assembly.
Agent also advised customer he should still have his vehicle inspected to ensure the parts put on are good parts.
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Documents attached for review.
Case requires additional research.
Customer Contact: [redacted]. Left Message.
Next Agent - Please advise that the Recall applies to vehicles that have had a Mopar Steering Linkage Replacement installed. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
If the Customer had a Steering Linkage replacement PRIOR TO THE TIE ROD REPAIR, Please have the Customer submit the invoice and Proof of Payment to the Chrysler Customer Assistance Center for review.
If the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the Tie Rod repair - Please advise that the recall does not apply to the vehicle at this time.
Customer Contact: [redacted]. Left message.
Next Agent - Please advise that the Recall applies to vehicles that have had a Mopar Steering Linkage Replacement installed. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
If the Customer had a Steering Linkage replacement PRIOR TO THE TIE ROD REPAIR, Please have the Customer submit the invoice and Proof of Payment to the Chrysler Customer Assistance Center for review.
If the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the Tie Rod repair - Please advise that the recall does not apply to the vehicle at this time.

******
Please Document whether the Customer states that they had the Mopar Steering Linkage installed and whether they are mailing in the Docuemntation.
(MORE DOCUMENTATION REQUIRED).
Customer called back in to return WL148 s message. Customer states that he has no clue if it was mopar steering linkage installed or not.
Customer states that it may say on the documentation that he sent in, but he states he has no clue if it was mopar or not.
Customer Contact: [redacted]. Agent advised that the Recall applies to vehicles that have had a Mopar Steering Linkage installed.
Agent advised that because the vehicle had the Factory Steering Linkage at the time of the repair that the recall would not apply. Agent advised that as the R/O shows that the Steering Linkage was replaced that the Customer take the vehicle to the DLR to have the Recall Inspection done and then see if the vehicle needs the Tie Rod Ends Upgraded.
Customer requested that his Original Paperwork be mailed back to him.
Reassigned to 82B.
1/22 Pulled original documentation owner mailed in and mailed back to owner as requested.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	7J[redacted]	***Open Date***	12/31/2013	***Built Date***	07/12/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/31/2007	***Mileage***	99,610	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	64979	BLACKWELL CHRYSLER JEEP DODGE			
Dealer Address	4874 RIVERSIDE DR				
Dealer City	DANVILLE	***Dealer State***	VA	***Dealer Zip***	24541

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AXTON VA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA change
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler looking for reimbursement for N62.
Briefly summarize what the customer is expecting: Customer is expecting to find out how they get reimbursement.
Agent advised the customer that attached to their documents that they received from Chrysler is the reimbursement process.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3GL6	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	08/22/2012
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	10/12/2012	***Mileage***	1	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	67939	IRWIN AUTO COMPANY			
Dealer Address	3425 WILLIAMS				
Dealer City	WOODWARD	***Dealer State***	OK	***Dealer Zip***	73802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CANTON OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Inquiring on when recall can be completed

Briefly summarize why the customer is contacting Chrysler: Customer called inquiring when N49 recall can be completed. Customer stated DLR told her once she gets second recall letter to come back to have recall completed. Customer just wanted to confirm this was right. Writer advised customer that yes this information was correct and once she gets second letter to go back to DLR to have recall completed.
Briefly summarize what the customer is expecting: Customer expecting to confirm information given by DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G[redacted]3	***Open Date***	12/31/2013	***Built Date***	08/23/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/03/2005	***Mileage***	107,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59611	KNAPP BROTHERS INC			
Dealer Address	30 DEPOT STREET				
Dealer City	KINGFIELD	***Dealer State***	ME	***Dealer Zip***	04947

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FARMINGTON NH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer had left outer tie rod assembly repair day before got letter

Briefly summarize why the customer is contacting Chrysler: Customer had outer tie rod assembly repaired day before he got recall notification. Customer had it fixed at IRF.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for repair.
Agent: Told customer to mail in original invoice and method of payment to Chrysler Recall Assistance Center, P. O. Box 21-8007, Auburn Hills, MI 48321-8007. with CAIR #[redacted].
Waiting for Documentation.
Documents have not been received.
01/09/14
[redacted]
,
FARMINGTON , NH-[redacted]5
Reference #[redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2006 DODGE RAM 2500 SLT QUAD CAB 4X4.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 6G140793 available when you call.
Sincerely,
William,
Customer Service Representative
Letter sent 1/13/14.
Briefly summarize why the customer is contacting Chrysler: The customer states he had a recall on his 2006 truck and he had it completed and then he was informed to send in his receipts and he could be refunded. The customer states he just received a letter telling him to contact Chrysler.
Briefly summarize what the customer is expecting: The customer is seeking

further information about the letter that was sent out to him on 1/13/2014. The writer tried to contact WL148 to seek further direction but was not able to reach him directly. The writer was not able to provide the customer with a clear explanation on what the letter was for so the writer has reopened the cair as directed by TL JE779 to forward back to WL148 to advise the customer further.
Customer Contact [redacted] Advised that the Documentation has not been received. Agent advised that the Case would Close temporarily in 2 days but would re-open when the Documents were received.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
POSTMARK DATE: 010614; DATE RECEIVED: 011414
Documents attached for review
Customer Contact [redacted] Spoke with [redacted] - Agent advised that the Recall applies to vehicles that have had the Steering Linkage replaced with a Mopar Upgrade Steering Linkage before having another repair.
Agent advised that with the information provided that Chrysler will not be able to reimburse for the repair.
Customer states that he was unsure of the repairs and recommended that the Agent call his Mom ([redacted] .
Customer Contact - Customer s Mom - Lori Levesque at [redacted] 0[redacted] Left message.
Next Agent - Please advise that the Recall applies to vehicles that had a Previous Steering Linkage Upgrade with a Mopar Steering Linkage. Please advise that the Invoice shows that the Mopar Upgrade Part was installed on 12/27/13 but in order to considered for reimbursement we would need Documentation that shows that the Mopar Upgrade Steering Linkage was also replaced before.
The Recall is for the Replacement Performance (Upgrade) Parts and not the Factory installed Parts.
If the Customer is unable to provide proof of the Steering Linkage that was in the vehicle at the time of the repair then advise that we will not be able provide a reimbursement.
Customer called because she received the message from WL148. Agent attempted to advised customer of the notes on file but found them to be confusing. Agent advised customer based on the recall notice, that the previous agent was likely trying to confirm what the steering linage that was replaced was, whether it was factory or already replacement parts. As the recall calls for recall of replacement parts that were themselves replacing factory steering linkage.
Closed CAIR.
Agent called for an update on file. Agent transferred customer to extension 4718140.
Agent advised that the Customer would need to provide Documentation to show that the Steering Linkage was a Mopar Steering Linkage.
Customer states that they do not have the Documentation as they had purchased the vehicle used.
Agent advised that without the documentation that there would be no way of showing that the Part came from the DLR.
Customer states that this was not explained to her when she called.
Agent advised that the Parts that are installed on the vehicle now (as per invoice sent in by the Customer) may be part of the Recall.
Agent advised that the Customer take the vehicle to the DLR to have the vehicle inspected.
Agent advised that if the Customer is able to find evidence that the Part That was replaced was a Mopar Part - then to submit for Further research.
Customer calling seeking to get a supervisor. Customer stated she is trying to get reimbursement on the part for the recall. Agent read over the file while customer was on hold. Agent went back to the customer.
Agent tried to talk to the customer but the customer did not reply. Agent waiting for the customer to answer again. Agent disconnected the line.
Briefly summarize why the customer is contacting Chrysler: Customer seeking supervisor call back regarding reimbursement.
Briefly summarize what the customer is expecting: Agent stated callback would be received in 1-2 business days. Customer expecting call back on primary number [redacted]
Correction to line 101 Secondary number [redacted]
Customer has requested Supervisor callback
Preferred daytime number: [redacted]

Preferred evening [redacted]
CAIR assigned to: Mr1123
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Call
Called Customer s mother [redacted] and advised that due to no documentation being submitted to support that the steering linkage was replaced back in 2009 a reimbursement process could not take place at this time.
Reviewed lines 56-68
[redacted] hung up

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G7[redacted]	***Open Date***	12/31/2013	***Built Date***	08/02/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/24/2004	***Mileage***	65,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KIOWA CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiry on the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have received notification on the N62 recall repair. Customer stated that he has never had the original steering linkage replaced on the vehicle. Customer stated he lives 30 miles from his closest dealership and is not able to get in for a couple weeks.
Briefly summarize what the customer is expecting: Customer seeking as to whether he is needing to bring his vehicle in for the diagnosis immediately.
Agent advised the customer that it does not appear as though the steering linkage has been replaced on the vehicle. Agent advised that a quick diagnosis is needed to determine whether the recall would be applicable to the vehicle. Agent advised the customer that the diagnosis is completed in the write up bay and would not be lengthy. Agent advised the customer that there is no immediate danger to him yet we would still like him to get in for the diagnosis at his earliest convenience.
Reassigned to LB546 for survey bypass= Incomplete Recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8 5G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/08/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	07/16/2005	***Mileage***	152,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OOLOGAH OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	Recall unavailable until January 6 2014
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Mr. [redacted] states he had the tie rod replaced already for the recall N62.
Briefly summarize what the customer is expecting: N62
Agent advised Mr. [redacted] that he will need to contact the dealership after Januaary 6, 2014 to have the tie rod inspected to ensure that it meets the requirements of the recall repair, and if so then follow the instructions sent with the recall notice to mail in for recall Review for reimbursement.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL7	AG[redacted]	***Open Date***	12/31/2013	***Built Date***	02/19/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/21/2010	***Mileage***	145,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EL PASO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for tow and possibly rental
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that vehicle s tie rod broke and she is paying out of pocket for rental until parts come in. for recall. Customer states she is paying for rental out of pocket and had to have vehicle towed to DLR out of pocket
Briefly summarize what the customer is expecting: customer seeking rental and towing reimbursement for recall.
Agent advised that re-imbursement is a case by case basis. Agent called DLR. SA Javier advised that the vehicle needs a left tie rod and he has part as VOR so he can get this part as fast as possible once released.
Agent consulted NC603 to see if Chrysler could goodwill a part to fix vehicle in mean time so customer has minimal rental costs. NC603 advised to have customer wait until the 6th.
Agent gave customer fax number and advised to attach Case number and personal information.
Reassigned to 86Y
See TL for proper handling.
Escalation Override approved by NC603 due to being an open recall.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? SUNLAND PARK CHRYSLER DODGE JEEP
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW (Which): 6 months, 109,000 miles
MVP: 1 expired
Ownership history: 0 new, 2 used
Writer dialed 915-584-9393 and spoke with Service Manager (SM) Jesus who advised the part that needs to be repaired is the recalled part. SM Jesus states the part is a new model part and there is no ETA for it. Writer will contact customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer left a message.
Writer received a voicemail from customer requesting an update.
Writer contacted customer and advised of information from the dealership.

Customer advised her last name is Negrete and the last name in the case is her husband s boss.
Customer advised her expectations are to be updated on the case and to get the vehicle fixed. Customer provided email address [redacted] Writer will follow up with customer no later then Thursday the 9th.
Status update provided via email to the following email address: [redacted]
Thank you for taking the time to speak with me today. My contact number is 1-800-673-8422 Extension 66058. Please don t hesitate to contact me if you have any questions.
Thank you,
Coralie
End of Status Update
Writer contacted Service Manager (SM) Jesus who advised the back ordered part can only be ordered in one in seven days. SM Jesus advised he has a part coming in tomorrow for another customer and he will take that customer s part and put on customer Ms. Negrete s vehicle. SM Jesus states the repairs should be done by end of the day tomorrow. Writer will contact customer.
Writer attempted to contact customer. Writer left a message.
Writer attempted to contact Service Manager (SM) Jesus who was unavailable. Writer spoke with Service Advisor (SA) Aviar who advised the part has not come in and there is no ETA on the part at this time. SA Aviar advised the part is on VOR. Writer will contact customer.
Writer contacted customer and advised the information that was provided to writer by the dealership. Customer inquired about getting reimbursed for rental. Writer informed CAC would look into it and contact the dealership for more information. Customer advised she is aware of the recall. Writer will contact customer no later than Wednesday with an update.
Writer contacted Service Manager (SM) Jesus who advised the customer has been in the rental since December 27th. SM Jesus informed he approved five days of rental and advised that the customer is looking for CAC to cover the rest. SM Jesus states the part that was scheduled to come in on the 9th never arrived and advised another part should have arrived today. SM Jesus states the parts department is going through the order and will he will contact CAC and inform if the part came in.
CONTACT UPDATE Writer attempted to contact customer who was unavailable. Writer left a message and will follow up on Thursday.
Writer attempted to contact Service Manager (SM) Jesus who was unavailable. Writer was unable to leave a message.
Writer contacted customer and advised the part has come in. Writer informed CAC was unable to contact the dealership to see about the repairs. Writer will contact customer again on Monday with an update.
Writer attempted to contact the Service Manager who was unavailable. Writer spoke with Service Advisor (SA) Yumi who advised there is no information on the vehicle. SA Yumi took a message for the Service Manager and advised he will contact writer.
Writer contacted Service Manager (SM) Jesus who advised the customer picked the vehicle up this morning. SM Jesus states they did an alignment on the vehicle and replaced the recall part. Writer will contact customer.
CONTACT UPDATE - Contact attempt, phone number dialed, [redacted] Left message.
Writer attempted to contact the Service Manager who was unavailable. Writer left a message with Service Advisor (SA) Yumi.
Writer contacted customer who advised the repairs of the vehicle are satisfactory. Customer informed writer she is out of town and will be back on Monday. Customer would like CAC to look into reimbursing her for the cost of rental. Writer advised CAC will send her a link and for her to send in the documents on the rental. Customer agreed. Writer will follow up with customer on Monday.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 15:48
CONTACT UPDATE - Contact attempt, phone number dialed, [redacted]5. Left message.
CONTACT UPDATE - Contact attempt, writer left a message.
Writer attempted to contact the customer. Writer left a message advising the case will be closed.

Writer received a voicemail from the customer who informed she forgot to send writer her documents. Customer advised she has the documents now but would like CAC to send her a new link so she can send her documents in.
Reviewed
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-12 @ 17:59
***** Customer Document Received *****
Customer Document Reviewed.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Left message.
Customer contacted writer and informed she was given a rental vehicle the day that her vehicle broke down. Customer informed she was too tired to make the 3 hour drive back to her house. Customer advised the rental vehicle was not a Chrysler vehicle. Writer informed CAC will get more information and contact her on Tuesday
Agent called the customer [redacted] Customer said a follow up Thursday will be fine.
Writer attempted to contact the customer. Writer left a message.
Writer received a voicemail form the customer requesting a call back.
Writer will contact the customer.
Writer attempted to contact the customer. Writer left a message.
The next step is to inform the customer CAC will goodwill $250.00 dollars of the rental.
Writer attempted to contact the customer. Writer left a message.
Customer contacted writer in regards to her case and inquired if CAC has come to a decision. Writer advised CAC is able to reimburse $250.00 dollars of the rental cost due to the vehicle being out of warranty and her being the second owner. Customer advised she feels that is unfair and would like to speak with a supervisor. Writer put the customer on hold and spoke with supervisor LV162 who advised writer to cover the full cost of rental at $419.97. Writer took the customer off hold and informed her of the new information. Writer asked customer to verify her information. Customer advised the address on file is her husband s boss and he is the owner of the vehicle. Writer informed CAC will need to look into the case to see if writer is able to reimburse since CAC usually works with the owner of the vehicle. Writer advised the customer of a call back on Monday.
Customer contacted writer requesting an update on her case. Writer informed customer since she is not the owner of the vehicle CAC is not able to assist with cost. Customer informed writer she is a customer but this is not her vehicle. Customer feels like she should be assisted with cost. Customer is upset because she did not receive a call from writer on Monday. Writer apologized and informed CAC put the wrong date for the follow up. Customer requested a supervisor. Writer advised there is not a supervisor available at this time. Writer advised a supervisor will contact her back.
**********SUPERVISOR CALL**********
Writer contacted customer [redacted] on phone number [redacted]
Customer stated that customer and husband was in the process of purchasing the vehicle from husbands boss. Customer stated the repair was due to a recall on the tie rod. Customer stated that customer had to pay for the rental vehicle for 3 weeks, the tow bill and the hotel bill.
Writer explained that with customer not owning the vehicle there would be no reimbursement from Chrysler. Customer stated that customer was told last week that customer would be reimbursed for half of the rental and then the decision was changed to full rental reimbursement. Customer stated that customer will blog the treatment and will go to FORD.
Customer disconnected the call.
Status update provided via email to the following email address:
[redacted]
This is Coralie with Ram Customer Care. At this time I have no new information for you. Please contact me if you would like further assistance. I will leave the case open until Monday March 24th. At that time if I have not heard from you I will be closing your case. Have a nice day.
Coralie
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A2	7J[redacted]	***Open Date***	12/31/2013	***Built Date***	03/16/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/21/2007	***Mileage***	145,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	***Dealer State***	AR	***Dealer Zip***	72908

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NATURAL DAM AR 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted to know what the recall was for
Corporate - CNA Change - Default - Default - Default	updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall letter for recall N62 and wanted to know what the recall was for.
Briefly summarize what the customer is expecting: customer was expecting to find out what his recall is for. Agent advised customer that the N62 recall is for the Left Outer Tie Rod Assembly. Customer informed agent that he would contact his dealership for repair as per stated in the letter. Agent updated COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/28/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/04/2009	***Mileage***	117,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24022	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	1994 ROCKFORD STREET EXT.				
Dealer City	MT AIRY	***Dealer State***	NC	***Dealer Zip***	27030

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]8
	WOODLAWN VA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customer contact phone number.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for repairs prior to recall issuance.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated he replaced the tie rod ends.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall notice. Customer stated he replaced the tie rod ends on the vehicle himself when the tie rod broke. Customer stated he is taking his vehicle to the dealership 12/31/2013.
-
Briefly summarize what the customer is expecting: Customer is seeking the process for reimbursement request.
-
Agent advised customer that he could apply by mail, fax or email. Customer requested email process. Agent referred to Answer ID 19074 and 22910.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-31 @ 11:51
-
Reassigned to 86Y.
Waiting for documentation.
Writer will contact customer on 01/08/14 for documentation request and to inform that case will be closed in 2 days.
Status update provided via email to the following email address:
[redacted]
Mr [redacted]
My name is Barb and I have been assigned as your Case Manager. Your case number [redacted]. My contact information is 1-855-675-9291 ext 4718296. No documentation has been received as of today. Your case will be closed in 2 days, however, a new case will be created once documentation is received. Our fax number is 877-768-5076. Please write the above case number on all pages submitted by fax. Original invoice and proof of payment are required. Proof of payment consists of credit card receipt, front and back of cancelled check or sales receipt if paid by cash.
Thank You

End of Status Update
ATTEN: JK671 Please add survey by pass as per disposition code #5-waiting
for documentation.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D6	3J6[redacted]	***Open Date***	12/31/2013	***Built Date***	02/05/2003	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/19/2003	***Mileage***	180,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		WANTAGH	
Dealer Address	3614 SUNRISE HWY				
Dealer City	WANTAGH	***Dealer State***	NY	***Dealer Zip***	11793

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RICHMOND VA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Info on Recall H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Info on Recall N62
Corporate - CNA Change - Default - Default - Default	Updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler for information on recalls H46 and N62. Agent advised customer that he would need to go to the dealership after 01/06/14 as per his recall letter he received in the mail. Customer also wanted to know why it would take an hour to get a diagnoses done on the vehicle so he can get the recall completed. Agent called dealership 60411, and spoke to Pam in the service department and she advised the agent that it would take an hour for the inspection and for the paperwork etc and it would take an hour to an hour in a half to get the recall work completed on the vehicle. Customer wanted a rental for the 3 hours that the vehicle would be at the dealer to get the recall completed. Agent advised customer that he would not receive a rental for that time. Agent spoke to Pam and asked her about the rental and she said they would not grant a rental for that time period for there is a shuttle service available while the vehicle is at the dealership.
Briefly summarize what the customer is expecting: Information on recalls and wanting a rental when the customers vehicle is getting the recall fixed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	07/30/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/30/2003	***Mileage***	70,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	24055	JACK KEY MOTOR COMPANY INC			
Dealer Address	1840 NORTH MAIN STREET				
Dealer City	LAS CRUCES	***Dealer State***	NM	***Dealer Zip***	88001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CABALLO NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer has an incomplete recall

Briefly summarize why the customer is contacting Chrysler: Customer called in asking about this incomplete recall. Customer states that he never replaced the steering linkage so would this recall apply. Agent states that it would but there are no parts until January 6th, 2014. Agent states that we can transfer customer over to make an inspection appointment but customer declined.
Briefly summarize what the customer is expecting: More information on this recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A5	8G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/09/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/28/2007	***Mileage***	120,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45099	LITHIA DODGE OF BILLINGS			
Dealer Address	2229 KING AVENUE WEST				
Dealer City	BILLINGS	***Dealer State***	MT	***Dealer Zip***	59102

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(4[redacted]
	ASHLAND MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment under the N62.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states he had left tie rod assembly replaced.
Corporate - CNA Change - Default - Default - Default	Updated phone number, and email.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram seeking reimbursment under the N62 recall. Customer states he had the Left Tie Rod Assembly replaced at an IRF and bought the part from Lithia CJDR, 45099. Writer advised the customer of what would need to be sent in with regards to the recall as per answer ID 17420, and provided the address. Customer understood.
Customer stated he doesn t have his original repair order or proof of payment; however, stated he would send in for reimbursement if he found it. Writer provided the case number. Customer understood.
Writer advised the customer that it would be a good idea to have the suspension inspected in order to know if the recall has been completed or still needs to be done; customer understood. Writer offered to contact the dealership on the customer s behalf; customer declined, stating he would do so at a later time.
Briefly summarize what the customer is expecting: Customer is seeking recall reimbursment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2 6[redacted]		***Open Date***	12/31/2013	***Built Date***	12/10/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/06/2006	***Mileage***	220,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	54194	TATE DODGE INC			
Dealer Address	7139 RITCHIE HIGHWAY				
Dealer City	GLEN BURNIE	***Dealer State***	MD	***Dealer Zip***	21061

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PASADENA MD [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursemetn for recall N62
Corporate - CNA Change - Default - Default - Default	Updated Coin
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: Customer called about Recall N62
Briefly summarize what the customer is expecting: Customer advised that he has an issue with his vehicle last year for this recall N62 and had the work done and wanted to know if he can get reimbursed for the work done. Customer confirmed that he had the work done at Tate Dodge Chrysler. Agent looked up Answer Connect Answer ID 17420 and advised the Customer that they could mail in the paperwork and would receive a call back on the amount that would be reimbursed. Customer already had the address as listed on the recall.
POSTMARK DATE: 011514; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: Brian Rotondo
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# DOCS599551 = $1417.91
Agent reviewed documents submitted by customer and found customer had repairs completed at TATE DODGE CHRYSLER JEEP, INC and submitted documentation showing only 1 repair.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19DX	7G[redacted]	***Open Date***	12/31/2013	***Built Date***	09/08/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	08/17/2007	***Mileage***	113,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ARROYO GRANDE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking to complete recall N62

Briefly summarize why the customer is contacting Chrysler: Customer seeking to complete recall N62. Agent called dealership, Santa Maria (45542) and spoke with Steve in Parts. Agent provided Steve with customer s name, phone number and VIN to add to list for when parts arrive 01/06/13. Agent advised customer will receive call when parts available to schedule appointment.
Briefly summarize what the customer is expecting: Customer looking to complete recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C0	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/03/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	03/12/2007	***Mileage***	120,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TAYLORSVILLE NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking recall repair

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle received the recall notification for the tie rod assembly. Customer states that Black Chrysler does not have parts available and does not have an ETA. Customer states this is a work truck and he needs the repair
Briefly summarize what the customer is expecting: Customer seeking recall repair
Agent advised customer that we are waiting for parts to remedy the recalls in most cases
Agent advised customer we can contact another local dealer to see if the parts are available
Agent contacted Steve White Motors Phone: 828-464-3458 and spoke with Broke SA
Brooke SA states they cannot begin to order parts or have available parts status until after January 6th, 2014
Agent advised customer of the information from Brooke SA
Agent advised customer to contact Steve White after January 6th to hopefully be able to order the recall parts
Customer understood and will call in the new year

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	AG[redacted]	***Open Date***	12/31/2013	***Built Date***	02/08/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	05/27/2010	***Mileage***	23,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WHITEHALL MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Info on recall N49
Corporate - CNA Change - Default - Default - Default	Updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer is concerned with her vehicle for this will be the third time that the front tire rod will need to be replaced and is seeking possible reimbursement. Agent advised customer that the vehicle would need to be diagnosed so we can see if it is the exact same problem with the vehicle. Customer understood and gave customer dealer information to her closes dealership. Customer will call dealership to get it diagnosed. Customer was happy with the results.
Briefly summarize what the customer is expecting: Customer is expecting some type of reimbursement for her tire rod on her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	7J[redacted]	***Open Date***	12/31/2013	***Built Date***	09/08/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/06/2007	***Mileage***	120,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42751	CHUCK PATTERSON DODGE			
Dealer Address	257 EAST AVENUE				
Dealer City	CHICO	***Dealer State***	CA	***Dealer Zip***	95926

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHICO CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states he received notice of recall N62 and was advised by dealer (42751) parts for recall repair are not available. Customer states he tows 9,000 lbs with vehicle and would like to confirm vehicle is safe to drive.
Briefly summarize what the customer is expecting: Customer seeking information on recall N62.
Agent advised customer of recall information. Agent advised vehicle needs to be inspected to determine if recall repair is required. Agent advised customer dealer is able to order parts after 01-06-14. Agent offered to contact dealer to schedule an inspection, customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	05/08/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/15/2006	***Mileage***	85,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44221	LITHIA'S GRANTS PASS AUTO CENTER			
Dealer Address	1421 N.E. 6TH ST				
Dealer City	GRANTS PASS	***Dealer State***	OR	***Dealer Zip***	97526

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]- [redacted]
	RENTON WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	added primary phone number
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Part broke a month ago, had whole steering linkage replaced with 2010 steering linkage
Ball stud that broke is still weak, only had 45 000 miles on the new linkage. Customer stated that he fixed it himself. He replaced the tie rod end and also stated that the incident scrapped the rim: tie rod went right into the rim. Customer did not buy Chrysler part, customer bought MOD parts.
4 injector line rubbed a hole in engine, replaced it near Thanksgiving in Canada. Customer stated that this is a common problem, and did cost $85.00 for injector line.
Briefly summarize what the customer is expecting:
Possible reimbursement for the repairs completed to the tie rod assembly.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-31 @ 12:34
Reviewed - documents not received yet.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located H46 recall is attached and completed showing an inspection with no parts replaced.
Writer will wait for documents.
******
*
Writer did not locate documents.
Wrier did not locate documents.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have been waiting for documents to arrive for a repair completed onthe 2006 Ram. I will be closing the file in two days the file will be re opened for review once the documents come in. My contact informatino 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update

******

Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded and no documents have arrived.

******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH4GL3	AG[redacted]	***Open Date***	12/31/2013	***Built Date***	01/09/2010	
Model Year	2010	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	05/18/2010	***Mileage***	17,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	P12	BRIGHT RED					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COOKEVILLE TN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer informed by dealer of parts delay
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states he received letter for recall n49 and went to dealer and was told there was a delay in parts for recall repair until 4/4/14.
Briefly summarize what the customer is expecting:
Agent informed customers that CJDR dealers are on a parts restriction, limiting amount of recall repair parts they can order per week.
Agent offered customer other dealers in area, who may have a shorter delay for parts but customer stated he only will work with deakler 45261.
Reassigned to BR379 - Recall - No Repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/10/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/28/2004	***Mileage***	99,028	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44148	GO DODGE SOUTHWEST			
Dealer Address	7980 W TUFTS AVE				
Dealer City	LITTLETON	***Dealer State***	CO	***Dealer Zip***	80123

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CHASEBURG WI [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Status Request - Default - Default	customer is calling in for a reimbursement request
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	customer is calling in for information about his E17 recall
Recall - H46: STEERING LINKAGE - Information Request	customer is calling in for information about his H46 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is calling in for information about his N62 recall

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler because he got a letter in the mail stating he had a recall on the left tie rod. Agent advised customer that he has 3 recalls, customer was unaware of the recalls. Customer states that he had the tie rod replaced and is looking for reimbursement. Customer told agent that he doesn t go to a dealer he goes to a mechanic, Agent asked customer if he wanted us to get in contact with a dealership, customer states that there was a dealership near him called Sleepy Hollow (608) 637-3482, agent asked customer if he wanted us to call to call his dealership, customer states that it will be okay and he will call himself. No further assistance was needed.
Briefly summarize what the customer is expecting: Customer was expecting information about the left tie rod that he already had replaced 6 months to a year ago.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address: [redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it.
When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case [redacted].
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
POSTMARK DATE: 010214; DATE RECEIVED: 010814

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Agent reviewed documents submitted by customer and found customer submitted an invoice for repairs completed at an IRF. Agent found customer has open recalls on the vehicle and the customer did not submit any documentation showing any other repairs relating to the N62 recall.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****

Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Agent advised customer of lines 39 - 43 and customer stated he thought that was the proper documentation for that recall.
Agent mentioned that it is best he try and get the incomplete recalls repaired and agent can certainly assist him with locating a dealer closest to his home address.
Customer asked agent to contact closest dealer to him and that was Sleepy Hollow CDJR in Viroqua, WI Tel: 608-637-3482 and agent spoke to Ryan in parts and he has the E17 (flash) and H46 recall (part repair) and they can do the inspection for the N62 at that time but they do not have the part as of yet but can inspect customer s vehicle to see if it is needed.
Agent asked to be transferred to the service department but Ryan stated he can book those appointments for our customer and agent transferred and connected customer with Ryan at Sleepy Hollow CDJR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	01/07/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/15/2004	***Mileage***	115,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	BOUNTIFUL UT[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Reimbursement	Advised customer of the incomplete recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment under N62 recall.
Corporate - CNA Change - Default - Default - Default	Updated secondary number.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram regarding reimbursment under the N62 recall. Customer states he bought the parts from Larry H Miller 08011, and had his son, who is a mechanic, install the parts. Customer is seeking reimbursement for the cost of the parts.
Writer provided the customer with the address and information as per answer ID 17420. Customer understood. Writer provided the case number as well. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking reimbursement under the N62 recall.
**********CASE MANAGER**********
Writer reviewed the file and noticed the customer had the recall H46 the vehicle was only inspected and no parts were replaced on the vehicle. If customer can provided previous repair on the steering linkage or Tie Rods a possible Reimbursement can be considered.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] writer left a voice message advising the customer of what the recall is regarding.
Writer advised the customer to have the vehicle inspected to see if the vehicle has had a Mopar replacement part on the vehicle.
Writer advised that the case would be closed and if they needed further assistance to contact Chrysler recall center.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU3861	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	06/27/2003	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/20/2003	***Mileage***	126,196	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	VISALIA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced tie rod
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced upper and lower ball joints
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN

Briefly summarize why the customer is contacting Chrysler: The customer called seeking to know about the N62 LEFT OUTER TIE ROD ASSEMBLY recall. The customer stated that she believes that this has been completed on the vehicle. The customer stated that she was reviewing the letter and noticed that if you had the recall completed that you could submit for consideration for reimbursement and she was just checking to see if this was still possible. The agent advised the customer that if she had the recall completed prior to the recall that she could send in her documents for consideration. The agent updated the customer s information in COIN.
Briefly summarize what the customer is expecting: Assistance to learn about the N62 LEFT OUTER TIE ROD ASSEMBLY recall.
POSTMARK DATE: 010114; DATE RECEIVED: 010114
******
Writer verified the customer s information to match coin and letter.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a repair invoice with no proof of payment.
******
Writer located information for the N62 recall Answer connect ID: 24057
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located the H46 recall is attached and completed showing an inspection with no parts replaced.
******
Writer located mileage:Last Repair 01/06/2011 @ 95660 M
Mileage at the time of repair: 126196
******
Writer will contact the customer to advise reimbursement will not be provided unless the customer has information for a previous repair to the steering linkage.
******

Status update provided via email to the following email address:
[redacted]t
Hello
This message is [redacted] from Debbie of Chryselr. I have received a letter for a repair on the 2003 Ram and would like to speak with you. My contact information 855-675-9291, extension 47184892 and please refer to file numbe[redacted].
Thank You
End of Status Update
******
Writer will make a second attempt to contact the customer.
Status update provided via email to the following email address:
[redacted]
This message is for [redacted] from Debbie of Chryselr. I have received a letter for a repair on the 2003 Ram and would like to speak with you. My contact information 855-675-9291, extension 47184892 and please refer to file number [redacted].
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]t
This message is for Kelly Munk from Debbie of Chryselr. I have received a letter for a repair on the 2003 Ram and would like to speak with you. My contact information 855-675-9291, extension 47184892 and please refer to file numbe[redacted].
Thank You
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.
by pass added.
Customer stated the best time for Debra to call 10:00am tomorrow morning or any morning @ [redacted]7[redacted]
Customer has been trying to contact Debra and not able to leave a voice mail.
Customer s first name is [redacted].
Begin Customer Message reviewed:
I have been trying to call all morning... It says that no representative is available ... Please call me ASAP[redacted]
End of Reviewed Customer message
******
Writer will call [redacted]
Writer left a message this is a return call for Stephanie from Debbie of Chrysler. Writer supplied 855-675-9291, extension 4718492 and cair numbe[redacted].
******
****
Customer called to speak with CM, Debbie. Agent provided customer with phonenumber, extenwion and CAIR number. (lines 66 and 67) Agent transferred customer to CM.
Customer is inquiring if there is an update on the case. Agent verified all the information and that the fax is correct and informed the customer that it is a 60day process.
******
Writer will cal[redacted].
Writer left a message this is a return call for Stephanie from Debbie.
Writer apologized for the error in the extension number. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Status update provided via email to the following email address:
[redacted]
Hello
I am sorry I missed your call I do apologize for the error in the extension number. I will be in the office until 5pm EST today then tomorrow January 24, 2014 from 10:30 am until 8:00 pm EST. My contact information 855-675-9291, extension 4718492 and the file number [redacted]
Thank You
End of Status Update
******

Writer will call - [redacted].
Writer left a message this is a return call for Stephanie from Debbie of Chrysler. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******
Writer will close the cair as the customer has not responded.
**********CLOSED**********
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Response
******
Writer received a voice message from the customer s wife dated January 28, 2014 @ 7:02 pm leaving [redacted]
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] I received your message I was not in the office at the time of the call. I will be in today Wednesday January 29, 2014 until 5:00 pm EST. I will be back in the office tomorrow January 30, 2014 from 8:00 am EST until 5:00 pm EST. 855-675-9291, extension 4718492 and file number [redacted].
Have a great day.
End of Status Update
******
Writer will call - [redacted].
Writer left a message this is a return call for Stephanie from Debbie of Chrysler. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will call - [redacted].
Writer left a message this is a return call for Stephanie from Debbie of Chrysler. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
POSTMARK DATE: 020314; DATE RECEIVED: 020314
******
Duplicate documents received.
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.
******
Writer received a call from the customer. Writer apologized writer and customer have not been able to connect until now. Writer advised the recall attached to this vehicle is not from the manufacture this recall is for a Mopar service part. Writer asked the customer if there had been a repair prior to this one. Customer stated they purchased the vehicle used and this is the first repair for them. Writer advised there is information showing the vehicle had been inspected in 2011, at that time the linkage had not been replaced. Writer advised reimbursement will not be provided as the vehicle did not have the recalled parts at the time of the repair.
Writer advised the dealership will inspect the connection at the tie rod and replace the part if necessary at no cost to the customer.
Customer understood.
**********CLOSED**********
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28D9	4J[redacted]	***Open Date***	12/31/2013	***Built Date***	04/21/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/11/2004	***Mileage***	48,615	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SEWARD AK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking to confirm some information regarding recall

Briefly summarize why the customer is contacting Chrysler: Customer states that he recently received the notice for recall N62. Customer states he would like to clarify as to whether or not this recall only applies to vehicles that had specific parts installed. Customer also inquired as to if there is a deadline to complete the recall.
Briefly summarize what the customer is expecting: To be told as to if he should complete the recall even if he did not have any parts installed on the recall and to know if there is a deadline to complete the recall.
Agent advised customer that, even if the customer did not replace any parts on the vehicle, it is recommended to follow through with the recall or at least the inspection. Agent advised customer that there is no deadline to complete the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL2	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	01/11/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/20/2012	***Mileage***	32,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60326	DICK MYERS CHRYSLER DODGE JEEP,		INC.	
Dealer Address	1711 S MAIN ST				
Dealer City	HARRISONBURG	***Dealer State***	VA	***Dealer Zip***	22801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARRISONBURG VA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking recall repair
Corporate - Rental Vehicle - Default - Default - Default	customer seeking rental vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states her husband was driving the vehicle with their three small children and the truck broke down. Customer states the vehicle has been at the dealer for over a week, it does have an open recall, but the dealer has given no ETA for the repair. Customer states she cannot be without a vehicle.
Briefly summarize what the customer is expecting: Customer seeking rental vehicle while the vehicle is down for the repair
Agent contacted 60326 Dealer Name : DICK MYERS CHRYSLER DODGE JEEP, Dealer Phone : 540-433-1600 and spoke with service
Terry SA states that there is a broken tie rod end, and they are working on locating a part from other dealers but do not know when the release of these parts are available
Terry SA states that no rental would be available, especially because this is a recall issue
Agent advised customer of the information from Terry SA
Agent advised customer that she is welcome to get a rental vehicle while they are waiting for the parts, but it would out of customer pocket
Customer states she purchased an extended warranty
Agent advised that a third party company must be providing the coverage and a contact would have to be contacted to see whether or not they would release a rental under that warranty in this case
Agent advised customer that in most cases rentals are not provided when it is a recall issue
Agent advised customer that we are still waiting for parts and there is no status update available until the 6th of January
Customer states they need a vehicle
Agent advised that in this case a call to the extended warranty company may make an exception and provide a rental vehicle. Otherwise a rental could be purchased by the customer out of pocket
Customer disconnected
Agent attempted a call back that went to voicemail
Agent is closing case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	06/23/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/16/2006	***Mileage***	56,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60134	REEDMAN TOLL AUTO WORLD			
Dealer Address	1700 E LINCOLN HWY				
Dealer City	LANGHORNE	***Dealer State***	PA	***Dealer Zip***	19047

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PHILADELPHIA PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY -Omit above line
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	SAFETY 04/27/2009 09/15/2009 COMPLETE
Corporate - CNA Change - Default - Default - Default	added secondary number

Briefly summarize why the customer is contacting Chrysler:
Customer called regarding the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Agent referred to Ac doc #24057 and stated this recall only applies to vehicles that had certain Mopar service parts steering components installed. Agent did state that the steering linkage recall was performed in 2009.
Agent did state on January 6 2014 to call Chrysler back as this is the eta of the part availability.
Briefly summarize what the customer is expecting:
Recall information.
Customer called back for an update on the recall on his vehicle.
Agent advised customer that the recall involves having an inspection performed first. Agent advised customer that he needed to take his vehicle in for an inspection. Agent provided customer the phone number to reidman in order to schedule his appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2865	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/29/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/07/2003	***Mileage***	17,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67753	TYSON MOTOR CORPORATION			
Dealer Address	1 SW FRONTAGE RD				
Dealer City	SHOREWOOD	***Dealer State***	IL	***Dealer Zip***	60404

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHANNAHON IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on recalls.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recalls.
Briefly summarize what the customer is expecting: Customer seeking after inspection for the recall, if the linkage needs to be replaced, if it is covered. Customer states that he is experiencing issues with his steering linkage. Customer states he is experiencing the death wobble where his whole front end comes up and shakes violently. Customer seeking if there has ever been a recall for the steering linkage.
Agent advised customer a steering linkage recall was completed in 2009. Customer states he did not purchase his vehicle until 2011.
Agent contacted TAYLOR CHRYSLER JEEP DODGE 44372 about if there were any repairs. Agent spoke with Service Advisor Jim. SA states the inspection was completed but there were no parts installed or replaced.
Agent advised customer there was only an inspection completed. Agent advised customer if he brings his vehicle to the dealership they can inspect it to see if the issue he is experiencing is due to the recall.
Agent advised customer if it is not due to the recall, the diagnosis and repair cost would be cost to him.
survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	03/16/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/18/2006	***Mileage***	286,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66990	HUBERT'S MOTOR COMPANY			
Dealer Address	HIGHWAY #65				
Dealer City	URBANA	***Dealer State***	MO	***Dealer Zip***	65767

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	STAR TANNERY VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimburement for N62 recall
Product - Steering - Unknown - Leaks - Default	Steering box leaking-repaired
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Tie rod assembly replaced on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received notification of the N62 recall repair. Customer stated that he previously had issues with the vehicle tie rod assemblies, which were all replaced.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the cost of the previously completed recall repair.
Agent advised the customer of the mailing address and information to be included as per Answer ID 17420. Agent provided the customer with his case number.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number ([redacted]). Advised customer the reimbursement is dependent upon verification of all documents requested.
******
Writer located the N62 attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located the H46 attached and completed showing an inspection with no parts replaced.
Writer did not locate documents at this time.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will [redacted].
Writer received a message the pharmacy is closed.
******
Writer searched 411.com - [redacted]
Writer will send a letter asking the customer to call.

PLEASE CALL US
January 9, 2014
[redacted]
STAR TANNERY , [redacted]
Reference [redacted]
Dear [redacted]
Thank you for your recent contact regarding your 2006 DODGE RAM 2500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension (4718492), to discuss your file. Please refer
to the reference number
above or have your Vehicle Identification Number (6G[redacted]) available
when you call.
Sincerely,
Debra
Customer Service Representive
**********CLOSED**********
Letter sent 1/13/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5FL6	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	09/20/2011	
Model Year	2012	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	03/10/2012	***Mileage***	33,558	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44010	MARTIN DODGE-JEEP-CHRYSLER			
Dealer Address	2209 SCOTTSVILLE RD				
Dealer City	BOWLING GREEN	***Dealer State***	KY	***Dealer Zip***	42104

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOWLING GREEN KY [redacted]7	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Agent advised customer of recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received notice of recall N49 and was advised by dealer (44010) parts for recall repair are not available. Customer states he tows with vehicle and would like to confirm vehicle is safe to drive.
Briefly summarize what the customer is expecting: Customer seeking information on recall N49
Agent advised customer of recall information. Agent advised vehicle needs to be inspected to determine if vehicle is showing symptoms of recall.
Agent advised customer dealer is able to order parts after 01-06-14.
Agent offered to contact dealer to schedule an inspection, customer declined.
Survey ByPass, No Repair. Reassigned SG893.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C2	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/24/2006
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	05/27/2006	***Mileage***	114,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	45046	SAVAGE DODGE			
Dealer Address	4645 POTTSVILLE PIKE				
Dealer City	READING	***Dealer State***	PA	***Dealer Zip***	19605

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	LEESPORT PA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added email.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement under N62 recall.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Ram because he is seeking reimbursment under the N62 recall. Customer states he has already had the repair completed at an IRF, and he wants to be reimbursed. Writer provided the customer with the information as per answer ID 17420, as well as the case number and fax number to fax in the files. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking reimbursement under the N62 recall.
POSTMARK DATE: 010114; DATE RECEIVED: 010114
Writer called customer at [redacted] Customer was not available.
Writer left her name, phone and extension number 4718211 for a call back.
Writer was calling customer to see if this was the first or second repair for this issue.
Writer called customer at [redacted] Customer was not available.
Writer left her name, phone and extension number 4718211 for a call back.
01/10/14 2:52 pm Customer called back and left a voice mail message for a call back.
Writer called customer a[redacted] and explained that the N62 recall was for the MOPAR replacement parts not the factory parts. Customer said he would check with his mechanic and see if they were already replaced. Customer said he would call writer back the first of the week.
CUSTOMER CONTACT[redacted]: Agent called the customer who stated he did have the linkage replaced and he is going to fax that over. Agent confirmed the fax number.
Waiting for documentation
CUSTOMER CONTACT[redacted]: Agent attempted to call the customer, No answer. Agent left message stating that she has not yet received the documents in their reimbursement request. If the documents have not yet been sent in to please send them in by fax to: 877-768-5076 or mail: PO BOX 21- 8004 Auburn hills MI 48321. Agent stated if the documents do not arrive in the next 2 days the case will be temporarily be closed until the documents arrive. Once the documents do arrive the case will be

re-opened and the reimbursement request will continue.
Reassign to JK671- No documents.
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C9	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	03/18/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/25/2005	***Mileage***	193,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

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

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SONOITA AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for the N62 recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a letter for the completion of the N62 recall repair. Customer stated that he may have previously had this repaired in the vehicle.
Briefly summarize what the customer is expecting: Customer is seeking reimbursment for the previously completed N62 recall repair.
Agent advised the customer of the mailing address and required information as per Answer ID 17420. Agent advised the customer of his case number.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted]). Advised customer the reimbursement is dependent upon verification of all documents requested.
Documents have not been received.
Status update provided via email to the following email address:
b[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we have not received your documents for your possible reimbursement. If we have not received your documents in 2 days we will close your case, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Reassigning to JK671 for Survey Bypass - No Documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29C5	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/08/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	03/04/2006	***Mileage***	0	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44646	LITHIA CHRYSLER JEEP DODGE OF	CONCORD
Dealer Address	4901 MARSH DR		
Dealer City	CONCORD	***Dealer State***	CA

Dealer Zip	94520		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	REDDING CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent confirmed open recall
Corporate - CNA Change - Default - Default - Default	Agent updated coin with phone number

Briefly summarize why the customer is contacting Chrysler:Customer called to find out if Steering Linkage recall was done on vehicle. Agent confirmed it was done in 2009. Agent advised that the N62 recall appointment can be made on or after January 6, 2014. Agent updated coin with phone number. Customer refused to provide mileage information.
Briefly summarize what the customer is expecting:Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D2 3[redacted]	***Open Date***	12/31/2013	***Built Date***	12/18/2002		
Model Year	2003	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	07/01/2003	***Mileage***	18,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41222	FRESNO DODGE INC			
Dealer Address	6162 N BLACKSTONE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93710

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FRESNO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wants to complete recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling about recall N62.
Briefly summarize what the customer is expecting: Customer is expecting to complete recall.
Agent transferred Customer to SA Kelly at the DLR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A7 8G[redacted]	***Open Date***	12/31/2013	***Built Date***	07/16/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4		
In Service Dt	02/09/2008	***Mileage***	84,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	42468	COWBOY DODGE INC			
Dealer Address	1121 EAST LINCOLN WAY				
Dealer City	CHEYENNE	***Dealer State***	WY	***Dealer Zip***	82001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OTTSVILLE PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about steering column recall
Corporate - Survey By-Pass - No Decision On Offer - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer inquiring if he is a part of steering-related recall
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall #n62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair after January 6/2014.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24057.
Reassigned to BR379 - Recall - No Repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	12/31/2013	***Built Date***	05/24/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/01/2006	***Mileage***	154,600	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43272	DODGE CHRYSLER JEEP CITY			
Dealer Address	4395 ROUTE 130 S				
Dealer City	BURLINGTON	***Dealer State***	NJ	***Dealer Zip***	08016

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BROOKHAVEN PA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added secondary number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about recall N62

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he received recall notice N62 for steering linkage but replaced parts of steering on November 30th. Customer stated that he had the damper steering, linkage, etc in order to pass the inspection for state of PA and it cost $689.35. Customer wondering about reimbursement. Agent advised he should take his vehicle to be inspected on January 6th, 2014 and they will be able to determine if what he had replaced is relevant to the N62 recall. Agent advised that if it is, he can submit copy of invoice to Chrysler and start the possible reimbursement process. Customer stated he will do that.
Briefly summarize what the customer is expecting: Reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D5	3G[redacted]2	***Open Date***	12/31/2013	***Built Date***	03/04/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/14/2003	***Mileage***	56,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]5
	EMINENCE MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke before receiving the recall notice

Briefly summarize why the customer is contacting Chrysler: Customer called because she had her left tie rod break before receiving the recall notice. Customer had to have the tie rod fixed as soon as possible because of the appointments and the treatments she is going through. Customer had the repair done at Troy s Transmission. Customer wanted to fax in the information. Agent advised of the fax number and information.
Briefly summarize what the customer is expecting: reimbursement for the tie rod repairs.
POSTMARK DATE: 010314; DATE RECEIVED: 010314
Customer has submitted documentation by fax. As per process writer is assigning to 86Y for further review.
CUSTOMER CONTACT [redacted]: Agent called the customer and left a message stating that this recall is on MOPAR replacement parts not factory parts. Agent stated that she needs to see 2 invoices. Agent stated to call back.
CUSTOMER CONTACT [redacted]: Agent called the customer who stated that they did have 2 replacements. Agent stated that she will leave the case open here for a week if its not received in the week she will call her back.
Waiting for documentation
VOICEMAIL: Customer called stating that he did state that he did do all of the repairs that were required for this recall. Jan 16- 3:12 PM
CUSTOMER CONTACT [redacted] Agent called the customer back and re-explained that this recall is not on factory components it is on mopar replacement parts. Agen tstated that she needs to see another invoice showing the linkage was replaced prior to this. Customer stated she would contact him to see what she can do.
VOICEMAIL: Customer called wanting to be called back [redacted] -- Jan 22 2:30 PM
CUSTOMER CONTACT [redacted] Line Busy.
CUSTOMER CONTACT [redacted] Agent attempted to call, no answer no voicemail.
CUSTOMER CONTACT [redacted] Agent called Mark back the IRF. Agent explained the recall to him. Mar[redacted] stated that he didn t do any other front end work to the customers vehicle and they do not use MOPAR Parts. They normally use Moog Parts. agent stated that the customer wanted her to speak with him to explain it all to him. Agent stated she will follow up with the customer.

Correction to line 30 ,31, and 33: IRF CONTACT
CUSTOMER CONTACT [redacted] Agent called and left a message wishing a call back.
CUSTOMER UPDATE: Customer called agent back. Agent explained that she talked to the IRF and he explained that he didn t do that work that would need to be completed to quailfy for the recall. Customer stated that is fine. Agent stated to the customer to go to the Chrysler dealership to have the recall marked as complete. Agent stated if she does have defective parts on her vehicle then they will swap them out with other parts. customer thanked agent.
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	12/31/2013	***Built Date***	09/25/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/22/2008	***Mileage***	110,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60344	BLAISE ALEXANDER CHRYSLER JEEP,		INC.	
Dealer Address	1080 E COLLEGE AVE				
Dealer City	STATE COLLEGE	***Dealer State***	PA	***Dealer Zip***	16801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STATE COLLEGE PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in seeking recall information.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating they received a recall notice in the mail and a few Weeks ago their right tie rod snapped and almost caused an accident. Customer would like to know if she can get reimbursed for this. Agent advised that the customer go to the dealer after January 6th 2014, to have her vehicle inspected to see if she has the steering linkage in the recall. Agent advised if she does that she can submit her documentation for possible reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting agent to provide the requested information.
Reassign recall parts unavailable.
Customer called in stating that she has her receipt from when she had this replaced but the VIN is incorrect on the receipt. Agent advised that she needs to go back and have them correct the mistake on the receipt.
SM Jason called in on behalf of the customer regarding the issue with getting her reimbursed. The dealership made a mistake on her vin number, 3d7ks28a88[redacted] is correct and 3d7ks29a98g[redacted] is incorrect. Agent advised the SM that he would have to make a new repair order with the correct vin number printed on it, in order for chrysler to reimburse the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2866	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/10/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/13/2003	***Mileage***	97,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	24187	CABRAL CHRY-JEEP			
Dealer Address	1145 WEST YOSEMITE				
Dealer City	MANTECA	***Dealer State***	CA	***Dealer Zip***	95336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SONORA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has a recall letter about steering. Customer states 3-4 months ago he tried to get a new tie rod end. Customer states the dealership sold him a 2009 front steering assembly. Customer would like to know what he does now. Agent advised he can send in his receipts for the previous repair for possible reimbursement. Agent advised to take the vehicle to the dealership to have it inspected to make sure nothing else needs to be replaced. Customer states he will do just that.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C6	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	03/18/2004	
Model Year	2004	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/12/2004	***Mileage***	83,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42355	MELLOY DODGE			
Dealer Address	9621 COORS BLVD NW				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DUNWOODY GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states she received notice of recall N62. Customer states she was advised by dealer parts for repair are unavailable until 01-06-14. Customer states she wasn t offered a loaner vehicle last time she had a repair at the dealership.
Briefly summarize what the customer is expecting: Customer seeking information on recall N62.
Agent advised customer of recall information. Agent advised customer inspection is required to determine is recall repair is needed. Agent offered to contact dealer customer prefers to work with and schedule inspection, customer declined. Agent advised customer loaner vehicle or rental vehicle coverage is not included in basic, Powertrain and recall repairs. Agent advised customer extended warranty purchased with vehicle would provide rental coverage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	12/31/2013	***Built Date***	08/07/2007
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	08/09/2008	***Mileage***	94,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	60131	BRYAN BOWMAN CHRYSLER-DODGE-JEEP			
Dealer Address	617 W TIPTON ST				
Dealer City	SEYMOUR	***Dealer State***	IN	***Dealer Zip***	47274

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SEYMOUR IN [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised of recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod defective
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Tie rod issue

Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that he recently got into an accident because his tie rod assembly failed.
Briefly summarize what the customer is expecting: Customer is expecting to receive assistance due to the fact that he believes the reason why he got into the accident was because the recall, as he received the notification regaurding his vehicle a few days after the accident. Customer also states that the dealership advised that his vehicle was not affected by the recall.
Agent advised: Agent contacted the dealership and spoke with Bo Gray in service and he advised that the reason why he stated to the customer that he wasn t affected was because in the information he received regaurding the action to take in order to complete the customers recall stated if the customer had a certain assembly, which the customer had, the vehicle was not affected. Agent then inquired about the issue that caused the customer to get into an accident. Bo stated that the part that failed was the right outer tie rod, which was not in relation to the recall. Agent advised Bo to contact his business centre to confirm that the issue that caused the accident was not in relation to the recall, as he seemed unsure. Agent also advised dealership to inquire about if the assembly the customer had confirmed that the customer wasn t affected in order to complete the two recalls that are still open on the customers VIN. Bo agreed that he would to confirm the information. Agent advised customer of this information and he was satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C5	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/19/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/10/2003	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	58830	APPEL DODGE CHRYSLER JEEP			
Dealer Address	1880 HWY 290 WEST				
Dealer City	BRENHAM	***Dealer State***	TX	***Dealer Zip***	77833

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BELLVILLE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:the parts for the recall is not available until the end of January.
Briefly summarize what the customer is expecting:to have the vehicle repaired for the recall.
Agent advised owner as per letter the parts are due to be distributed 01/06/14.
Agent spoke to Parts Manager Scott he advised the service would have to place the customer on a list.
SA John advised they will set appointments when the parts come in, and advised that another SA will call back the customer back.
Agent advised owner the dealership will call him back to set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0 6[redacted]	***Open Date***	12/31/2013	***Built Date***	05/04/2006		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/17/2006	***Mileage***	172,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	41798	ALLEN SAMUELS DODGE			
Dealer Address	7740 NORTHEAST LOOP 820				
Dealer City	NORTH RICHLAND HILLS	***Dealer State***	TX	***Dealer Zip***	76118

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORT WORTH TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information

Briefly summarize why the customer is contacting Chrysler: Customer is calling about recall N62.
Briefly summarize what the customer is expecting: Customer expects to know what to do.
Agent advised Customer that he just needs to book an appointment at his local DLR and it can be completed for him. Customer understood.
Customer declined transfer to DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C7 6J[redacted]	***Open Date***	12/31/2013	***Built Date***	01/23/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	12/28/2006	***Mileage***	106,212	***Dealer Zone***	63	DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	26201	RANDALL NOE CHRYSLER DODGE INC			
Dealer Address	1608 WEST MOORE				
Dealer City	TERRELL	***Dealer State***	TX	***Dealer Zip***	75160

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	COOPER TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall reimbursement for N62
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a letter for the N62 recall which he had already did repair on before letter come out. Writer advised customer of mailing address and information he needs to send in for possible reimbursement. Customer has not sent in any documentation yet.
Briefly summarize what the customer is expecting: Customer expecting reimbursement for a repair he did prior to the N62 recall letter coming out.
Waiting on documentation.
Writer will contact customer on 01/08/13 for documentation request and to inform that case will be closed in 2 days.
Correction Line 10 should read: 01/08/14
OUTBOUND CALL TO [redacted] Writer left voice mail message stating that no documentation has been received as of today. Case will be closed in 2 days, however, a new case will be created once documentation is received. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
ATTEN: JK671 Please add survey by pass as per disposition code #5-waiting for documentation.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	09/05/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/08/2003	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	***Market***	U	US		

Dealer	43844	ROBERSON CHRYSLER DODGE JEEP, INC			
Dealer Address	2711 SOUTH SANTIAM HIGHWAY				
Dealer City	LEBANON	***Dealer State***	OR	***Dealer Zip***	97355

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]0
	SWEET HOME OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring about recall
Product - Steering - Linkage - Defective - Default	customer states had linkage replaced oct 2012
Recall - H46: STEERING LINKAGE - Information Request	customer states had steering linkage replaced
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer states he has received a letter for this recall however customer states he did have his steering linkage replaced in October 2012 and is seeking reimbursement since there is a recall on it now
Briefly summarize what the customer is expecting: customer seeking reimbursement
Agent advised: customer needs to fax in documentation however not promising it will be approved but will review the information. Agent informed customer to fax over proof of payment and original repair order to 1 877 768 5076 once it is received and reviewed customer will be contacted.
Writer acknowledges assignment.
Writer acknowledges there are no documents present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:E17 & N62
Name of person writing in:Mr. Peck
Does customer have an e-mail address: none provided
Concern:N62 recall reimbursement
Reviewed previous files: Yes
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
What are the details of this recall? Owner letters are scheduled to be mailed the week of December 16, 2013.
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service

appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Repair: The steering linkage assembly must be inspected and replaced if required.
H46 completed 06/03/2010. Inspection only so at that point vehicle had original equipment.
Not the original owner.
Five(5) vehicles household, four(4) they are still current owners.
No MVP.
*
no documents.
No documents. Writer will call Customer as soon as possible.
No time today to review.
No documents.
CUSTOMER CONTACT: Writer called [redacted].Writer provided case # and US CAC for contact. Writer advised Case will close in two days.
No time today to review.
No documents, no contact from Customer, By pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/07/2003
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP		
In Service Dt	01/29/2004	***Mileage***	113,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	67673	CAROLINA CHRY-DODGE-JEEP			
Dealer Address	1001 HALSTEAD BLVD				
Dealer City	ELIZABETH CITY	***Dealer State***	NC	***Dealer Zip***	27909

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOYOCK NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was inquiring about the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding his N62 recall. Agent informed the customer that he can contact the DLR after January as per his letter.
Briefly summarize what the customer is expecting: Customer called about his N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	7G8[redacted]	***Open Date***	12/31/2013	***Built Date***	05/09/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/14/2007	***Mileage***	74,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61820	BOB PFORTE MTRS INC			
Dealer Address	4214 WEST LAFAYETTE ST				
Dealer City	MARIANNA	***Dealer State***	FL	***Dealer Zip***	32446

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CHIPLEY FL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added an email address
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-12-31 @ 15:01
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the steering linking that was replaced at the BOB PFORTE MTRS INC dealership. Customer states that when he purchased this vehicle he spent $3000 on the ball joints and steering linkage repairs.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement for the repair. Agent sent customer an email documentation request and advised customer that once we receive the documents than we could look into it a little bit further. Customer will send the invoice and receipt.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Good Morning John
The documents did not attach to the file. All I received was your message.
I will resend the link to re attach just the documents.
Ensure you are sending both invoices 1 showing the steering linkage with MOPAR replacement parts and the 2nd one showing the tie rods. As this recall is on MOPAR replacement parts.
Thank you.
Jenna
855-675-9291 ext 4718558
End of Status Update
****** Below Customer Contacted for Documentation Request ******
p[redacted] on 2014-01-10 @ 09:54
Begin Customer Message reviewed:
Jenna, I have sent the invoices again on 01/10/14 as requested. Please feel free to contact me if you do not receive them. Thank you, John Brundage.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]

Good Morning,
I greatly apologize. The image has attempted to come through and has not attached to the file properly.
Would you be able to resend it through the email link or possibly fax it over to 877-768-5076.
Thank-you
Jenna
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-15 @ 08:48
***** Customer Document Received *****
Begin Customer Message reviewed:
Case #: [redacted]
Jenna, Obviously there is a problem with the link you and Chrysler are sending me to attach my documentation. I have already sent this in two times now. My fax is not working, there must be some other way to get this information to you without causing further delay. I will try the link one more time. Hopefully you will not have any problems receiving them; causing yet another delay. If you again do not receive my documents, please contact me at 850-415-6233, if no answer please leave a message on my answer machine.
Thank you,
John Brundage
End of Reviewed Customer message
Customer Document Reviewed.
CUSTOMER UPDATE: customer called stating that he can t get the link to work right. customer asked if he can just mail it. Agent stated provided the mailing address. Customer stated he will get it mailed today.
Waiting for documentation
CUSTOMER UPDATE; customer called wanting to know if it has arrived as of yet. Agent stated that it takes 7-14 days arrive. Agent stated she will keep it open and look out for it.
Waiting for documentation
Waiting for documentation
No images found in que
POSTMARK DATE: 011714; DATE RECEIVED: 012314
CUSTOMER CONTACT [redacted]: Agent contacted the customer and re-explained the recall. Agent advised the customer that she is not able to reimburse for the parts as the recall is on MOPAR replacement parts as it stated in a previous Email. Agent explained that the recall may be on the parts that are currently on their vehicle. Agent explained that the dealership will inspect the parts and if in turn they are defective they will replace the parts are no charge to her. Customer understood. Customer stated if he husband has any questions he will call agent back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	6G[redacted]	***Open Date***	12/31/2013	***Built Date***	03/07/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/07/2006	***Mileage***	161,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67748	ED MURDOCK CHRYSLER PLYMOUTH DODGE			
Dealer Address	86 NORTH FAIRVIEW ROAD				
Dealer City	LAVONIA	***Dealer State***	GA	***Dealer Zip***	30553

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GILLSVILLE GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated his vehicle has the recall for the left tie rod assembly and said the passanger side of the trucks tie rod broke. Customer stated he had his vehicle towned to an IRF and wanted to know what to do.
Briefly summarize what the customer is expecting: Customer seeking recall assistance.
Agent advised the customer that having the vehicle at an IRF the recall will not be fully covered but the parts will. Agent stated if the customer brought the vehicle to a dodge dealership the whole recall and if the new issue is do to the recall will be covered as well. Customer stated he will haev the vehicle towed to a dodge dealer
Briefly summarize why the customer is contacting Chrysler:
Customer states he was advised that all parts would be covered for the recall
Briefly summarize what the customer is expecting:
Customer has a stabalizer that needs replacement due to the recall
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request:sutomer want the call to be pulled for the recording where the agert he would be covered for his expenses
Customer would haved the vehicle repaired at the irf, if he was not advised to have towed
CAIR assigned to: (Supervisor NIC) BR379
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
callled customer and advised support decison on file and will have to work with the dealer for parts availiabilty.
Customer states they received a return phone call for the supervisor
Call disconnected

Agent called Phone No : [redacted]
Agent called
Commerce Chrysler Dodge Jeep 2377 Homer Rd
Commerce, GA 30529
(706) 335-2800
The right rod end damaged the stabalizer bar.
Dealership is offering a 10 percent discount.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	10/06/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/27/2004	***Mileage***	62,602	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	43233	DICK'S COUNTRY CHRYSLER JEEP DODGE			
Dealer Address	767 S W BASELINE				
Dealer City	HILLSBORO	***Dealer State***	OR	***Dealer Zip***	97123

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TILLAMOOK OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information call
Corporate - Dealer Information - Default - Default - Default	dealership information

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice for the N62 recall. Customer is requesting information on the dealership closest to him.
Briefly summarize what the customer is expecting: Customer is seeking information for the dealership closest to him.
Agent advised customer that the nearest dealership is called DICK S COUNTRY and provided phone number of (800) 783-4891 agent transferred customer to dealership to set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3LL4	CG[redacted]	***Open Date***	12/31/2013	***Built Date***	09/20/2012	
Model Year	2012	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	11/07/2012	***Mileage***	30,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer is seeking information about the N49 request

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler about a recall on his vehicle the N49. Customer states that he is going to try and call dealerships to get this part because he s going on the road. Agent advised customer that the N49 recall part wont be in until 01/06/14. Customer wanted agent to call back for further information at [redacted]1. Agent called customer back and stated that the parts will not be available until 01/06/14. Customer needed no further assistance.
Briefly summarize what the customer is expecting: customer is expecting information about the recall N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	12/31/2013	***Built Date***	04/03/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/15/2006	***Mileage***	167,282	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45329	PLANET DODGE			
Dealer Address	18555 HIGHWAY 59 N				
Dealer City	HUMBLE	***Dealer State***	TX	***Dealer Zip***	77338

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHEPHERD TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall
Recall - H46: STEERING LINKAGE -	Customer seeking information about older recall

Briefly summarize why the customer is contacting Chrysler: Customer seeking information about older H46 recall. Customer states she had the steering linkage and front end replaced in the past and is seeking recall reimbursment. Agent advised the customer that she would need to have the original documents and it would need to be the exact parts replaced that are on the recall. Customer states she will call back once she has the N62 recall completed and seeking further information.
Briefly summarize what the customer is expecting:Customer seeking previous recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C8	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	01/08/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/27/2003	***Mileage***	220,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	23871	RON CARTER CHRYSLER-JEEP-DODGE OF	TEXAS CITY
Dealer Address	2601 PALMER HWY		
Dealer City	TEXAS CITY	***Dealer State***	TX
Dealer Zip	77590		

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ALVIN TX [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking a reimbursement
Corporate - CNA Change - Default - Default - Default	coin update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted]
Customer wanted to let Le know that the right one was replaced too.
Writer advised customer that only the left one would be covered under the recall. Customer understood.
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the tie rod. Customer states that that he had the repairs done at an IRF which they changed the left tie rod, upper and lower ball joints.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement on the tie rod. Agent sent customer a documentation request and customer will send the invoice and receipts. Agent advised customer that since it was done at an IRF than the Labor is not reimbursable and they may consider the tie rod.
No Documents Received.
Briefly summarize why the customer is contacting Chrysler: customer contacted Chrysler stating that he needs to speak with the case manager regarding an email and a case ,
Briefly summarize what the customer is expecting: writer verified all the information and transferred the customer through
01/04/14 4:34 pm Customer left a voice mail message stating he was suppose to receive instructions to get a reimbursements and has not received the email yet.
Status update provided via email to the following email address:
[redacted]
My name is Nancy and I am your Case Manager. We have sent you a edocumentation link to attach your documents. If you are unable to use this link you can fax your documents to 1-877-768-5076. If you have any other questions please call me at 1-855-675-9291, ext. 4718211. Your Case Number is [redacted].

Thank you, Nancy
End of Status Update
[redacted] on 2014-01-06 @ 19:48
Customer called stating he has not recieved the email to send in his documentation, agent advised she can resend it.
Documents have not been received.
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we are waiting for your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Reassigning to JK671 for Survey Bypass - No Documents.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C4	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/27/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/16/2005	***Mileage***	69,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FALLON NV [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had, had a recall completed and that he needed before it was a recall. Customer stated that he was looking into getting reimbursement. Customer stated that his mechanic had replaced the ball joints.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer of what the recall entailed The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. Customer stated that he would get in contact with his mechanic and see if that is the repair that he had completed and call back in. Agent advised customer of 2 other recalls. Agent offered to connect the customer with a DLR close to him to have the other recalls completed. Customer accepted agents offer. Agent transferred customer to DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C0	5G[redacted]	***Open Date***	12/31/2013	***Built Date***	04/01/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/28/2005	***Mileage***	223,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	OLYMPIC VALLEY CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall on his Dodge Ram. Customer stated that the right tie rod failed in the summer and they replaced all of the steering linkage underneath.
-
Briefly summarize what the customer is expecting: Customer seeking technical and reimbursement information about the recall.
-
Agent advised customer he could have his vehicle inspected now to see if the steering linkage assembly must be replaced as specified in the recall. Agent informed customer starting January 6, 2014 he could contact a Chrysler, Jeep, or Dodge dealer to schedule a service appointment to have the repair completed if required.
Agent advised customer he could submit his repair order and proof of payment for recall reimbursement consideration. Agent offered to provide the customer where and how to submit his documentation. Customer stated he would mail it in to the address on the recall notice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C7	4G[redacted]	***Open Date***	12/31/2013	***Built Date***	07/09/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/31/2004	***Mileage***	88,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CENTRAL POINT OR[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advised owner of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seekign infromation

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he got a recall notice on the vehicle. Customer asked if he has never had the steering linkage replaced if he would be affected. Agent advised he would not. Customer disconnected.
Briefly summarize what the customer is expecting: Customer was expecting agent to provide the requested information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C1	3G[redacted]	***Open Date***	12/31/2013	***Built Date***	11/21/2002	
Model Year	2003	***Body***	DR8L42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	06/09/2003	***Mileage***	58,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PALMER AK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Customer states that this vehicle is hooked up to a camper and the vehicle is currently off road because customer took the insurance off of it until spring.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that he will need to take the vehicle into an authorized dealership to have an inspection and they will be able to let customer know if the parts needs to be replaced or not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	8G[redacted]	***Open Date***	12/31/2013	***Built Date***	08/13/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/25/2008	***Mileage***	40,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CASPER WY[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer stated great concerns re: safety of driving vehicle
Corporate - CNA Change - Default - Default - Default	Telephone update

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize why the customer is contacting Chrysler: Customer concerned about the safety and delay in Recall N49
Briefly summarize what the customer is expecting: Customer expecting means of accelerating delivery of parts.
Customer stated that he wanted it noted that he has great concerns regarding the safety of driving vehicle with outstanding recall.
Customer stated hesitancy in driving vehicle with such a life risking hazard.
Customer stated that he want Chrysler to note the unsatisfactory manner of recall.
Customer stated that his Dealer has placed him on a waiting list of 700 customers with no real ETA of resolution.
Writer apologized for the necessity for the recall and for the Customers sense of risk.
Writer stated to Customer that Dealers will be in a better position to suggest an estimated date once the required parts begin shipping.
Writer proposed course of action that Customer sees dealer Jan 6 and discuss an expected delivery date once Dealer has a count of the number of parts received.
Customer accepted this course of action.
Writer confirmed that Customers concerns were noted for Chrysler.
Writer advised Customer of his CAIR number and to please call back if he considers the proposed installation date unreasonable.
Customer thanked Writer and indicated his concerns had been met.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C9 4[redacted]	***Open Date***	12/31/2013	***Built Date***	03/24/2004		
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/21/2004	***Mileage***	108,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CAMAS WA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer Seeking Reimbursement for Recall Repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they previously paid for a repair covered under the N62 recall and are now seeking reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to know how to apply for reimbursement for a recall repair.
Agent informed Customer how to apply for recall reimbursement as per AC ID 17420.
POSTMARK DATE: 010314; DATE RECEIVED: 011014
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 1939.74.
Reviewed previous files: Yes
Reassigned to 86Y
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had the recall H46 completed in 2010 and had no parts replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called back stating she had received a call from GG467 and was returning it.
Agent advised customer of lines25-29.
Customer very upset because no one ever told her that she had to repair vehicle with MOPAR parts in order to be reimbursed for anything, she was just trying to keep her family and business safe when she went to an IRF.
Agent inquired if the IRF gave her the option of using MOPAR or other brand parts, she said they didn t but also didn t realize it would matter when it came to recall parts that broke from the factory.

Customer stated she will never buy Chrysler again and called agent pathetic and hung up.

Case ready for closure.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	8G[redacted]	***Open Date***	12/31/2013	***Built Date***	09/05/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/18/2008	***Mileage***	200,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45083	MAC HAIK DODGE			
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE				
Dealer City	TEMPLE	***Dealer State***	TX	***Dealer Zip***	76504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JONESBORO TX[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement for open recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking reimbursement for the left tie rod assembly. Briefly summarize what the customer is expecting: Customer states that she was driving her vehicle when the left tie rod assembly gave out and caused her to go off the road. Customer state she paid out of pocket and is seeking cost assistance from Chrysler. Agent advised customer as per AC 17420 to send in all required documentation to Chrysler Recall Assistance Center and leave up to 60 days for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG48AX	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	04/01/2008	
Model Year	2008	***Body***	DC3L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X2			
In Service Dt	04/17/2008	***Mileage***	8,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND NC [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer requesting part information regarding N49 recall
Corporate - CNA Change - Default - Default - Default	Unable to update contact information - Fleet Vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that he received the communication for the recall N49 for the Left Tie Rod. Customer states that he contacted the dealership and they informed him that the parts to complete this recall would not be available until April of this year. Customer would like to know if there is any documentation saying that this vehicle is not driveable due to the recall. Writer informed customer there is no documentation saying that the vehicle is undriveable. Customer would like to know if there is an idea of when parts are available. Writer spoke with Chris - Parts Manager - Black Chrysler (45489). Parts Manager advised that there are two parts required for the recall 1st part - CBUEN491AA & 2nd part - CBUEN492AA, which are not available yet. Parts Manager advised that when they put the order in it comes back cancelled because the parts arent available yet. Writer spoke with TL Julie regarding concern, and was advised that its cancelled because the parts arent available until January 6th. Writer advised customer to contact the dealership back on or after January 6th to have the order for the part put in, if the part is on Backorder at that time then we can follow proper process to see about getting that part earlier. Customer understood.
Briefly summarize what the customer is expecting: ETA of part availability on recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL1 C[redacted]	***Open Date***	01/02/2014	***Built Date***	04/02/2012		
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/22/2012	***Mileage***	23,173	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARTLOW VA[redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	ECS customer
Recall - N49: LEFT TIE ROD - Other	Parts not available
Corporate - Survey By-Pass - Dealer Call - Default - Default	Recall part inquiry

Dealer code: 60376
POC Name: Adam SA
POC number: 804-412-1108
POC email: alovette@whittenbrothers.com
Current mileage: 23173
Customer name: [redacted]
Customers concern: in for recall N49
Is customer in rental: NO
Is customer waiting: NO
All customer contact [redacted]
Best time of day to contact customer: did not specify
Dealer diagnosis (if completed): Parts not available for this recall, SA will advise customer need to come back.
SA Adam calling on this ECS customer in for recall N49 but parts are not available. Writer advised will submit cair to have CA assigned to call back. Customer will not be put in rental but advised to come back when parts available.
Reassigned to 88W.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer spoke to Adam, SA at dealershipo 60376. SA states that Part# CBUEN49AA. SA states that parts department advised him that parts are not available. SA states that customer is going on vacation on 1/15 and would like to have recall completed before then. Writer to contact TS and parts to find additional information.
****** Following Corporate Resource has been contacted ******
TAPS
PARTS SPECIFYING
on 2014-01-02 @ 10:56
CAIR has been sent back because of the following reason:
This part is for the N49 recall. ECS involvement not needed. It would be suggested the dealer orders the part as VOR / engages AM to expedite part
Writer contacted SA. Writer advised per TS that the dealership is able to order the part. Writer advised to order the part for the recall on VOR and contact DM for part expediting. Writer advised that case will be closed.
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T5703DF******
This is not a specifying issue. Please contact parts expediting.
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C3	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	06/08/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/28/2004	***Mileage***	140,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65571	L & M MOTORS INC			
Dealer Address	1001 S WHITE STREET				
Dealer City	ATHENS	***Dealer State***	TN	***Dealer Zip***	37303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SWEETWATER TN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	does not go into park properly
Corporate - Survey By-Pass - No Repair - Default - Default	recall unavailable until January 6 2014

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Donna states she has replaced 5 sets of tires since purchased as it pulls to one side and has had a repair of $1000.00 completed on the front end, and wants to know if she still has to go in for the N62 recall. Donna states the gear Shifter still does not going into gear, and all Chrysler did was put an alarm on when the shifter doesn t engage.
Briefly summarize what the customer is expecting: N62
Agent advised Donna to make an appointment on or after 01-06-2014 for the recall. Agent advised Donna that there are no other open recalls on her vehicle.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ET3	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	01/28/2011	
Model Year	2011	***Body***	DJ7L62	DODGE RAM ST 4X4 2500 REG CAB			
In Service Dt	03/30/2011	***Mileage***	56,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	EXETER RI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Advised customer of reimbursement process.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT TIE ROD
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Corporate - CNA Change - Default - Default - Default	Updated customer's address

-
Briefly summarize why the customer is contacting Chrysler: Customer called in stating they need to get the N49 recall repaired on their vehicle. Customer states they are going to order the parts from #42295 and have an IRF complete the recall.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement instructions.
Agent advised customer of the reimbursement address located on the notification letter. Agent advised customer that the proof of payment we are looking for is if they paid with a debit card to submit a copy of the debit receipt. Agent advised customer they would only be reimbursed the allotted amount given from Chrysler.
Agent advised customer that they may be requested to have a diagnosis performed at a CDRJ dealership to determine the repair was completed within the criteria of the recall.
Reassigned to 86Y.
-
Agent waiting for documentation.
Agent called customer and left a message advising the documentation has not arrived at this time and the case would be closed if the documents have not arrived by January 16, 2014 and that the case would be reopened and processed as normal once the documentation arrives.
Briefly summarize why the customer is contacting Chrysler: Customer states that he received a voicemail yesterday that his file was going to be closed as the documentation has not been received.
Briefly summarize what the customer is expecting: Customer states that he just sent the documents on January 10th and requested that the file remain open for a little longer. Writer advised customer his file would be updated with his information.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
by pass added.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010814; DATE RECEIVED: 011414
Documents attached for review.
Agent reviewed documents submitted by customer and found customer purchased a tie rod at BALD HILL DODGE CHRYSLER JEEP and submitted proof of payment for the part. Customer also had towing and repairs completed at an IRF but did not provide proof of payment for the IRF repairs and

towing.
Agent called IRF and spoke with owner Denise Slater about the customer s invoice. Denise states the invoice included the towing and was paid in full by credit card.
Agent confirmed customer s address matches COIN.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 00295R
Date of Repair: 01/02/2014
Invoice #: 48479
Labor $ 0.00
Parts $ 104.00
Misc. Charges $ 0.00
Tax $ 7.28
Total $ 111.28

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid in full
Date of Repair: 01/02/2014
Invoice #: 25381
Labor $ 102.56
Parts $ 0.00
Misc. Charges $ 1.99 (shop supplies)
Towing $ 97.00
Alignment $ 59.95
Tax $ 0.14
Total $ 261.64
Writer is submitting check for approval in the amount of $ 372.92
Agent called customer and advised him to contact a Chrysler dealer to have the N49 recall completed and also advised the customer of the reimbursement. Customer was pleased and states that he recently moved and provided the agent with the new address and requested the check be sent to the new address. Agent updated the new address.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D0	3G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/28/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/20/2002	***Mileage***	66,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45026	ABERNETHY CHRY-JEEP-DODGE INC			
Dealer Address	1442 E MAIN ST				
Dealer City	LINCOLNTON	***Dealer State***	NC	***Dealer Zip***	28092

Owner	[redacted] L[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONOVER NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Caller: MS[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in for recall information.
Customer wanted to make sure she is understanding that the recall N62 only applies for replacement parts, not the original parts from the factory.
Agent explained yes, this recall is for replacement parts only.
Customer said she has never replaced the steering linkage or tie rods before.
Agent advised that the recall would not apply to her vehicle.
Briefly summarize what the customer is expecting:
Customer called in for recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C9	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/07/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/30/2004	***Mileage***	161,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45348	CHRYSLER JEEP DODGE OF SEALY			
Dealer Address	289 GEBHARDT RD				
Dealer City	SEALY	***Dealer State***	TX	***Dealer Zip***	77474

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	([redacted]6
	SEALY TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Replaced the tie rod assembly

Briefly summarize why the customer is contacting Chrysler: Customer called because he has receive the recall notice for the tie rod assembly. Customer stated that about three months ago the tie rod had broken while driving and he was almost in an accident. Customer stated that he had contacted the dealership who informed him that there are no recalls on his vehicle. Customer stated that he had replaced the tie rod and steering assembly. Customer stated that he had done the repairs himself because he works at a collision shop. Customer stated that he had ordered the Mopar parts through his work. Customer stated that he is seeking reimbursement for the parts.
Briefly summarize what the customer is expecting: Agent advised customer that the recall was issued in Dec. 13 2013 and that is why the dealership informed him there was no recall. Agent advised customer that he can send in the proof of purchase to the fax number 1-877-768-5076 amnd his case will be escalated for further reveiw. Customer thanked agent.
Reassign to 86Y
Documents have not been received.
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we are waiting for your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Reassigning to JK671 for Survey Bypass - No Documents.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer calling for case manager for information on sending in documentation. Agent was able to provide information to customer as per the fax# and to provide receipt of parts and also send in the recall letter he received.
Customer stated he will fax over all the information Monday morning.

Agent stated that file will be updated for Case managers review.
Waiting for documents.
POSTMARK DATE: 012814; DATE RECEIVED: 012814
UPDATE
Customer contacted agent, agent verified we have received documents.
Agent provided CM contact information and transferred to extension.
Alternative contact number [redacted]
01/31/14 3:44 pm Customer left a voice mail message for a call back - [redacted].
Writer called customer [redacted]. Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
Customer called back and writer advised him that since this is the first repair on these parts and the recall N62 is for MOPAR replacement parts not the factory parts so writer is unable to reimburse him for these parts. Customer understood. Writer advised customer to take his vehicle to the dealership to have recalls H46 and H62 completed if necessary.
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	06/15/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/14/2006	***Mileage***	170,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42431	DAYTON ANDREWS DODGE			
Dealer Address	2301 - 34TH STREET NORTH				
Dealer City	ST PETERSBURG	***Dealer State***	FL	***Dealer Zip***	33713

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OCALA FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement on recall N62
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling to seek reimbursement for the N62 recall for the customer had gotten it completed on 12/31/13 for it snapped in half. Agent advised customer that they would need to fax in proof of payment and work order for possible reimbursement. Agent gave the customer the fax number as per answer connect id 18891. Agent also advised the customer of what information they would need to fax in and it would take up to 60 days for processing as per answer connect id 17420. Customer stated she will be faxing the information today. Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the N62 recall that had to be completed for the tire rod snapped in half.
Reassign to 86Y.
Documents have not been received.
Writer called customer at[redacted]. Customer was unavailable. Writer left a message that we are waiting for customer s documents for his possible reimbursement. Writer said that if we have not received his documents in 2 days his case will be closed, however, a new case can be created when he is ready to send in his documents. Writer left her name, phone and extension number 4718211 for a call back.
Reassigning to JK671 for Survey Bypass - No Documents.
by pass added.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48CX	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	12/17/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	04/02/2004	***Mileage***	300,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42436	CUMBERLAND VALLEY MOTORS INC			
Dealer Address	6720 CARLISLE PIKE				
Dealer City	MECHANICSBURG	***Dealer State***	PA	***Dealer Zip***	17050

Owner	[redacted]N, [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMSBURG PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer seeking information on N62 recall.
Customer states he replaced the tie rods a year ago.
Agent informed customer that this recall is for a MOPAR 'replacement part'.
Customer states he did not use Mopar parts.
Agent informed customer that it is recommended that he have the dealer inspect the vehicle to see if repairs are necessary.
Customer states he is replacing the transmission and cannot bring it to the dealer yet.
No diagnosis.
Reassign to TL for survey bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0 3[redacted]	***Open Date***	01/02/2014	***Built Date***	02/28/2003		
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/19/2003	***Mileage***	156,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67311	FLETCHER CHRY PRODUCTS IN			
Dealer Address	3099 NORTH MORTON				
Dealer City	FRANKLIN	***Dealer State***	IN	***Dealer Zip***	46131

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH ROCKWOOD M[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	Customer seeking reimbursement .
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for the H46 recall and the N62 recall. Customer stated that he had the recalls already performed at an independent dealership.
Briefly summarize what the customer is expecting: Agent verified the file and began the case, but customer disconnected before the reimbursement mailing address and information could be given. Agent will attempt to call back. [redacted])
Briefly summarize why the customer is contacting Chrysler: Customer called in regards to posible reimbursment. Customer states that he had H46 and N62 recall completed and an IRF. Customer also states that he was told by the IRF that these recalls can also damage the steering box and wanted to know if he could get reimbursed for that as well.
Briefly summarize what the customer is expecting: Customer seeking reimbursment.
Agent advised Customer of the fax number for reimbursment and advised the Customer to add the RO s and proof of payment. Agent also provided the case number. Agent advised that the only we could look at possible reimbursment for the steering box is if the Customer had it looked at a CJDR DLR and it was determined that the recalls caused the steering box to go bad. Agent explained once the decision is made on reimbursment the Customer will be notified. Customer thanked Agent.
The customer wanted to know if he could e-mail us his request for reimbursement, agent advised he could not, he would have to either fax it to us, or mail it in we cannot process a reimbursement via e-mail.
POSTMARK DATE: 010314; DATE RECEIVED: 010314
Customer has submitted documentation by fax. As per process writer is assigning to 86Y for further review.
Customer called for a status update of his recall reimbursement. Agent advised the documents were received on January 3 2014 and the case was sent to the department for reimbursement review. Customer states that is all he wanted to know and thanked the Agent.
Agent has reviewed documentation and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming. The recall H46 is also for Mopar parts and the customer has no indication of prior replacement
Agent contacted Customer and stated lines 33-37.
POSTMARK DATE: 020314; DATE RECEIVED: 020314
POSTMARK DATE: 030714; DATE RECEIVED: 030714

POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	10/18/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/01/2010	***Mileage***	134,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44710	RYBURN MOTOR COMPANY, INC.			
Dealer Address	156 HIGHWAY 425 S				
Dealer City	MONTICELLO	***Dealer State***	AR	***Dealer Zip***	71655

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GREENBRIER AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Left tie rod broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle s left tie rod broke. Customer states it is being towed to the DLR right now.
Briefly summarize what the customer is expecting: Customer seeking instructions and towing reimbursement.
Agent confirmed customer information.
Agent advised that the vehicle would have to be diagnosed as the recall breaking on the vehicle for the agent to get a CM involved.
Agent provided customer with the case number.
Customer states the vehicle is being towed to DLR code 44710.
Customer states the employee that has the vehicle right now is [redacted]
Customer states Aaron will contact us when the vehicle is diagnosed as the left tie rod breaking.
Next Agent
Confirm diagnosis with DLR.
Use complaint paragraph and send to 88F.
Reassigned for survey by-pass
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 12:19
Caller: Ms[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in as she is seeking to be reimbursed for the towing fees.
The dealership has confirmed that the vehicle broke down and had to be towed as a result of the tie rod breaking, which is under recall N49.
Agent sent document request link and advised her documents will be reviewed for reimbursement consideration.
Agent called to the dealership and spoke to SM Keith. He confirmed that the tie rod broke on the vehicle, which is under open recall. He said that they got some parts in stock today, that are the old style, not the new updated parts. They will put those on the vehicle to get the vehicle

back up and running. When the new updated parts become available they will have them bring back the vehicle to have the recall done properly. This saves the vehicle from being down for a long period of time while waiting for the new parts.
Agent explained to [redacted] that someone will be in touch with her once the documents have been received and reviewed.
Agent waiting for documentation.
Agent waiting for documentation.
Agent waiting for documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number[redacted]
End of Status Update
[redacted] calling to because she received an email from her case manager Greg advising that her case will be closed if she does not send in documentation in the next two days.[redacted] states that she is waiting for the paperwork from her accounting department and cannot guarantee that she will get it from them on time, as it is a long process and not just as simple as getting the papers and scanning them. Writer wants to advise Greg that she is still going to send in her documentation as soon as possible and requesting that the case stay open.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	02/17/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	03/15/2010	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44743	MIKE SMITH CHRYSLER JEEP DODGE			
Dealer Address	1945 INTERSTATE 10 S				
Dealer City	BEAUMONT	***Dealer State***	TX	***Dealer Zip***	77701

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	BEAUMONT TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement

Briefly summarize why the customer is contacting Chrysler:Recall N49 reimbursement
Briefly summarize what the customer is expecting:Customer called and said he just received a recall on his vehicle but had already completed the repair. Writer advised customer that he could send in his documents for possible reimbursement. Writer offered customer the 3 ways to submit his paperwork. Customer asked for the fax number which writer gave to him - 877-768-5076.
Writer verified address with customer.
Reassiging to 86y.
POSTMARK DATE: 010314; DATE RECEIVED: 010314
Writer attached document received by fax.
Writer spoke to Nicky, at IRF - 409-729-3991. Nicky confirmed that they did not replace the tie rods with this repair.
Writer called customer at [redacted] and advised him his repair did not include the tie rods. Customer said he thought the recall included the ball joints and apologized for sending in his invoice. Writer advised customer that he should still go to his dealership and have the recall completed.
POSTMARK DATE: 010314; DATE RECEIVED: 010914
POSTMARK DATE: 020414; DATE RECEIVED: 020414
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/15/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/25/2003	***Mileage***	120,400	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44454	ALLEN SAMUELS DODGE INC			
Dealer Address	1515 SOUTH LOOP WEST				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77054

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	Drive link needs to be replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Vehicle inspected and part is fine

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle was into DLR for a brake job and the recall was inspected on the vehicle. Customer states the DLR told him components of his steering linkage need to be replaced. Customer states he thinks this should be covered under the recall. Customer states the vehicle needs a wheel alignment, and new sway bars.
Briefly summarize what the customer is expecting: Customer seeking information of coverage of recall.
Agent confirmed and updated customer information.
Agent contacted DLR code 44454 and spoke to SA Robert.
SA states the vehicle needs an updated drive link which includes steering dampener, and then wheel alignment.
SA states he tried to explain this to the customer twice now that the parts that need to be replaced are not covered under the recall.
Agent advised customer of what the SA stated.
Customer states he does not understand why it is not covered.
Agent advised customer that unfortunately it is not covered under the recall and the repairs would be at cost to him.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G2[redacted]	***Open Date***	01/02/2014	***Built Date***	03/13/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/02/2008	***Mileage***	35,867	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROBSTOWN TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Dealer - By-Pass - Default - Default - Default	

Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 45537
Reassigned to 88F
Customer states that vehicle started shaking until vehicle came to a
stop. Customer believes this is due to the recall. Customer advised
writer the vehicle needs towing. Writer advised the vehicle would need to
be towed to dealership.
CAIR #[redacted] Customer: [redacted] SA calling from DLR, writer
tranferred call to
CM on ext 66085
SA Andrew contact writer. SA advised writer that part that needed to be
order was on back order and that repair is due to a recall. SA advised
part can take up to 2 weeks to arrive. Writer advised that CM would
contact customer today to work on the case.
Customer called. Writer tranferred customer to ext 66162.
CUSTOMER-The writer spoke with the customer. The customer informed that
while they were driving the vehicle had started shaking and the customer
could not control the vehicle at that point. The customer informed that
after that the tire had blown out of the wheel. The customer had the
vehicle towed to the dealership. Service department informed that it was
the left tie rod that broke. The service informed that it was due to a
recall but there is not parts for that. The customer wants to get
everything moved forward. The customer informed that they would like a
rental if it takes to long.
Writer left Service Andrew a voicemail.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted].
Writer spoke with customer. Writer stated that part is on back order and
it can take up to two weeks to arrive. Writer stated that the issue was
due to the recall. Writer advised customer that writer left SA a
voicemail and writer is currently waiting for a call back to see if we
can get customer in rental. Writer advised customer that writer will
follow up with customer as soon as writer hears from dealership. Customer
understood and agreed.
Writer spoke with Service Andrew who stated that due to it being the
recall causing the issue he thinks it s fair we proved rental for

customer. Writer stated that writer would like to proved customer with rental for 7 days 01/03/14-01/09/14. Writer stated that writer would like to get part information. SA stated that they do not have that infortion as of now.
Customer seeking rental assistance because vehcile is in the dealership due LEFT TIE ROD that recall cause damage Ù. Contacted Service Manager, ANDREWÙ at 45537 Ù to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 7 of days 01/03/14-01/09/14 Ù days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CACÙ
Writer left customer a voicemail [redacted]. Writer stated in message that we will be providing customer with 7 days of rental as of now. Follow up will be made on 1/7/14.
Writer spoke with Service Andrew who advised writer that part has not arrived but they usually don t get a truck till 3 or 4pm.
Writer spoke with Service Andrew who advised writer that part has not arrived. SA also stated that it may take awhile for it to arrive because they are currently waiting for a few and they only get one a week. Part number:CBUEN491AA.
Writer left customer a voicemail [redacted] stating that part has not arrive but writer expediting part to see if we can get in faster. Follow up will be made on 01/09/14.
**********96WTRIAGETEAM**********
****** Following Corporate Resource has been contacted ******
CBUEN491AA is a campaign part. Assigning to parts agent TH658 to contact customer to let them know about their campaign part and that all questions about their part should be directed to SA.
**********END OF TRIAGE**********
Writer spoke with Service Manager Jimmy. Writer stated that writer would like to do an RA for 7 more days of rental. Jimmy agreed. Writer proved SM with CAIR # [redacted].
Customer seeking rental assistance because The dealership is currently waiting for a back order on a recallÙ. Contacted Service Manager, JimmyÙ at dea45537 Ù to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 7 of days 01/09/14-01/15/014Ù days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CACÙ
Writer spoke with customer. Writer advised customer that we are still currently waiting for part. Writer stated that customer will be proved with rental. Customer stated that he will like for his truck to be repaired and be the way his vehicle used to be. Customer stated that he does not understand why the dealership can not order all the parts together. Customer stated that this situation is very fostering. Writer advised customer that part has been expedited to see id we can get part in fast. Writer advised customer that writer will follow up with customer no later then Tuesday. Customer agreed.
Writer TH658 only chases the part, but this part CBUEN491AA is a campaign part per lines 68-71. Contact customer to let them know about their campaign part and that all questions about their part should be directed to SA. Writer will reassign to 88.
writer contacted customer at [redacted]. Writer informed customer of lines 84-92. Customer advised writer of the customer getting in contact with Sm today and the sm stated that they have got the tire rod and wheel but the tire is not there yet, customer stated that the dealership is only working on one wheel. Writer advised customer that their CM will follow up 1-16-14.
Mr. [redacted] called to speak with their Case Manager. Transferred the customer to MD1276 at ext 66332
** Contact Update ** Writer md1276 took customer s call. Customer stated that Blake Fulenwider dealership is requesting customer to replace the front driver s side tire which was damaged due to the tie-rod. Customer stated that the customer did not cause the damage and feels it would be fair if Chrysler pays for the front 2 tires. Customer stated that the front passenger tire has a bald spot and that it should be replaced also. Writer advised customer writer will get back with customer shortly.
** Contact Update ** Writer contacted customer at [redacted] and

advised customer that Chrysler will not pay for the tires as tires are not covered under warranty. Customer ended the call.
Writer contacted customer, customer states he now has additional damages to his vehicle since retrieving his vehicle from the dealership after getting the tires repaired. Customer also advised he is now missing jewelry from the vehicle. Customer would like to see if he can go to an alternate dealership to get the damages he believes to be cause by the dealership done.
Writer contacted the dealership at 361-516-0011 spoke with the SA Andrew who stated he was the customer s SA. Writer advised the customer states there are some additional damages to the vehicle since retrieving it from the dealership. SA advised if it is the front differential pan the dealership will assist with repairs but the part is back ordered once it arrives it will be repaired. SA advised he will call the customer. SA advised the repairs were covered under a recall failure.
Writer contacted the customer at [redacted] customer stated the damage was the front differential pan. Customer stated it is leaking and if it locks up i will be a $ 2,000 dollar repairs. Customer advised the dealership stated we cannot assist with the rental until the part arrives. Writer advised we can get part information to get the part expedited. Customer also mentioned he has jewelry stolen. Writer advised the SA Andrew would call the customer and he could discuss all of those issues with the SA. The customer stated was speaking with the customer on the other line. Writer advised of a follow up no later than 1/23/14 customer agreed.
Writer contacted the dealership at 361-516-0011 spoke with the PA Alex who advised we are waiting on a cover kit. Writer verified part number 5086680ac and order number 012014. SA advised it is on back order.
Writer contacted the customer at [redacted] writer advised the case was escalated to the parts expediting team. Writer advised of a follow up 1/30/14 customer agreed. Customer inquired about previous CM writer advised she will no longer be the CM customer understood.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#05086680AC,Order#012014,OMC#88306288
on 2014-01-23 @ 15:49
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON:2014-01-23 @ 15:49
PART NUMBER:05086680AC
PART DESCRIPTION:COVER KIT
ORDER NUMBER:012014
NUMBER OF DEALERS WITH PART:4
CUSTOMER IN RENTAL (Y OR N):n
WHO AUTHORIZED RENTAL:na
HOW MANY DAYS IN RENTAL:na
ASSIGN TO:TH658
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____ 02/20/14_____.
ETA for part is _____ 02/20/14____.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ____ 02/20/14 _____.
ETA for part is _____ 02/20/14 ____.
**********END OF UPDATE **********
Writer contacted the customer at [redacted] writer advised we are still waiting for the part. Writer advised of a follow up 2/6/14 customer agreed. Writer advised the eta is 2/20/14.
Writer contacted the dealership at 361-516-0011 no one answered.
Writer contacted the customer at [redacted] writer advised the ETA on the part is 2/20/14. Writer advised of a follow up 2/13/14.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____ 02/20/14 _____.
ETA for part is ___ 02/20/14 _____.
**********END OF UPDATE **********
Writer contacted the customer at [redacted] left message advised the ETA is 2/20/14 writer advised of a follow up 2/21/14.
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****

Part#05086680AC,Order#$01201,OMC#88514863
Per CAIR policy upgraded to VOR. Supplier needs component tentative ETA
for suppliwer to ship is 2/28 tentative ETA is week of 2/3
****** END OF SUPPORT ESCALATION ****** by T8430MH
CM called DLR @361-516-0011, DLR stated that the part has not arrived.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ___ 03/04/14_____.
ETA for part is __ 03/04/14_____.
**********END OF UPDATE **********
Agent called the customer at [redacted]. Customer answered but said he
will have to call back and he ended the call.
Writer contacted the customer at [redacted] writer advised the ETA is
3/4/14. Customer thought the part had arrived, writer inquired if the
customer received a call advising it had arrived customer declined.
Writer advised of a follow up 3/4/14 customer agreed.
Writer contacted the dealership at 361-516-0011 spoke with the PA Alex
who advised the part is back ordered and has not arrived yet.
Writer contacted the customer at [redacted] advising we are still
waiting for the part. The customer is upset since the part was supposed
to arrive in February. Writer advised the parts expediting team is
working on the case. Customer stated the SM and a lot of other people are
no longer at the dealership. Writer advised of a follow up 3/11/14
customer agreed.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ___ 03/18/14 _____.
ETA for part is _____ 03/18/14 ___.
**********END OF UPDATE **********
Writer contacted the customer at [redacted] left message advising the
ETA for the part is 3/18/14. Writer advised of contact information and a
follow up 3/19/14.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ___ 03/25/14 _____.
ETA for part is ____ 03/25/14 _____.
**********END OF UPDATE **********
Writer contacted the customer [redacted] left message advising the ETA
for the part is 3/25/14. Writer advised of a follow up 3/25/14. Writer
advised of contact information.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as __NO DATE _____.
ETA for part is _____NO DATE ____.
**********END OF UPDATE **********
**********FOR INHOUSE US ONLY**********
**********96W PARTS STATUS UPDATE **********
CM CHECKED 50 SCREEN AS OF 03/14/2014 10:54:57 T8043SB
MESSAGE AAM TO SHIP 300 PIECES - PART HASN T BEEN RECEIVED - ETA WEEK OF
03
/24/14
**********End of Status Update**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ____NO DATE _____.
ETA for part is ___NO DATE _____.
**********END OF UPDATE **********
Writer contacted the dealership at 361-516-0011 spoke with the PA Alex
who advised there is no ETA on the part.
Writer contacted the customer [redacted] 5 writer advised we are still
waiting for the part. Customer stated he has been speaking with the
dealership and was advised the ETA is not until May. Writer advised of a
follow up next week.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ____NO DATE_____.
ETA for part is _____NO DATE____.
**********END OF UPDATE **********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#05086680AC,Order#$01201,OMC#88514863
on 2014-03-27 @ 15:21
****** START OF SUPPORT ESCALATION by T2212GF******
**** Update from Expediting Team for ****
Part#05086680AC,Order#$01201,OMC#88514863
Per CAIR policy upgraded to VOR. Supplier needs component tentative ETA

for suppliwer to ship is 2/28 tentative ETA is week of 2/3
****** END OF SUPPORT ESCALATION ****** by T2212GF
Writer called dealer, spoke with SM Jimmy. SM states that the recall was repaired in January and the customer has had his vehicle for a while since they sealed the leak in the differential pan. SM states the only thing they are waiting on is the cover set and the ETA has been set back until May. Writer asked SM if the damage to the tires was because of the broken tie rod. SM confirmed it was but advised that the AM declined assistance for new tires due to the fact that they were aftermarket and not from the dealership. Writer thanked SM and advised that we will update the customer with any new information we have.
Writer called customer, left message with contact information.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____no date _____.
ETA for part is _no date _____.
**********END OF UPDATE **********
**********96W PARTS STATUS UPDATE **********
**********FOR INHOUSE US ONLY**********
CM CHECKED 50 SCREEN AS OF 03/28/2014 14:27:00 T8043SB
MESSAGE SUPPLIER HAS SUBMITTED PPAP TO SHIP - ETA WEEK OF 04/07/14
**********End of Status Update**********
OMC# 88514863Order# $01201 FOR PN: 05086680AC IS RESOLVED
**********96W PARTS UPDATE **********
UPS TRACKING# [redacted]7
**********END OF UPDATE **********
CM called DLR @361-516-0011, DLR stated that the part has arrived.
Writer called dealer, spoke with SA Andrew. SA states that the part is there at the dealer and that he will be calling the customer today to schedule an appointment.
Writer called dealer, spoke with SA Alex. SA states that the customer does not have an appointment to bring the vehicle in and he does not see that Andrew scheduled one with the customer. Writer advised we will contact the customer. SA states Thursday 4/24 would be the best day to bring the vehicle in.
Writer called customer Mr. [redacted], Customer would like to be called Morgan. Writer advised customer that the parts have arrived for his vehicle. Customer states he just needs to find time to bring his vehicle into the dealership. Writer advised if the customer brings the vehicle in next week, the best day would be Thursday 4/24. Customer states he will try. Writer advised we will follow up with the dealership next week to verify if an appointment has been made.
Writer called dealer, spoke with SA Alex. SA states the repairs have already been completed on the vehicle.
Writer called customer, left message to confirm repairs are completed to satisfaction and case will be left open for 2 days.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28DX	3J6[redacted]	***Open Date***	01/02/2014	***Built Date***	03/27/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/16/2003	***Mileage***	100	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLOVER SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in seeking information on the N62 recall. Customer is seeking the closest dealer to bring the vehicle into.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised the customer that he would need to bring the vehicle in for an inspection. Agent transferred the customer over to dealer 45615 - GASTONIA CHRYSLER DODGE JEEP RAM to set up an appointment.
Customer calls seeking recall information. Advised the customer of incomplete recall N62Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A3	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/07/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	02/14/2009	***Mileage***	60,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65719	MORRIS CHRYSLER PLYMOUTH DODGE			
Dealer Address	300 WEST BEDFORD ROAD				
Dealer City	MORRIS	***Dealer State***	IL	***Dealer Zip***	60450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHANNAHON IL[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler: Jeremy state that the dealership told him there is a freeze on the part for the recall N62 and he wants to get the recall completed as he will be traveling to Texas.
Briefly summarize what the customer is expecting: N62
Agent advised that the recall letter stipulates to make an appointment after January 6, 2014.
***
Reassigned to JT962, for Survey Bypass – No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48CX	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/24/2006	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	08/19/2008	***Mileage***	184,847	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44377	HENSON MOTOR CO INC			
Dealer Address	105 SOUTH MAY				
Dealer City	MADISONVILLE	***Dealer State***	TX	***Dealer Zip***	77864

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DANVILLE IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring what to do about the recall issue.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about the N62 recall. Customer states that he had the tie rods replaced already during the summer and wanted to know what to do. Briefly summarize what the customer is expecting: Agent advised customer to bring his vehicle into a local Ram dealership to have it inspected to confirm that the recall part had been replaced. Agent advised customer that if it had been, he could send in the reciept from the repair with his contact number and address to the reimbursement address on the letter, to see if the cost could be covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C6	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/15/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	10/29/2004	***Mileage***	220,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23296	BERGLUND CHRYSLER JEEP			
Dealer Address	2525 FRANKLIN RD SW				
Dealer City	ROANOKE	***Dealer State***	VA	***Dealer Zip***	24014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VINTON VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states he received recall notice for N62 recall and would like to know if recall applies to 2003 Dodge Durango or RAM 3500. Customer states he would like information on which vehicle recall applies to.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer recall N62 applies to RAM 3500. Agent advised customer recall requires an inspection and if repair is required dealer is able to order parts after 01-06-14. Agent attempted to contact dealer (23296) to set up inspection appointment, dealer unavailable. Agent provided customer dealer information: Berglund 2525 Franklin Rd SW, 540-345-9881

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C1	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/23/2006	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	04/09/2007	***Mileage***	250,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	63838	ALLEN SAMUELS CHRY-DODGE			
Dealer Address	8181 MEMORIAL BLVD				
Dealer City	PORT ARTHUR	***Dealer State***	TX	***Dealer Zip***	77640

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORT ARTHUR TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted to know why their dealership won-t have parts before 20th
Corporate - CNA Change - Default - Default - Default	updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer stated she received a letter about the N62 recall. Customer stated that her dealership said they won t have parts until the 20th. Customer wanted to know if she could go to another Chrysler dealership.
Briefly summarize what the customer is expecting: Customer is expecting to know why her dealership won t have parts until January 20th and if she can bring her vehicle to another Chrysler dealership. Agent advised customer that she could bring her vehicle to another dealership if she needed to and they had parts available. Agent offered to call another local dealership. Customer declined. Agent stated that if she has concerns about her vehicle she could have it inspected at her local dealership. Agent updated COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	01/02/2014	***Built Date***	10/31/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/01/2007	***Mileage***	87,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60159	PATTERSON CHRYSLER DODGE			
Dealer Address	1611 US HIGHWAY 259 N				
Dealer City	KILGORE	***Dealer State***	TX	***Dealer Zip***	75662

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OVERTON TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the N62 recall. Customer states he contacted the DLR and was advised that the parts are not available until April. Customer is concerned about the parts availability and the safety aspect of the recall.
Briefly summarize what the customer is expecting: Customer wants to know why the parts are not available until April.
Agent advised that parts are available. Agent advised the letter states do not make any appointments as the tools and instructions to complete the recall are being distributed to the DLRs. Agent advised she will contact the DLR and advise them there is parts and get the parts ordered for the Customer. Agent contacted DLR and spoke with PA Tammy. PA stated that when they order the parts it cancels the order and states available in April. Agent advised PA of Customer contact information. PA stated they will call the Customer and book an appointment for the Customer to have it inspected and repaired if necessary. Agent thanked SA. Agent advised the Customer that the DLR is going to contact the Customer in regards to having the vehicle inspected and repaired if necessary. Agent advised that there is parts available but they may not be able to be ordered until after 01/06/2014. Customer thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	12/08/2009	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	01/20/2010	***Mileage***	79,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking where to get recall complete

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice in the mail. Customer states the recall notice was about the tie rod.
Briefly summarize what the customer is expecting: Customer seeking where to get the recall complete.
Agent advised customer the recall would need to be complete at a Chrysler certified dealership.
Agent contacted dealership 23867 ANCIRA CHRYSLER JEEP DODGE 2105581500 spoke with SA Paul. SA Paul stated they haven t got any parts yet. Paul stated they wont be getting anything done until after January 6th. Paul stated they are booked until the 22.
Agent advised customer of the information. Customer then asked agent to contact another dealership.
Agent then contacted dealership 60517 SAN ANTONIO DODGE CHRYSLER JEEP 2109672000 spoke with Mike. Mike stated that they do have the parts on order. Mike states the parts should be in next week. Mike advised to call on Monday to make sure parts are in and get an appointment made.
Agent advised customer of the information.
Customer happy and will be calling dealership on Monday.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	02/18/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/09/2010	***Mileage***	92,232	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHINA SPRING TX[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Complaint
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Tie Rod
Recall - N49: LEFT TIE ROD - Information Request	N49 Information Recall
Corporate - Survey By-Pass - No 2nd Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted agent seeking information about recall. Customer states have had to have tie rods replaced multiple times on vehicle. Agent advised due to open recall, customer could seek reimbursement for past recall related repair. Agent advised customer that recall was available for repair on vehicle. Agent advised customer that due to time/mileage vehicle does not warrant review for replacement/repurchase. Agent advised customer if seeking replacement/repurchase would need to seek lemon law through State Attorney. Agent advised customer no further assistance for vehicle from Chrysler.
Briefly summarize what the customer is expecting: Customer contacted agent expecting replacement/repurchase of vehicle.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By-Pass
Jimmy from 45456 contacted Ram about the customer s vehicle. Jimmy states that the tie rod has cracked on the vehicle. Jimmy states that the customer is a rental vehicle at this time, and it s the first day of the 5 day rental. Jimmy states that he is uncertain at this time if they should just leave the customer in a rental vehicle or put a new tie rod on and then do the actual recall repair once the part for the recall comes in. Agent advised Jimmy that case will be escalated off to case managers for further assistance.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: None provided
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Allen Samuels 45456
Reassigned to 88F
* * * * * * * * * * CASE MANAGEMENT - District (U) * * * * * * * * * * *
- Is not the Original Owner
- Has 2 NEW CDJR
- Has 2 USED CDJR
- 0 cancelled service contract
- 1 active service contract
- 1 expired service contract

Status update provided via email to the following email address:

[redacted]
My name is Kim and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Your case number is [redacted]
Chrysler Case Management telephone- 800-763-8422
My direct extension is 66063.
My work hours are from 9am-5:30pm Central Time.
I will contact you by telephone within the close of business today to review your case with you.
End of Status Update
Writer contacted dealer 254-772-1000, SM Brandon no answer left message stating writer was calling to get part information on recall part and to see if an RA for rental extension for the customer is ok with SM.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]7 customer stated that he had to wait for hours for the rental and then did not get it until 2 days after waiting. Customer advised that his expectations are to have a vehicle that the front end does not continue to drop off. Customer stated that this is the 3rd time that the vehicle has been at the shop for this issue and he does not want the vehicle anymore. Writer advised that she can work with the dealership to get the recall completed. Writer advised that she will need to speak with the SM to get the part information and send to parts expediting to get part as soon as possible. Writer advised that she will need to speak with SM about extending rental also if needed. Customer understood. Follow up set for no later than 1/8/2014.
ASM approved reimbursement of CP tie rod repair. Amount of 304.05 dollars. ASM declined to participate on any trade assistance.
Writer contacted dealer 254-772-1000, SM stated that he has been trying to order parts and when he tries the order gets kicked off and gets a message saying its a new model. SM asked if there is anything writer can do to assist SM with getting part ordered. Writer advised that she will look into that. SM advised that he does not want to do an RA fro rental. SM gave writer mileage of 92232.
Voicemail from customer left number s [redacted].
Jimmy from 45456 calling to find out the decision regarding rental for this customer. Jimmy is looking to speak to the case manager. Writer connected him to the case managers voicemail.
Voicemail from customer left number [redacted].
Voicemail from Jimmy and dealership left number 254-300-4366.
Writer contacted dealer 254-772-1000, writer stated lines 68-73 to SA Jimmy. SA stated that they are still having an issue with getting the part ordered and that if the SM had said no RA for rental that he will stick with that. writer advised that SA will have to keep trying to order that part and maybe reach out to his AM to see if there is anything the Am can do about getting part ordered. Writer advised customer can get rental on his own and writer can look into reimbursement for rental.
Writer contacted customer at [redacted] No answer left message stating that the dealership is still trying to order part. Writer advised that she will be contacting Corporate Resources about getting part ordered. Writer stated that if customer needs rental may have to get rental on his own and wrier can look into rental reimbursement. Follow up set for 1/13/2014.
** Contact Update ** Writer md1276 took customer s call. Customer is not happy with customer s vehicle. Customer stated customer does not feel safe driving customer s vehicle and customer wants out of customer s vehicle. Customer is requesting for a trade-in or some kind of cost assistance with the trade-in. Customer stated that the Service Dept at Allen Samuels is great to work with but not the Sales Dept. Writer advised customer writer will notate customer s concerns and the original CM Kim will contact customer within the next 2 business days.
Writer contacted dealer 254-772-1000, Steven in parts stated that he has contacted expediting to try to get the part. Steven stated that he was told that this is a new model block and waiting for Chrysler to release the part.
sent AM email.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
This is Kim with Dodge Customer Care. I have reached out to our Corporate Resources about getting the parts ordered. I will follow up with you no

later than 1/17/2014. Thank you and have a great day.
End of Status Update
Begin Customer Message reviewed:
Kim--The truck has been repaired. Please call me at [redacted] to discuss this issue further. I visited with Maelene on Monday about Chrysler providing trade in assistance to replace this vehicle since it has a history of potentially tragic issues. She indicated she would get back with me in a couple of days. Let me know the status.
End of Reviewed Customer message
Email response from AM stated that only 1 part can be ordered every 7 days.
Writer contacted customer at [redacted]. Writer stated that if customer wants to trade in vehicle writer would not be able to assist financially but can call dealership on customer be half. Customer advised that he contacted dealer 45456 and stated that the Sales Department could not help him with a trade in. Customer stated that the dealership he purchased the vehicle at is 3 hours away. Customer stated that his son has been doing research and will be looking at a vehicle at another dealership and will email customer back when he finds something out about a trade in. follow up set for 1/22/2014.
Status update provided via email to the following email address:
[redacted]
This is Kim with Dodge Customer Care. Let me know what you have found out about trade in on your vehicle. Thank you and have a great day.
End of Status Update
Status update provided via email to the following email address:
[redacted],
134 This is Kim with Dodge Customer Care. I just wanted to contact you to see if you have heard anything back from the dealership about a trade-in. please let me know if you had heard anything from the dealership. I will follow up with you no later than Monday 1/27/2014. Thank you and have a great day.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
This is Kim with Dodge Customer Care. I just wanted to contact you to see if you have heard anything back from the dealership about a trade-in. please let me know if you had heard anything from the dealership. I will follow up with you no later than Thursday 1/30/2014.Thank you and have a great day.
End of Status Update
Writer contacted customer at [redacted]. Customer stated he had a bad connection to call right back. Customer wanted to know about trade in assistance. Writer advised that writer would not be bale to offer financial assistance with a trade in that would be up to the dealership. Writer offered to call dealership on customer behalf about a trade in. Customer advised that he will contact dealership and see if he can get any trade-in assistance from dealership and let writer know what he finds out. Follow up set for 2/4/2014.
Writer contacted customer at [redacted]. Customer stated that he has been in touch with a few dealerships but has not heard anything back yet. Writer offered to contact dealerships to see if writer can get update for the customer. Customer stated that he will wait to see what he hears from the dealership and let writer knows what he finds out. writer advised that at this time the case will be put on hold as the case can not stay open if there is no active action being taken and to have customer call Dodge after he hears from dealership if he needs assistance. Customer agreed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/28/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/30/2005	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43378	SALSBURY'S DODGE CITY LLC			
Dealer Address	9550 AIRLINE HIGHWAY				
Dealer City	BATON ROUGE	***Dealer State***	LA	***Dealer Zip***	70815

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LANCING TN [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Agent advised of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer received recall notification

Briefly summarize why the customer is contacting Chrysler:Customer called to advise that he received the N62 recall but his right out tie rod went out previously and he paid to have it fixed. Agent advised of H46 recall, not sure whether or not it involves the right tie rod but to have the dealership look at that recall. If it does involve replacing the right tie rod then he can submit receipts to Chrysler for review for reimbursement.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	04/01/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	04/25/2011	***Mileage***	46,477	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44680	HUDSON MOTOR CO INC			
Dealer Address	1055 CROSSING PL				
Dealer City	MADISONVILLE	***Dealer State***	KY	***Dealer Zip***	42431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MADISONVILLE KY [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer needs to replace steering link on the vehicle
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking cost assistance
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking if consequential damages can be covered by recall

Briefly summarize why the customer is contacting Chrysler: Customer states that he recently purchased this vehicle 2 weeks ago from a Used Car lot. Customer states that this vehicle has the recall for the N49 Left Outier Tie Rod Assembly. Customer states he was driving the vehicle and the tie rod broke, causing the steering link to bend. Customer states he had to turn his steering wheel afterwards in order to get the vehicle off the road. Customer states he had the vehicle towed to Hudson Motor Co (44680) for diagnosis. Customer states that the dealership said the Tie Rod would be replaced under the warranty but the Steering Link would not bed. Customer feels that this is a consequential repair needed because of the recall part failing. Writer advised customer would like to look into this further. Writer spoke with Chris - Service Manager - Hudson Motor (44680). Service Manager advised that the vehicle came in with a broken left tie rod. Service Manager advised the Tie rod will be covered by the recall however the vehicles steering link is also damaged. Service Manager advised that this was not caused by the Tie Rod but rather looks like something had pulled on it, whether they used it to try and tow something, it doesnt appear to be caused by the recall. Service Manager states that this cost to repair is about $230.00. Writer asked dealership if they would be willing to assist in the cost of repair as it is within dealership parameters, dealership declined. Service Manager states he purchased the vehicle from a used car lot, still has the tags on it, and i cannot determine that it was caused by the recall as it seems to be damaged by an outside source. Writer thanked Service Manager and advised will relay information.
Writer advised customer that through further diagnosis information and research that the Tie Rod repair will be covered under the N49 Recall however the repairs for the Steering Linkage will be customer responsibility as we cannot determine that it is caused by the recall but rather an outside source. Customer is upset as he feels that it was caused by the recall. Writer advised customer that he is the third owner

of the vehicle and we cannot determine the way the previous owners had treated the vehicle and at this time these repairs will be customer responsibility.
Briefly summarize what the customer is expecting: Cost assistance/Recall coverage on repairs to the Steering Link
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU3861	3G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/30/2002	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	09/16/2003	***Mileage***	126,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44027	SUPERIOR CHRY-PLYM-DODGE-JEEP		EAGLE OF ASHLAND INC	
Dealer Address	1041 GREENUP AVENUE				
Dealer City	ASHLAND	***Dealer State***	KY	***Dealer Zip***	41101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ASHLAND KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information regarding the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information regarding the N62 recall.
Briefly summarize what the customer is expecting: Agent updated the customer on information regarding the N62 recall. Agent transferred customer to Angie at (44027) Superior Chrysler Plymouth Dodge Jeep to set up an appointment to complete the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	04/23/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/31/2007	***Mileage***	120,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58370	VIGO DODGE INCORPORATED			
Dealer Address	4120 SOUTH US HWY 41				
Dealer City	TERRE HAUTE	***Dealer State***	IN	***Dealer Zip***	47801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRAZIL IN [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: [redacted] states they received a recall letter and have already had that part replaced at an IRF, and wants to know if they had to use Chrysler parts for the repair.
Briefly summarize what the customer is expecting: Recall N62.
Agwetn advised [redacted]a that the dealership needs to inspected the repair to ensure thast the repair meets the recall repair, and yes recall repair has to be Mopar parts. COIN updated new address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL6	CG[redacted]	***Open Date***	01/02/2014	***Built Date***	12/07/2012	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	04/01/2013	***Mileage***	13,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45171	RAINBOW CHRYSLER DODGE JEEP LLC			
Dealer Address	301 RIVERHIGHLANDS BLVD.				
Dealer City	COVINGTON	***Dealer State***	LA	***Dealer Zip***	70433

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MANDEVILLE LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer is looking to get the recall repairs done immediately.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they have received the recall notification letter for the N49 recall. Customer states that they had talked to their original dealer at Lakeshore and was told the part for the recall wouldn t be in till after April. Customer states that they cannot wait this long as the car won t be safe for their children for so long.
Briefly summarize what the customer is expecting: Customer is seeking an avenue wherein they can repair their vehicle as soon as possible. Agent asked customer if they were comfortable in going to another dealership to have their vehicle repaired. Customer said yes. Agent called over to Rainbow Chrysler Dodge Jeep and spoke to SM Mike. Mike said the parts would arrive within 3-5 days of the customer making an appointment. Agent transferred customer over to Mike to book an appointment to get the repair done. Customer was satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	02/03/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	03/15/2010	***Mileage***	157,860	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBIA MO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wondering if is safe to drive vehicle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer requested statistics on the recall N49. Customer wondering is it safe to drive his vehicle. Agent advised I do not have any statistics. Agent advised I can not advise if it is or isn t to safe to drive. Customer requested contact information for dealership. Agent provided and offered to transfer customer. Customer declined.
Briefly summarize what the customer is expecting: Customer requesting statistics on recall occurrence.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	04/12/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	09/21/2005	***Mileage***	178,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP			
Dealer Address	3987 W TENNESSEE ST				
Dealer City	TALLAHASSEE	***Dealer State***	FL	***Dealer Zip***	32304

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	LLOYD FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement on N62 and H46 recalls

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking possible reimbursement for recall related repairs for the N62 left tie rod assembly as well as the H46 for the steering linkage. Customer states they were both repaired at the same time and the total repair cost was $2250.04. Agent provided mailing address as well as fax number 1-877-768-5076. Customer states he had repairs completed roughly 1 month before he received the N62 recall notice in the mail.
Briefly summarize what the customer is expecting: Customer is expecting to be considered for reimbursement.
Agent has reviewed documentation and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming. The H46 recall is also for Mopar parts
Agent contacted customer back at [redacted] to advise lines 11-14 in narrative. No voicemail is set up. Agent will attempt to contact the customer at another time.
POSTMARK DATE: 010814; DATE RECEIVED: 010814
Agent contacted customer back at [redacted] to advise lines 11-14 in narrative. Agent left voicemail. Agent will be closing cair, case merits no further review.
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041514; DATE RECEIVED: 041514

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	06/13/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	10/01/2007	***Mileage***	180,703	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPRING BRANCH TX [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Caller seeking reimbursement for N62 and damages that it caused
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Caller seeking reimbursement for N62 and the damages it caused

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 11:40
Briefly summarize why the customer is contacting Chrysler: Caller contacting Chrysler seeking reimbursement for N62. Caller states the recall caused extensive front end damages and needed a tow as well and would like reimbursement for that too. Agent advised caller that it would be noted on the case and the agents who handle the reimbursement requests would have the final say on what can/can t be reimbursed. Caller understood. Agent sent document request link to customer.
***** Customer Document Received *****
Customer called to find out if his documents were received. Agent advised customer his documentation is attached to his case.
Customer submitted documents seeking reimbursement under recall N62. In order for customer to be eligible for reimbursement he will need to submit documentation showing a prior steering linkage repair that was completed with Mopar parts.
No milage listed on invoice, last known mileage from CAIR [redacted] is 180,703. This was the mileage on February 25, 2013.
Called customer at 5:07 ([redacted]) spoke to customer and agent explained the parameters of the recall. Customer stated the previous owner has steering linkage repair completed but he can t get the invoice. Agent advised customer that with this documentation, Chrysler would not be able to reimburse for this repair. Customer was not happy with this information but understood.
Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler regarding the reimbursement for the N62 recall. They stated that they wanted to speak to a manager regarding the reimbursement getting denied since they dont have the invoice for the original repair.
Briefly summarize what the customer is expecting: Customer is expecting a call back from a manager regarding the issue. Agent advised that they did speak to a case manager before and we would still need that invoice to get a reimbursement. Agent advised customer that if they would like someone to call back it that would take a business day to do so.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer disagrees with decision and requested a supervisor call back several days ago
CAIR assigned to: (Supervisor NIC)
CSR has informed customer a Supervisor callback request has been made,

and the customer will receive a callback within 24 hours.
******
****
RESEARCH: H46 completed 02/01/2010 - inspection only. Vehicle had the original/early build equipment and did not require replacement. If there are other invoices to demonstrate that the vehicle had a Mopar replacement steering linkage, we must have that invoice in order to review for N62 recall reimbursement.
****
****SUPERVISOR CONTACT****
Customer contacted at phone number [redacted]. Customer was advised that when the H46 recall was completed, it was only an inspection; the customer would have had the correct part and not the Mopar replacement part in the vehicle. Customer states that the original owner had front end work done after that. Customer asks if we are denying because original invoice is not available. He cannot get a receipt and don t have the parts that failed. Supervisor advised that because everything we reimburse is auditable, we must have the receipt to show that the Mopar replacement was in the vehicle at the time of failure.
AN381 - please close CAIR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/29/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/01/2005	***Mileage***	46,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42125	LUSTINE DODGE JEEP			
Dealer Address	14211 JEFFERSON DAVIS HWY				
Dealer City	WOODBRIDGE	***Dealer State***	VA	***Dealer Zip***	22191

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALEXANDRIA VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer upset about recall not being fixed
Recall - H46: STEERING LINKAGE - Other	customer upset about vehicle not being fixed

Briefly summarize why the customer is contacting Chrysler: customer upset with dealership not doing recall N46 and N62. Customer states dealer Lustine Chrysler Jeep - Richard service advisor said he does not need these replaced. Customer states vehicle shakes between 40 and 60 miles per hour.
Briefly summarize what the customer is expecting: Customer expects recalls to be done and fix vehicle so it does not shake between 40 and 60 miles per hour.
Agent: tried to talk to Richard service adviser at Lustine Chrysler Jeep 703-494-1900 #42125 but is out to lunch. Will try later to contact dealer.
Reason for Dealer Contact: customer wants dealer to fix recall N46 and N62
Dealer Code: 42125
Dealer Personnel Required: Richard sm
Customer s Preferred Method of Contact: phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address:
Reason for assigning to Resolution Team: unable to call back through day
Assigned to 86T
DEALER CONTACT|42125|703-494-1900
SM John
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
SM John contacted writer and left a voice mail message. SM states the recall H46 was completed, they performed an inspection and there was no repair required. SM states his Warranty Administrator will be updating the recall as complete. 01.03.2014 1:16 PM.
CUSTOMER [redacted] and he advised his vehicle needs to new updated steering linkage. Customer states he has looked at the new part via the parts department. Customer states there are aftermarket parts that can be purchased and installed but he does not feel he should have to pay for a manufacturers design upgrade. Customer states the service department advised him to trade his vehicle in.

Writer provided the phone number and website for NHTSA - National Highway Traffic Safety Administration in order for customer to contact in regards to his concern that there should be a recall on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	05/11/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/27/2010	***Mileage***	90,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60323	DAVE SYVERSON CHRYSLER DODGE JEEP			
Dealer Address	2320 E MAIN ST				
Dealer City	ALBERT LEA	***Dealer State***	MN	***Dealer Zip***	56007

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALDEN MN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer wanted to know how many recalls were on this vehicle

Briefly summarize why the customer is contacting Chrysler: Customer had received the letter for the N49 recall but was also having issues with her vehicle stalling and wondered if there were any other recalls that pertained to her issue.
Briefly summarize what the customer is expecting: Agent advised the customer should take her vehicle into the dealership for the inspection on the N49 and also let the dealership know about her other concern with the vehicle stalling.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	01/02/2014	***Built Date***	12/04/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/31/2008	***Mileage***	132,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67512	PARKWAY CHRYSLER INC			
Dealer Address	FIFTH & OLIVE				
Dealer City	BENTON	***Dealer State***	KY	***Dealer Zip***	42025

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MAUCKPORT IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repairs to tie-rod: N49 recall
Corporate - CNA Change - Default - Default - Default	updated email address

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 11:55
Briefly summarize why the customer is contacting Chrysler:
Vehicle has already been replaced $301.00 and change to get done from a regulator local mechanic (Markham IRF)
Tire end snapped on his wife while she was still in the driveway and customer travels a lot and replaced the left tie rod end.
Agent stated I cannot guarantee anything, but customer will scan document and stated it will come from Service Plus.
Briefly summarize what the customer is expecting:
Reimbursement for the N49 recall that was paid out of pocket.
The customer is contacting Chrysler to make sure his documents have been received.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
VIN: 3D7KS28L49G[redacted]
My name is Michelle and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number:[redacted]
Chrysler Case Management number: 855-675-9291
My direct extension: 4718097
My work hours: 9am-5pm EST
I wanted to advise you that I have received your documents in regards to the repairs to the tie-rod components and I am able to reimburse you for the costs incurred under your N49 recall. However, I noticed that on your repair invoice that there were some towing costs also incurred, and in order for me to reimburse you for those costs, I will need to have a separate towing invoice submitted. If you have any questions, please contact me directly at the number above, or you may respond to this email correspondence. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 09:50
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted]: This is Michelle your Case Manager, and I wanted to take a moment to thank you for the towing invoice, I can now reimburse you for all costs incurred which are related to the recall parameters. So, just for your information, I did have to remove the costs incurred for the fuel filler repair reflected on the invoice. In order for me to complete and issue your reimbursement check, I do need to have your address verified. So if you could respond to this email with your updated address for the check submission, or contact me by phone and leave a message, this would be greatly appreciated. Once this information is obtained, your check will be submitted. Thank you for your patience regarding this reimbursement,
Sincerely, Michelle
End of Status Update
SPEER

Tier 2 Agent

Safety Recall N49 / NHTSA 13V-529
Left Outer Tie Rod Assembly

Repair
The left and right tie rods must be replaced.

Recall applies to customer s vehicle: YES
In-service Date: 12/31/2008
Invoice: #1439
Date of repair: 12/11/2013
Mileage: current mileage @ 132,000
Labor : $60.00
Parts : $82.56
Alignment: $63.95
Misc. Charges : $6.77
Subtotal: $213.28
Towing: $35.00 invoice:#0204Ù
Tax : $5.36
Total : $253.64
Total Reimbursement : $253.64

Customer s Proof of payment is: the customer has provided us with a copy of his Visa Card Receipt with an approval code of #01467C, with an amount of $301.64, the date of 12/11/2013 and the name of the repair facility: Markham Automotive LLC.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Customer Document Reviewed.

Writer received a message from the customer, Mr. [redacted] 11:20am regarding writer s request for his address verifications and provided writer with the following information for the check submission:
[redacted]
MAUCKPORT, IN
[redacted]

Writer is submitting a check in the amount of $253.64 for approval.

----------TIER 2----------
Approved Amount of $253.64
CLOSED LOOP UPDATE - customer reimbursement processed.

Writer received a call from the customer, Mr. [redacted] at 1:40pm in regards to his message that was left for writer yesterday in regards to the customer s address for the check submission. Writer apologized to Mr. [redacted] stating that a confirmation email should have been sent by writer,

however, writer neglected to respond and just issued his check. He was understanding and did not mind the missed correspondence, stating that he just wanted to ensure that we had his correct address. Writer confirmed the address and advised him that the check was issued yesterday and provided him with the time frame for its arrival. Mr. [redacted] thanked writer for the assistance with his claim.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A3	7J[redacted]	***Open Date***	01/02/2014	***Built Date***	05/01/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/18/2007	***Mileage***	156,742	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45083	MAC HAIK DODGE			
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE				
Dealer City	TEMPLE	***Dealer State***	TX	***Dealer Zip***	76504

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MERRYVILLE LA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Tie Rods
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 Recall Information
Corporate - Company Information Contact - Default - Default - Default	Reimbursement contact information

Briefly summarize why the customer is contacting Chrysler: Customer contacted agent seeking information about reimbursement on previous recall repair. Customer states had to have tie rods replaced before recall was issued. Agent advised customer of recall contact information and information necessary for reimbursement process. Agent advised customer of 60 day process time. Agent escalated case to 86Y.
Briefly summarize what the customer is expecting: Customer contacted agent expecting reimbursement contact information.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located the H46 recall attached and completed showing an inspection with no parts replaced.
Writer will wait for documents to arrive.
******
*
Writer did not locate documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will contact the customer @ [redacted]
Writer asked for [redacted]. Writer asked if the steering linkage had been replaced on the vehicle before. Customer stated no it has not the recall is for a ball joint.
Writer advised the recall is for a replacement part that may have been installed on the vehicle during a previous repair reimbursement will not be provided if that has not taken place.
Customer stated no prior repairs thanking the writer for the call.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C5	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	12/22/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	02/28/2006	***Mileage***	100,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP	DODGE
Dealer Address	1901 GRASS VALLEY HWY		
Dealer City	AUBURN	***Dealer State*** CA	***Dealer Zip*** 95603

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RED LODGE MT [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised the customer of the incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbusement for the recall

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler regarding the recall letter he just received. The customer states that about 6 months ago his son was driving the vehicle and the left tie rod ball stud fractured and resulted in an accident. The customer is wondering how he would go about getting reimbursed. Agent directed the customer to the end of the letter where it provides the reimbursement mailing address.
Briefly summarize what the customer is expecting: The customer is expecting reimbursement.
POSTMARK DATE: 010614; DATE RECEIVED: 011414
Document attached for review
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and only submitted documentation showing 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Status update provided via email to the following email address:
[redacted]

My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number 24378708 so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Briefly summarize why the customer is contacting Chrysler. Customer calling for an update on his file for the reimbursement.
Briefly summarize what the customer is expecting. Calling to see if there is an update for the reimbursement for the N62 that he sent in for.
Advised customer of the information on the lines 44-49 from GG467.
Explained the recalls to the customer and he understood why he would not get reimbursed. Customer also inquired about his 2012 vehicle. In CAIR#
[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	01/03/2014	***Built Date***	03/31/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	06/28/2011	***Mileage***	23,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	BRUSLY LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking rental while waiting for recall part

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall N 49
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I took my vehicle to the dealer for repairs on this recall going on 2 weeks now. The service dept. tells me that Chrysler is releasing one set of parts every 7 days which makes no sense to me. Based on this information my truck could be there a month just waiting on parts. I asked about a loaner vehicle and was told to contact Chrysler customer service , which I did and was told that they could not help me. So, I have no transportation after purchasing a 50k truck and no help from Chrysler due to no fault of mine. This is very unfair to the consumer in my opinion. You should stand behind your product. I sure would appreciate some assistance in this matter.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Ram Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.
We apologize we are unable to offer a rental vehicle.
We apologzie for the inconvenience.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Well, I am sorry that I purchased this product.
*****END OF CUSTOMER EMAIL*****
*****NAN-END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	04/30/2010	***Mileage***	12,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68991	VICTORY CHRY-DODGE-JEEP INC			
Dealer Address	14-18 MAIN STREET				
Dealer City	CAMDEN	***Dealer State***	NY	***Dealer Zip***	13316

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DEANSBORO NY 1[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added secondary number
Recall - N49: LEFT TIE ROD - Information Request	Seeking more information on recall

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that she has recall N49 LEFT TIE ROD, and read that it can cause a crash. Customer stated this is her only vehicle so she contacted dealership 68991Ù and spoke to SA Jake who stated that they probably will not get the parts until middle/end of January. Customer wanted to know what she should do from here. Agent advised on the letter it states that she cannot make an appointment until after January 6th, 2014 and after that the dealership should have the part. Agent contacted dealership and spoke to SA Jake, he stated he said that because he doesn t know when Chrysler will actually provide the part. Agent advised dealership should be provided more information close to January 6th. Agent let customer know, she stated she will contact dealership around that time.
Briefly summarize what the customer is expecting: Find out more information about parts for this recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	04/25/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	08/24/2008	***Mileage***	73,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66556	BEAVERTON CHRYSLER, INC.			
Dealer Address	10760 S W CANYON ROAD				
Dealer City	BEAVERTON	***Dealer State***	OR	***Dealer Zip***	97005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROSEBURG OR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer calling in regarding recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tie rod broke-no diagnosis

Briefly summarize why the customer is contacting Chrysler: customer called in stating that she was in Roseburg, OR and the tie rod snapped on her truck. The vehicle is still there and she lives in Cottage Grove, OR about 40 miles away and customer is wondering what to do. As per letter it states that not able to due anything until after Jan 6th so customer is wondering how to get it to the nearest dlr and who is going to pay for that.
Briefly summarize what the customer is expecting: customer seeking assistance
Agent advised: customer will need to get it to the dlr closest to Roseburg, OR showing would be
Lithia Chrysler Jeep Dodge of Roseburg and customer would pay for the tow however then can submit for reimbursement. Agent provided customer mailing address and fax number and it can see if it meets the merits for reimbursement. Customer states that she may be covered under her insurance also.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL9	CG[redacted]	***Open Date***	01/02/2014	***Built Date***	12/17/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/20/2013	***Mileage***	17,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43281	VERGER CHRYSLER JEEP DODGE			
Dealer Address	1400 OCEAN BOULEVARD				
Dealer City	COOS BAY	***Dealer State***	OR	***Dealer Zip***	97420

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLORENCE OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking repair options for recall: N49
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: seeking recall assistance
Briefly summarize what the customer is expecting: seeking recall repair assistance
The customer, [redacted] provided writer with his VIN and stated that he contacted the dealership and they cannot get any parts for this recall, and the customer wants to take a trip up north about 1,000 miles away and he is just trying to be proactive, rather than have the component fail on him.
Writer apologized to the customer and advised him that unfortunately the recall parts are not available currently and all he can do is take the repair matters into his own hands. The customer stated to writer that he is willing to pay to have the part shipped to him over night, but he just wants to repair his vehicle.
Writer again stated that the parts are not available until after Jan. 6th, and unfortunately we cannot provide any repair assistance, unless the component has failed. He understood and stated that if Chrysler is not going to help him, what is he to do, and disconnected the call.

JK671- NO parts for N49 recall.

The customer said the previous agent disconnected the call. The customer said he had the vehicle inspected and they said it was not up to specs.
Agent advised there are no way to get him the parts any sooner as we do not have any parts as of yet.
by pass added.
Customer calling seeking if he can get the work done at an IRF to get this issue taken care of. Agent informed him he can but there is not a guarantee or reimbursement . Customer understood.

CLOSED LOOP UPDATE - customer advised to work with dealership after Jan. 6th for recall parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C6	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	03/19/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	04/30/2004	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	63826	GENE'S CHRYSLER CENTER			
Dealer Address	3400 S CUSHMAN ST				
Dealer City	FAIRBANKS	***Dealer State***	AK	***Dealer Zip***	99701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FAIRBANKS AK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer states he received a recall notice in the mail and now 2 days later the tie rod broke.
Customers states dealer told him they do not have the parts yet and that he should call CAC to see if we can expedite them.
Agent informed customer that our information shows dealers will not be updated with part information until 1/6/14.
Agent informed customer that this is a Mopar replacement part recall.
Agent noted that tie rod was replaced under MVP warranty on 09/22/2009.
Customer states he will wait until 1/6/14 to have vehicle repaired.
No diagnosis.
Reassign to TL for survey bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/08/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/15/2005	***Mileage***	110,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68129	ELK RIVER CHRYSLER INCORPORATED			
Dealer Address	17219 HIGHWAY 10 NORTHWEST				
Dealer City	ELK RIVER	***Dealer State***	MN	***Dealer Zip***	55330

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT ANSGAR IA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a recall notice (N62) and it states he can be reimbursed for previous repairs. Customer stated he had to replace the whole front end in June (ball joints, tie rods and ends). Agent advised customer that the recall is not on the factory parts but is on a Mopar replacement part. Agent advised customer in order to be eligible for reimbursement he would need to submit documentation showing a previous repair prior to the repair in June where a Mopar steering linkage was placed on the vehicle . Customer does not know what work was done before he purchased the vehicle. Agent advised without this documentation Chrysler would not be able to look into a reimbursement. Customer understood. Customer asked why he would be sent a recall notice if he is not eligible. Agent advised customer that Chrysler sends out a recall notice to all vehicle that may have had recall parts placed on so an inspection can be done. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigning case to JK671 for bypass - no repair.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A0	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/26/2007	
Model Year	2008	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/08/2008	***Mileage***	40,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE		
Dealer Address	2929 SOUTH MAIN STREET				
Dealer City	BOUNTIFUL	***Dealer State***	UT	***Dealer Zip***	84010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAYTON UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wants to know information about the recall on his vehicle

Briefly summarize why the customer is contacting Chrysler: Customer stated that they need to have a recall completed on there vehicle. Customer stated that they want to know what exactly the parts are for. Briefly summarize what the customer is expecting: Customer is expecting information on the recall N62. Agent advised customer that he can contact dealership to make an appointment on January 6th. Customer had questions on what the parts do that are recalled. Agent transferred customer to his local dealerships parts department for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L6	9G[redacted]	***Open Date***	01/02/2014	***Built Date***	12/01/2008	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	12/05/2009	***Mileage***	65,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45394	HENRY BROWN CHRYSLER JEEP DODGE			
Dealer Address	1990 N PINAL AVE				
Dealer City	CASA GRANDE	***Dealer State***	AZ	***Dealer Zip***	85222

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CASA GRANDE AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Left tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states the left tie rod broke on the vehicle. Customer states the DLR told him the part would not be in for a while.
Briefly summarize what the customer is expecting: Customer seeking repair completed on vehicle.
Agent confirmed customer information.
Agent contacted DLR code 45394 and spoke to SA Richard.
SA states the vehicle s left tie rod broke.
SA states the parts look like they have an ETA of a couple weeks.
Agent advised customer that his case will be reassigned to CM.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF) DLR
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) YES
If a CDJ dealer has diagnosed, what is the dealer name or code? 45394 HENRY BROWN CHRYSLER JEEP DODGE
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW: time and miles
MVP: CERTIFIED PRE-OWNED LIMITED WARRANTY
History:1 new 1 used
Status update provided via email to the following email address: [redacted]
My name is Ivo and I have been assigned to be your Case Manager.
Here is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66181
My normal work hours: 10:00AM-6:30PM M-T-W-TH-F
I will contact you by end of business Monday by telephone to review your case.
End of Status Update
Writer contacted DLR. Writer reached voicemail of parts department.
Writer left a message requesting a call back.

Writer dialed [redacted]. Writer reached voicemail. Writer left a message. Writer will follow up no later than 1/10.
Writer reviewed voicemail left by customer requesting a callback.
Writer contacted DLR. Writer reached voicemail of parts department. Writer left a message requesting a callback.
Writer contacted customer. Writer advised customer that he is taking steps to acquire the part sooner. Writer makes no guarantees. Customer would like writer the email him the part information once it has been acquired. Writer will follow up with customer no later than 1/10.
Customer contacted writer. Customer advised writer that he works weekends and needs his truck to do so. Customer advised writer that he is looking for a rental or to have the DLR put his original parts back on so that he may drive the vehicle until the recall parts come in. Writer will follow up 1/10.
Writer contacted the DLR. Writer advised SA of the customer s wants. SA advised writer that SA Richard will not be in tomorrow. SA advised writer they will attempt to have the vehicle put back together. SA advised writer to have the customer call tomorrow afternoon.
Writer contacted customer. Writer advised customer of lines 52-54. Writer will follow up with customer 1/10.
DEALER CONTACT UPDATE - Writer contacted SA David. SA advised that the repairs were completed and the customer was notified via voicemail. Writer advised that there would be a follow up on 01/13. SA requested that the CM who calls to ask for SA Richard.
Writer contacted customer at [redacted]. Left message with CM s contact information, desire to discuss case with customer, and intent for a follow up to be on 01/13.
[redacted] called to speak to CM. Writer warm transferred customer to CM SN683.
Customer states that the dealership contact him today and let him know that his vehicle is done and he can come pick it up, customer states that his CM made a deal with him yesterday and wants to be sure he can get the recall done when the part is in. Writer advised him that we would let his CM know and have him contact him to discuss over his concern with him.
Customer contacted writer. Customer advised writer that the dust shield behind the brake disk has been damaged and in turn has caused damage to the brake disk and the wheel. Customer would like the Dodge to help, as the customer feels the damage is related to the recall. Customer alleges to writer that his alignment was off as well. Writer advised customer to bring the vehicle to the CLR for diagnosis. Customer would like to be reimbursed the $50.00 he paid for towing. Writer will follow up 1/14.
Writer dialed [redacted]. Writer left a message advising the customer to bring his vehicle to the DLR to have the alleged damage of his vehicle looked at. Writer advised a follow up 1/17.
Customer contacted writer. Customer advised the writer that he brought the vehicle into the DLR this morning. Customer advised writer that he worked with SA Quentin. Writer will contact the DLR to speak with the SA. Writer will follow up with the customer as soon as he has new information.
Writer contaced the DLR. Writer left a voicemail for SA Quentin.
Writer contaced the DLR. Left message with SA for SA Quentin to call CM back.
Writer contacted dealership and left a message for SM Quentin.
Status update provided via email to the following email address:
[redacted]
Hello,
This is Ashley with Ram Customer Care. I just wanted to follow up with you about your vehicle to make sure that all your questions or concerns were answered. I understand that you took your vehicle into the dealership for some damage done to your vehicle. Was that able to be resolved to your satisfaction? Please feel free to contact me back at 1-800-763-8422 ext. 66378. Thank you for your patience and willingness to work with us. Have a great day!
End of Status Update
no action necessary
Writer contacted dealership and left a message for SM Quentin.
Writer contacted customer on [redacted]. Customer stated there is a recall on the tie rod and the tie rod broke the best resolution in getting the vehicle repaired. Customer stated he wants the vehicle repaired. Customer stated he vehicle was not damaged and DLR has

pictures. Writer informed the customer will notate case and have CM research case to get the best possible resolution to the issue. Writer informed customer CM will contact DLR and speak with SM and follow up on 01/23
Writer contacted SM quentin left message.
Writer contacted customer. Customer stated that he wants his vehicle fixed because he believes it s related to the recall. Customer wants someone from the dealership SM or AM to call him back and verify that they sent the pictures taken for consideration. Writer advised CM follow up on 01/27/2014.
Writer contacted dealership and spoke to SA Richard; SA stated that SM was in a meeting. SA stated that the recall is complete and that was completed a week ago. SA stated that the SM took the pictures of the damaged items and submitted them to Digital Imaging. SA stated that the District Manager Walt Brada would like CM to call him.
Writer contacted AM Walt, WSB1; AM stated that you cannot see the damage from the outside of the car. AM stated that it is cosmetic damage and could have been caused from anything. AM stated that you would have to crawl under the car to see the scratches. AM stated that could have been caused from the recall but it could have been caused from outside influences.
Writer contacted customer; Writer advised lines 122-127. Customer stated that damages were caused by the recall and not costmetic damage. Customer stated that all the other wheels do not have the damage that the left wheel does. Customer stated that when the tire rod broke it caused the damage to the brake disk. Customer stated that the dealership took pictures of the damage done. Customer stated that he would like to be reimbursed for the $50 tow bill. Writer advised sending documentation request. Writer advised looking into other options available for customer and call customer back on Wednesday or Thursday with further information. Writer sent email to TL Jesie for further information.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 18:04
Caller [redacted] requesting to speak to case manager. Writer accidently disconnected call while attempting to transfer to CM. CM notified and will call customer back.
Writer contacted customer; Writer advised working on case and will contact customer on Wednesday or Thursday with further information.
Customer contacted writer; Customer stated that the dealership stated that they will not be fixing the concerns. Customer stated that the SM stated that CAC did not authorize repairs and to talk to us about getting it fixed. Customer stated that the dealership is not being honest about repairs. Customer stated bringing his vehicle into the dealership tomorrow for an alignment. Writer advised contacting dealership for more information.
Writer contacted dealership and was advised that they fixed the alignment. SA stated that the alignment was completed and that customer has vehicle back.
Writer attempted to contact customer and left a message.
Writer attempted to contact customer and left a message.
Writer recieved voicemail from customer prior to line 156. Customer stated he is aware of the Area Manager name and wants contact information. Customer also stated there is a Memorandum stating that any damage that the recall caused is also covered under the recall.
Customer contacted writer; Writer advised not being able to cover the recall due to recall damage. Writer advised looking into reimbursement for towing and not recieving documents from customer. Customer stated that there is a memo that states that if a warrantable part does damage to a non-warrantable part that it would be covered under the warranty. Writer advised calling dealership and looking into memo. Writer advised following up with customer on Monday or Tuesday.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-04 @ 13:17
Writer contacted customer and advised lines 168-169. Writer advised calling on Friday to follow up.
Writer attempted to contact customer and left a message stating case will be closed in two days if no contact from customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L0	9G[redacted]	***Open Date***	01/02/2014	***Built Date***	09/24/2008	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	12/18/2008	***Mileage***	60,518	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LITTLETON CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Corporate - Reimbursement - Default - Default - Default	Reimbursement for tie-rod repairs-recall: N49
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	broken tie rod

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 12:34
Customer is previous owner.
Customer states before they traded vehicle in the tie rod broke and had to be repaired.
Agent advised customer to submit repair order & proof of payment.
Agent verified customers address and phone number is correct in Primary CAIR Detail.
Reassign to 86Y
***** Customer Document Received *****

Writer notes that the customer has submitted their repair invoices to reflect their repair to the tie-rod component and requested reimbursement.
Writer notes that the customer is the second owner and does not currently own the vehicle.Ù of this vehicle having owned it from 07/25/2011-11/15/2013: [redacted]

As per GWA, writer notes the following information:
-claim #508008 South Point Dodge, H36: completed on 03/06/2009 in the amount of $84.63.
CBFAH362 PACKAGE X 1 Ù
-claim #349385 AutoNation, L16: completed on 03/09/2012; inspection only, with the components and the track bar bolts were tightened, in the amount of $29.52.

Writer notes that the above part number is as follows as per Google:
-#CBBFAH362- link goes directly to the PDF file of the H46 recall, and the parts are reflected as such:
CBFAH362 Drag Link Inner Joint Package

Writer notes that the components for the H36 & H46 recalls are identical, and therefore, would be considered as an original repair for reimbursement purposes on the N62 recall.

CORRECTION: LINE 35 SHOULD READ; RECALL: N49
Therefore, writer can reimburse the customer for the repairs to the tie-rod components.

Status update provided via email to the following email address:
[redacted]
Dear Ms. [redacted]: This is Michelle, your case manager assigned to your reimbursement claim and I have received and processed your repair invoices and I am able to reimburse you for the costs incurred, however, I was hoping that at your earliest convenience, you could provide me with your updated address for the check submission. You may provide this information to me by phone at 855-675-9291, EXT: # 4718097 or you may respond to this email correspondence. As soon as I receive this information I will issue the check which you should receive within 12 business days. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update
Customer Document Reviewed.

Writer received a message from the customer, Ms. [redacted] @ 4:29pm providing writer with the following information for the check submission:
[redacted]
80128
[redacted]

Tier 2 Agent

Safety Recall N49 / NHTSA 13V-529
Left Outer Tie Rod Assembly

Repair
The left and right tie rods must be replaced.

Recall applies to customer s vehicle: YES
In-service Date: 12/18/2008
Invoice: #4093
Date of repair: 09/27/2013
Mileage: 59,601
Labor : $89.06
Parts : $104.00
Tax on parts only: $4.74 tax rate of 4.56%Ù
Alignment: $119.00
Total : $316.80
Total Reimbursement : $316.80

Customer s Proof of payment is: the customer s repair invoice shows typed into the invoice a payment made in the form of Visa in the amount of $1164.82. The payment details also show a $0.00 balance owing.
As per ACDoc#18745:
* When a repair order from the IRF clearly indicates a payment method there is no need to require customer to have proof of payment. If the IRF Repair Order does not clearly indicate payment - request that customer provide a proof of payment such as their Credit Card Statement or copy of the check.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Writer has received the customer s confirmed address as per lines 56-61 for reimbursement purposes.

Status update provided via email to the following email address:
[redacted]
Dear Ms. [redacted] This is Michelle, your case manager, and I just wanted to thank you for the address verification. I will be submitting your check today for the costs incurred with the tie-rod repair. Hopefully, you should receive the check within 12 business days. Should you require any further assistance, please feel free to contact me directly. Thank you for your time,
Sincerely, Michelle
End of Status Update

Writer is submitting a check in the amount of $316.80 for approval.

----------TIER 2----------
Approved Amount of $316.80
CLOSED LOOP UPDATE - customer contacted today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL1	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	01/22/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	11/12/2010	***Mileage***	55,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65382	INGRAM PARK C-P-J-E			
Dealer Address	7000 N W LOOP 410				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78238

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ADKINS TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information about the N49 recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information about the N49 recall.
Briefly summarize what the customer is expecting: Agent updated the customer on the N49 recall. Agent also informed the customer that repairs for the N49 recall will begin after January 6th 2014 when the dealerships receive further information about the recall. Customer appeared satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48C3	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	06/16/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/05/2006	***Mileage***	202,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67748	ED MURDOCK CHRYSLER PLYMOUTH DODGE			
Dealer Address	86 NORTH FAIRVIEW ROAD				
Dealer City	LAVONIA	***Dealer State***	GA	***Dealer Zip***	30553

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOCCOA GA [redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	Clunking noise in steering linkage
Product - Engine - Cylinder Head / Gskt - Other - Default	Customer seeking to purchase cylinder head
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information request

Briefly summarize why the customer is contacting Chrysler:
Customer stated that he wanted information on the N62 recall on that s on his vehicle. Customer states that he wanted to know if they would align the vehicle after. Customer states that he is also having a clunking noise in his steering and wanted to know what could be causing it.
Briefly summarize what the customer is expecting:
Customer expects recall information.
Agent contacted dealership 67748 and spoke with SA Jay who stated that yes they would align the tow end to make sure that the tires are vertically aligned. Agent advised customer of information provided by SA. Agent advised customer for the issue with the clunking in the steering linkage the best course of action would be to bring the vehicle into a dealership to have it diagnosed to determine what the issue could be. Customer stated that he would look into it when he brings the vehicle into the dealership for the recall. Customer stated that he wanted to know how to purchase a cylinder head for the top of the ejector. Agent warm transferred customer over to the dealerships parts department for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	06/22/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	07/23/2011	***Mileage***	53,989	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26241	HENDRICK CHRY-JEEP			
Dealer Address	5421 RAEFORD ROAD				
Dealer City	FAYETTEVILLE	***Dealer State***	NC	***Dealer Zip***	28304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ORTING WA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod fell out of vehicle
Recall - N49: LEFT TIE ROD - Other	Left tie rod fell out of vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that his left tie rod just fell out of his vehicle while driving. Customer states that a tow truck is on its way to pick the vehicle up. Writer advised customer that he does have a recall for that issue. Customer wants to know if he can get a rental. Writer advised customer that the vehicle would need to be at the dealership before rental can be looked into. Customer understood.
-
Briefly summarize what the customer is expecting: Left tie rod recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28CX	3J[redacted]	***Open Date***	01/02/2014	***Built Date***	09/21/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/31/2003	***Mileage***	60,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44521	ENCHANTMENT CHRYSLER DODGE JEEP			
Dealer Address	2200 7TH STREET				
Dealer City	LAS VEGAS	***Dealer State***	NM	***Dealer Zip***	87701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LAS VEGAS NM[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states they received a letter for the N62 recall but all DLRs are very far away. Customer states he recently had an inspection done on his vehicle and the tie rods were fine.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised that customers cannot make appointments until after January 6th. Agent confirmed that closest DLR is 50 Miles away. Agent advised that this is a precautionary measure and to bring vehicle in whenever convenient. Customer states he will bring vehicle into a DLR at Albuquerque, NM.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38AX	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	03/24/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/14/2009	***Mileage***	35,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE POINT UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall information request
Corporate - CNA Change - Default - Default - Default	Updated email address

Briefly summarize why the customer is contacting Chrysler: Customer states she is calling to request assistance because she received the N49 recall notice and when she called 2 Chrysler dealers she was told the parts would not be available until April. Agent advised customer as per the recall letter that the parts should be available starting January 6, 2014. Agent advised customer to call the dealer on Monday and if the parts are still not available or on backorder to call back and have the case escalated to a CM for further handling. Agent provided customer with the case number.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Briefly summarize why the customer is contacting Chrysler: Customer called in and stated she called the dealership and was informed that the recall will not be completed to April sometime. Writer called over to the dealership and spoke with service department who informed writer no parts can be order. Writer informed customer one order can be placed every 7 days. Dealership has a list of 30 people writer informed customer of the information. Customer stated she had the vehicle in for inspection on the vehicle was informed the vehicle looks fine. Writer informed customer notes will be saved on file.
Briefly summarize what the customer is expecting: customer is seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL3	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	12/21/2010	
Model Year	2011	***Body***	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	10/31/2011	***Mileage***	15,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45311	LITHIA CHRYSLER JEEP DODGE OF		TWINFALLS	
Dealer Address	1310 POLELINE RD E				
Dealer City	TWIN FALLS	***Dealer State***	ID	***Dealer Zip***	83301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]65
	ELKO NV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she was advised by DLR 45311 that the part that is required to repair the recall on her vehicle isn t going to be available until April. Customer states that is unacceptable and she could be killed driving the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to have the N49 recall completed.
Agent spoke with SA Scott who advised they have a vehicle at their DLR that needs a tie rod and is backordered until April. SA states that his system shows the parts will be released on January 6/14.
Agent advised customer that the part needed to complete the recall should be available on January 6. Customer became irate saying she was told April. Agent explained the situation about the DLR. Customer states that she is going to report Chrysler to NHTSA for not repairing her vehicle in a timely manner. Customer states she will wait until January 6.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/06/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/23/2004	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68908	PARK RAPIDS CHRYSLER CENTER LLC			
Dealer Address	1205 PARK AVENUE SOUTH				
Dealer City	PARK RAPIDS	***Dealer State***	MN	***Dealer Zip***	56470

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STAPLES MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for N62. Agent advised the customer that the recall is for Mopar steering linkage parts. Agent stated that he would needed to have a linkage replaced then have the tie rod fail. Customer stated he understood. agent stated he still needs to go into the dealership and have that inspected after January 6th.
Briefly summarize what the customer is expecting: customer seeking recall information.
Reassign to JK671- No repair.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/04/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	01/09/2007	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67064	SPIELER'S INC			
Dealer Address	HIGHWAY 50 WEST				
Dealer City	CALIFORNIA	***Dealer State***	MO	***Dealer Zip***	65018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARSAW MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a recall notice for the tie rods. Customer stated he previous had to replace the tie rods in the spring and he is seeking reimbursement information. Agent advised customer that in order to be considered for reimbursement he would have had to have prior steering linkage repair on the vehicle before the repair in the spring. Agent advised customer that the recall in not on the factory parts but on the Mopar replacement parts. Customer understood. Agent advised customer that he can take his vehicle to an authorized Chrysler dealership after January 6 to have the vehicle inspected.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigning case to JK671 for bypass - no repair.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/12/2006	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	11/06/2006	***Mileage***	187,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44347	JENKINS CHRYSLER SOUTH INC			
Dealer Address	RT 53 WINCHESTER RD				
Dealer City	CUMBERLAND	***Dealer State***	MD	***Dealer Zip***	21502

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUMBERLAND MD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer said he already had the tie rods replaced at an IRF
Briefly summarize what the customer is expecting:He wanted to know what to do at this point. Agent asked if MOPAR parts were used he did not know. Agent advised if MOPAR parts were used he can submit for reimbursement, but since the work was done at an IRF we cannot reimburse him for the labor. Agent advised to find out if MOPAR parts were used and to contact us back and we would advise him of how to submit for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL3	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	12/12/2009	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	02/11/2010	***Mileage***	43,912	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44494	JIM DORAN AUTO CENTER INC			
Dealer Address	3075 NORTH HIGHWAY 99W				
Dealer City	MCMINNVILLE	***Dealer State***	OR	***Dealer Zip***	97128

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAND RONDE OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information
Product - Electrical - Lamps and Switches - Other - Default	Customer states check engine light comes on and stays on

Briefly summarize why the customer is contacting Chrysler: Customer contacting about recall notices he had received for 2 vehicles. Customer provided VINs AG[redacted] and 7W[redacted] Customer inquiring about parts availability for the N46 recall, and also about N49.
Briefly summarize what the customer is expecting: Recall information. Agent advised customer they are still finalizing information for the recall, but when completed he will receive a second notification in the mail to bring into DLR. Customer states he had a tow package put on vehicle at the time of purchase and wants to know what the recall will entail. Agent advised they will inspect the trailer hitch on the vehicle currently to ensure it meets safety standards. Customer inquired about any recalls/common issues arising with the check engine light coming on and staying on while driving, agent advised we do not have any recalls or common issue information, but would document the concern here. Customer thanked for information and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9 5G[redacted]	***Open Date***	01/02/2014	***Built Date***	05/16/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	08/01/2005	***Mileage***	78,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	45037	MICHAEL MOTOR COMPANY INC			
Dealer Address	1061 STATE STREET				
Dealer City	GASSAWAY	***Dealer State***	WV	***Dealer Zip***	26624

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SUTTON WV [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Changed address
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about recall

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he received recall N62 and wanted to know if this recall covered alignment as well. Agent read combo letter and states they will do wheel alignment. Agent let customer know but stated if he would like to bring that up with the dealership at the appointment as well he can. Customer understood.
Briefly summarize what the customer is expecting: Find out if recall covers wheel alignment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C4	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/11/2004	
Model Year	2005	***Body***	DH7L62	DODGE RAM ST 2500 REG. CAB PICKUP			
In Service Dt	04/14/2005	***Mileage***	145,438	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	67291	DAVIS CHRYSLER DODGE JEEP			
Dealer Address	647 SOUTH MAIN STREET				
Dealer City	BRIGHAM CITY	***Dealer State***	UT	***Dealer Zip***	84302

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SNOWVILLE UT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Factory part not covered by N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Not qualified for N62
Corporate - CNA Change - Default - Default - Default	Remove disposal date
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Requesting reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall reimbursement. Customer states he had replaced the left tie rod end before the N62 recall was released on his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to be considered for reimbursement.
Customer states the parts were aftermarket and repairs completed at an IRF.
Waiting for Documentation.
Waiting for Documentation.
01/20/14
[redacted]
SNOWVILLE, UT[redacted]
Reference # [redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2005 DODGE RAM ST 2500 REG. CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 5G[redacted] available when you call.
Sincerely,
William,
Customer Service Representative
****
Disregard lines 11 - 27
****
January 20, 2014
[redacted]

SNOWVILLE, UT, [redacted]
Reference # [redacted]
Dear [redacted]:
3Thank you for your recent call regarding your 2005 DODGE RAM ST 2500 REG. CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your concern. Please refer to the reference number
above or have your Vehicle Identification Number, 5G[redacted], available when you call.
Sincerely,
William
Customer Assistance Representative
Note, physical address in CAIR is not valid mailing address per USPS, PO Box address is in COIN.
COIN also has customer phone number.
There is 4 sets of documents for 3 VINs and CAIRs, case will be handled from CAIR#[redacted]
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Documents attached for review
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Documents attached for review.
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Documents attached for review
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Note, no repairs used Mopar replacement parts. N62 does not apply.
Confirm with customer if they still own these vehicles, they all have 11/09/11 disposal dates with no current owners.
Writer called customer phone [redacted] time 11:11 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Status update provided via email to the following email address:
[redacted]
Regarding the repairs on your 2004, 2005 and 2007 Ram trucks.
We received your documents.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case# [redacted]
Robert
Customer Assistance Representative
End of Status Update
Writer called customer phone [redacted] time 15:57 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
****
Confirm with customer if they still own these vehicles, they all have 11/09/11 disposal dates with no current owners.
****
Customer called in asking to speak with RV658. Agent transferred customer over to RV658.
Customer contact[redacted] returned call.
Writer advised no repairs used Mopar replacement parts. N62 does not apply to factory parts. Customer stated they do not use Mopar parts due to the price.
Customer stated they still have WM263973, 4G177987, 5G767732 and 7G751572. Writer will remove disposal dates.
Letter sent 1/24/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D3	3G[redacted]	***Open Date***	01/02/2014	***Built Date***	06/06/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/30/2003	***Mileage***	63,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41211	DORMAN DODGE-CHRYSLER-PLYMOUTH-	JEEP-EAGLE
Dealer Address	724 SOUTH HARRIS STREET		
Dealer City	SANDERSVILLE	***Dealer State*** GA	***Dealer Zip*** 31082

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILLEDGEVILLE GA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer calling regarding recall letter

Briefly summarize why the customer is contacting Chrysler: customer states that he got a letter for the left tie rod assembly and not sure what to do from here
Briefly summarize what the customer is expecting: customer seeking assistance
Agent advised: As per recall letter states not available until after January 6th, customer states he does see that, agent offered to transfer to closest dlr Dorman Dodge Chrysler Jeep to make appointment for after January 6th 2014 and customer stated he will just call them after that date.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T0	9G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/06/2008	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	08/02/2009	***Mileage***	54,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68146	SWANTY'S CHRYSLER DODGE JEEP			
Dealer Address	2494 SOUTH HWY 95				
Dealer City	BULLHEAD CITY	***Dealer State***	AZ	***Dealer Zip***	86442

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE HAVASU CITY AZ[redacted]	***Country***	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Agent advised owner of inspection date.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received a tie rod recall notice. Customer stated that when he spoke to the dealership they didn t feel concerned and advised him the parts would not be available until the end of the month. Customer stated he was taking the vehicle on a trip starting on 1/20/2014.
-
Briefly summarize what the customer is expecting: Customer seeking recall fulfillment.
-
Agent contacted dealer 68146Ù. Agent spoke with SA Mike and inquired if there was any inspection that could be performed. SA Mike stated there is no inspection just mandatory replacement.
Agent advised customer that starting January 6, 2014 he can contact your Chrysler, Jeep, or Dodge dealer to schedule a service appointment.
-
Agent informed customer of the LLPW inspection period required for the vehicle, to maintain the warranty coverage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	6J[redacted]	***Open Date***	01/02/2014	***Built Date***	05/13/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/28/2006	***Mileage***	86,600	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	23889	DON DAVIS DODGE CHRYSLER JEEP			
Dealer Address	1901 NORTH COLLINS				
Dealer City	ARLINGTON	***Dealer State***	TX	***Dealer Zip***	76011

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	BROOKHAVEN MS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment for recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 13:40
Briefly summarize why the customer is contacting Chrysler: Customer called in checking on recalls on his company trucks. Customer stated that in 2011 that the left tie rod end of this truck had fallen off while driving. Customer stated he had paid for the repair out of pocket as no recall was issued at that time. Customer would like to be reimbursed for the action he was required to take.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised customer of the documents needed to be sent in via answerconnect ID 17420.
Waiting for documentation
Waiting for documentation
Waiting for documentation
We are waiting on your documentation concerning repairs made to your 2006 DODGE RAM 2500 SLT QUAD CAB 4X4. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Agent contacted the customer @ [redacted] @ 10:17 AM and left all necessary information to return call
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 14:16
Customer states that he would like to be reimbursed for his recall.
Customer states that he wanted to send in the documentation but did not have the documentation link anymore. Agent advised the customer that we can send him the link buy he has 2 business days or his case will be

closed; customer understands.
Reassigned to 86Y for further handling.
Agent waiting for documentation.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
Customer was advised of case being closed on lines 31-36.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26C0	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	12/19/2003	
Model Year	2004	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	01/27/2004	***Mileage***	208,394	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SNOWVILLE UT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Factory part not covered by N62
Corporate - CNA Change - Default - Default - Default	Remove disposal date
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Request for reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall reimbursement. Customer states he had replaced the left tie rod end before the N62 recall was released on his vehicle. Customer states they were aftermarket parts and were installed by an IRF.
Briefly summarize what the customer is expecting: Customer is expecting to be considered for reimbursement.
Waiting for Documentation.
Waiting for Documentation.
01/20/14
[redacted]
SNOWVILLE, UT, [redacted]
Reference # [redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2004 DODGE RAM 2500 REG. CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 4G[redacted] available when you call.
Sincerely,
William,
Customer Service Representative
****
Disregard lines 10 - 26
****
January 20, 2014
[redacted]
SNOWVILLE, UT, [redacted]
Reference # [redacted]
Dear [redacted]
Thank you for your recent call regarding your 2004 DODGE RAM 2500 REG. CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997 to discuss your concern. Please refer to the reference number

above or have your Vehicle Identification Number, 4G[redacted] available when you call.
Sincerely,
William,
Customer Assistance Representative
Note, physical address in CAIR is not valid mailing address per USPS, PO Box address is in COIN.
COIN also has customer phone number.
There is 4 sets of documents for 3 VINs and CAIRs, case will be handled from CAIR# [redacted]
Note, no repairs used Mopar replacement parts. N62 does not apply.
Customer contact made in CAIR#[redacted].
Writer advised no repairs used Mopar replacement parts. N62 does not apply to factory parts. Customer stated they do not use Mopar parts due to the price.
Customer stated they still have WM263973, 4G177987, 5G767732 and 7G751572. Writer will remove disposal dates.
Letter sent 1/24/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	01/02/2014	***Built Date***	06/08/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/17/2006	***Mileage***	142,599	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	DANVILLE AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	

Briefly summarize why the customer is contacting Chrysler: Customer states that he had work done at an IRF in regards to the recall N62.
Briefly summarize what the customer is expecting: Customer would like to be reimbursed for the repairs. Writer informed the customer of the mailing address for reimbursement consideration. Writer informed the customer of all open recall on the VIN. Customer understood.
POSTMARK DATE: 011414; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: H46 N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Agent called [redacted] but was unable to reach anyone or leave a message.
Agent called [redacted] and spoke with customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/27/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/30/2008	***Mileage***	17	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42869	HOOD AUTOMOTIVE			
Dealer Address	503 SOUTH FIRST STREET				
Dealer City	AMITE	***Dealer State***	LA	***Dealer Zip***	70422

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROOKHAVEN MS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about recall/reimbursment for other vehicle
Recall - H34: DASH SHIELD - Advise Owner/Incomplete Recall	
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information regarding the N62 recall. Customer stated he had another vehicle have issues with the recall and wanted more information regarding it. Customer was unaware of other recalls on vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that there are 4 incomplete recalls on the vehicle, h34, h46, j35, n62. Agent informed customer about every individual recall. Agent advised customer that the recall N64 will be available after January 6th.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C1	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	09/06/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/17/2006	***Mileage***	135,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP			
Dealer Address	3200 EAST MAIN STREET				
Dealer City	FARMINGTON	***Dealer State***	NM	***Dealer Zip***	87402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AZTEC NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer said he never had his steering linkage replaced. Agent advised the original recall h46 was not done so the n62 recall probably did not need to be done.
Briefly summarize what the customer is expecting:The customer asked if anything had to be done. Agent advised it should be inspected just to be on the safe side. Agent contacted the dealership, agent explained the situation and transferred the customer so he could have his vehicle inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	6J[redacted]	***Open Date***	01/02/2014	***Built Date***	11/09/2005	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	02/28/2006	***Mileage***	68,756	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	61339	JACK POWELL CHRYSLER DODGE			
Dealer Address	1625 AUTO PARKWAY SOUTH				
Dealer City	ESCONDIDO	***Dealer State***	CA	***Dealer Zip***	92029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VISTA CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted more information on recall.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he states he had his vehicle into the dealership and they told him he needed to have his tie rod end replaced. Customer states he got home got the recall notice and when he took his vehicle in they told him that he did not have to have anything replaced. Customer was also upset because he was told he needed a software upgrade and the mechanic could not tell him what was needed.
Briefly summarize what the customer is expecting: issues with the software upgrade. Writer called over to the dealership and spoke to SA William who states that the dealership misinformed the customer because they had gotten confused between the two recalls and the customer does not need to have anything replaced. SA William states that they use a computer and find a software upgrade when they finish the upgrade it tells what is done on the repair order. Writer advised the customer of that. Writer advised that his complaints will be documented. Customer states that they need to inform what was needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/20/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	12/08/2007	***Mileage***	91,609	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA			
Dealer Address	5001 GRIZZLY COURT				
Dealer City	MISSOULA	***Dealer State***	MT	***Dealer Zip***	59802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORT ORCHARD WA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Changed primary number and added email
Corporate - Dealer Information - Default - Default - Default	Customer had recall work of the LEFT OUTER TIE ROD ASSEMBLY at Lithia CJD
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 13:56
Briefly summarize why the customer is contacting Chrysler:
Customer stated he had the recall work completed for the left outer tie rod assembly back in June of 2013, fortunately not hurt. Customer stated he hit a bump and tie rod came apart. $1300.00 he paid out of pocket customer has this done at dealership (Lithia dealership).
Upgraded parts were put on the whole steering at that time. Customer just got back from deployment overseas.
Briefly summarize what the customer is expecting:
Cost reimbursement for the N62 recall for the left outer tie rod assembly.
Reviewed - documents not received yet.
Customer calling in due to the fact that he had called in previously and given the agent an email address in order to receive documentation via email. However customer is calling back due to the fact that he gave the agent the incorrect email address therefore he did not receive the link that he was supposed to. Customer stated his correct email address is [redacted]
Please send out the documentation to the customers correct and updated email address.
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Reviewed
Customer has not sent in documentation, case closed for reimbursement.
Briefly summarize why the customer is contacting Chrysler: The customer states she received a recall letter. The customer states they had the happen to the vehicle and they submitted for reimbursement.
Briefly summarize what the customer is expecting: The customer is looking

for a status update on the reimbursement. The writer informed the customer that her documents have not been received. The writer provided the customer with the reimbursement information from Answer ID 17420. The writer provided the customer with the cair number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C2	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	03/10/2005
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP		
In Service Dt	03/31/2005	***Mileage***	202,608	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	67311	FLETCHER CHRY PRODUCTS IN			
Dealer Address	3099 NORTH MORTON				
Dealer City	FRANKLIN	***Dealer State***	IN	***Dealer Zip***	46131

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBUS IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Cusmtomer seeking recall reimbursment

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall notice in the mail a few days ago. Customer stated he already had his tie rods replaced and would like to get reimbursed for the cost.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised customer that they will have to send in their documents. Customer requested to send in documents by mail. Agent advised customer of the process to submit for possible reimbursement found in answerconnect ID 17420.
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Customer has submitted documentation requesting reimbursement for the N62 recall.
The documentation the customer submitted is for the inner left drag link and the inner right tie rod (invoice #641).
Invoice #21359 is for Sway Bar Link - front suspension.
Invoice #16630 is for Gear Power Steering.
The N62 recall is for the LEFT OUTER TIE ROD ASSEMBLY.
The customer is not eligible for reimbursement.
The repair was also done at an IRF, so we have no way of know if the parts used were MOPAR parts. The recall is for replacement MOPAR parts.
CUSTOMER CONTACT: [redacted] Informed customer that we will not be able to reimburse him for the N62 recall, as the invoice he submitted is for the right INNER tie rod and INNER drag link, and the recall is for the LEFT OUTER tie rod. Customer requested agent speak with Harold at HK Auto/Truck Service to see what exactly was done. Agent informed customer that I will speak with Harold and then contact him back. Customer thanked agent.
Agent contacted HK AUTO/TRUCK SERVICE at 812-375-9335 Spoke with Owner Harold, who confirmed that the Right Inner tie rod and Inner drag link was replaced on the vehicle. Agent inquired if the parts used were MOPAR parts. Harold states the parts were NON MOPAR parts.
Agent thanked Harold for his assistance.
CUSTOMER CONTACT: [redacted] Informed customer that Harold at HK Auto/Truck Service confirmed that the parts that were replaced were the right inner tie rod and inner drag link, and also that

the parts used were NON MOPAR parts. Informed customer that we would not be able to reimburse for the repair. Customer was disappointed, but was ok with this information.
Customer calling due to the message on the voicemail pertaining to the reimbursement information. Agent called the IRF and spoke with Harold states that he repaired the steering linkage and states that he informed the customer that the parts were related to the recall states that the recall was completed at his IRF shop but the agent looked into this further and the customer was advised by the agent that the decline is due to NON MOPAR parts being used.
Customer called back due to he does not agree with the decision for the decline of the reimbursement, agent stated to the customer that Chrysler has made the decision that due to NON MOPAR parts being used to complete the repair the reimbursement that was submitted for has been declined. Customer stated that it shouldn t matter whether it was MOPAR or NON MOPAR that Chrysler should reimburse the cost the customer paid out of pocket. Agent advised that when a recall is performed that Chrysler replaces MOPAR parts with MOPAR parts. Customer is not happy with this decision, agent apologized and advised that Chrysler s decision remains the same the reimbursement is declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL9	CG[redacted]	***Open Date***	01/02/2014	***Built Date***	09/09/2011	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	03/15/2012	***Mileage***	25,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45346	ROB LAMBDIN'S UNIVERSITY DODGE			
Dealer Address	5455 S UNIVERSITY DR				
Dealer City	DAVIE	***Dealer State***	FL	***Dealer Zip***	33328

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PEMBROKE PINES FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking information on the N49 recall. The customer states that he is told the dealership can t complete the recall yet. Agent advised the customer that starting January 6th he can book a service appointment.
Briefly summarize what the customer is expecting: The customer is expecting additional recall information.
Reassigned to DF314 for survey bypass- No repair.
Supervisor Notes
Please change CAIR category to Complaint.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	01/11/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	08/19/2006	***Mileage***	90,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45393	CLEAR LAKE DODGE			
Dealer Address	15711 GULF FWY				
Dealer City	WEBSTER	***Dealer State***	TX	***Dealer Zip***	77598

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DEER PARK TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Advised of current situation
Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: The customer is calling for recall information. Customer states he received a letter in the mail stating parts for the N62 recall are not in stock until January,6 /2014. Agent confirmed that parts for that recall are on backorder. Agent advised the customer to please call over to a Chrysler dealership after January, 6 /2014 to book an appointment. Customer understood.
Briefly summarize what the customer is expecting: The customer is expecting recall information.
Customer contacted Chrysler RAM seeking information. The customer states they called their dealership and were advised that there is a hold until Feb 10th, 2014. Agent advised customer that this is due to the dealership requiring a special tool in order to service the vehicles the way we require. Customer understood. Agent advised customer that they can have their vehicle inspected. Customer states they will be having the vehicle looked at and will set up an appointment on their own time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	06/22/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	07/23/2011	***Mileage***	55,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26241	HENDRICK CHRY-JEEP			
Dealer Address	5421 RAEFORD ROAD				
Dealer City	FAYETTEVILLE	***Dealer State***	NC	***Dealer Zip***	28304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ORTING WA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customers Tie rods broke
Recall - N49: LEFT TIE ROD - Other	Customers tie rods broke

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that the previous agent said that Chrysler would provide a rental vehicle when the vehicle was at the dealership. Customer states that his tie rods broke and knows he has a recall with this part. Customer would like a rental vehicle. Agent stated that the vehicle needs to be diagnosed and then we could possibly assist with a rental vehicle. Briefly summarize what the customer is expecting: A rental vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	02/21/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	05/03/2006	***Mileage***	148,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43436	POWER DODGE VALENCIA			
Dealer Address	23820 CREEKSIDE ROAD				
Dealer City	VALENCIA	***Dealer State***	CA	***Dealer Zip***	91355

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANTA CLARITA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in stating that he has replaced these parts
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating when he first purchased this vehicle it had the 'Death Wobble' (answer ID 23391). Customer states he had the previous recall completed on the vehicle. Customer states recently he replaced the steering linkage, tie rods, ball studs and other front end parts to help correct this issue. Customer would like reimbursement for these repairs. Agent advised customer that this recall only covers him if he had a mopar steering linkage put on the vehicle at a prior service appointment. Agent advised that his best bet is to bring the vehicle to the dealer and have them inspect it. AGent also advised that if he replaced parts he believes are related to this recall he can submit them for review for possible reimbursement. Agent stated Chrysler is unable to look into it until after January 6th, 2014 as stated in the recall notice.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for parts he put onto his vehicle.
Agent advised the documents needed are the entire repair order and proof of payment. Agent advised if he mails in the documents we require the originals. Agent provided the customer the mailing address and fax number.
Reassign to 86Y
Waiting for Documentation.
Waiting for Documentation.
Customer [redacted]. Left Message.
Advised that the Case will close in 2 days if the Documentation has not been received but will re-open when the Documents have arrived.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	09/30/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/15/2005	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44934	RAIRDON'S DODGE CHRYSLER JEEP OF	MONROE
Dealer Address	16413 W MAIN STREET		
Dealer City	MONROE	***Dealer State***	WA
Dealer Zip	98272		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SNOHOMISH WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY
Dealer - Service/Body Shop - Transaction - Other - Default	SM calling back left voicemail

SM calling back to speak to agent that left message about customers case. SM stated if it is about the recall N62 and that the owner claims he had the repair done previously he needs to provide proof of purchasing the parts.
Agent advised will have the agent contact SM again what he was calling for.
Briefly summarize why the customer is contacting Chrysler: Customer called because he spoke to his dealer and was advised his vehicle should have recall N62 preformed but the parts would need to be ordered. Customer stated he spoke to a tech at the dealer who advised him to call CAC about whether or not he could get reimbursed for the recall in regards to upgraded tie rods be paid out of pocket for and had installed a year ago. Customer stated he voluntarily purchased the parts and that there was no repair concern with the parts that were replaced. Customer wanted to know if he could still be reimbursed under the recall for the parts that he paid for. Customer stated when he spoke to SA Tom he wasn t able to advise of that information as well.
*
Agent contacted the dealer looking to speak to SA Tom but was advised he was unavailable, agent left message requesting he call to speak to us in regards to the upgraded tie rods with a wider diameter that the customer voluntarily had installed. This was before the customer advised he didn t have the required documentation to submit for reimbursement.
*
Agent advised the customer that he had been unable to speak to SA Tom and advised he was trying to confirm with him as to whether or not the replacement parts installed would have been replaced under the recall if they had been factory installed. If the parts would have been replaced under the recall regardless if they were replacement parts or not then the customer could submit with adequate proof of payment for the replacement parts. Customer stated he doesn t have the receipt from purchasing the parts or any documentation that they were installed. Agent advised without that documentation he would be unable to submit for reimbursement. Customer stated he would see what he could do and is aware of the reimbursement address listed on the recall notice

**

Briefly summarize what the customer is expecting: reimbursement for upgraded tie rods installed with a wider diameter.

**

Should SA Tom call back still document if the replacment tie rods the customer purchased and had installed would have bee replaced as part of the recall even if they were factory parts. This is incase customer can locate the documents he needs to submit

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C6	3G[redacted]	***Open Date***	01/02/2014	***Built Date***	03/10/2003	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/11/2003	***Mileage***	143,852	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43453	PUEBLO DODGE INC			
Dealer Address	2147 HIGHWAY 50 WEST				
Dealer City	PUEBLO	***Dealer State***	CO	***Dealer Zip***	81008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CANON CITY CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Request for reimbursment

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a N62 recall letter and just did that same repair on his vehicle a month before receiving the letter. Writer advised customer of the information needed to send in for possible reimbursement the cair number and the mailing address. Customer did not send in any documentation yet.
Briefly summarize what the customer is expecting: Customer expecting reimbursement for a repair he had completed a month before he received the recall letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/13/2006	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	01/02/2007	***Mileage***	138,671	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67291	DAVIS CHRYSLER DODGE JEEP			
Dealer Address	647 SOUTH MAIN STREET				
Dealer City	BRIGHAM CITY	***Dealer State***	UT	***Dealer Zip***	84302

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SNOWVILLE UT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Factory part not covered by N62
Corporate - CNA Change - Default - Default - Default	Remove disposal date
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Request for reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall reimbursement. Customer states he had replaced the left tie rod end before the N62 recall was released on his vehicle. Customer states they were aftermarket parts and were installed by an IRF.
Briefly summarize what the customer is expecting: Customer is expecting to be considered for reimbursement.
Waiting for documentation
Waiting for documents
Waiting for documents
Note, physical address in CAIR is not valid mailing address per USPS, PO Box address is in COIN.
COIN also has customer phone number.
There is 4 sets of documents for 3 VINs and CAIRs, case will be handled from CAIR# [redacted].
Note, no repairs used Mopar replacement parts. N62 does not apply.
Customer contact made in CAIR# [redacted].
Writer advised no repairs used Mopar replacement parts. N62 does not apply to factory parts. Customer stated they do not use Mopar parts due to the price.
Customer stated they still have WM263973, 4G177987, 5G767732 and 7G751572. Writer will remove disposal dates.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU3867	3G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/08/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/22/2002	***Mileage***	190,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45020	BLUEBONNET CHRY-DODGE			
Dealer Address	547 S SEGUIN				
Dealer City	NEW BRAUNFELS	***Dealer State***	TX	***Dealer Zip***	78130

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW BRAUNFELS TX [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised customer of all other incomplete recalls.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was seeking information regarding recall N62.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown	Vehicle dashboard is cracked and shattered.

Briefly summarize why the customer is contacting Chrysler: Customer was seeking information regarding recall N62.
Briefly summarize what the customer is expecting: Agent advised customer of all other incomplete recalls and reviewed documents with customer. Customer stated that the vehicle dashboard is broken and shattered. Customer inquired about pricing. Agent contacted SA, Brett, at DLR Bluebonnet (45020). SA agreed to seek approval from AM in order to complete recall B28. SA stated he would contact the parts department in regards to a price to install a new dashboard. Agent transferred customer to SA in order to set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C3	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/21/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/22/2003	***Mileage***	150,800	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAVON TX [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler: [redacted] I called in for the recall N62.
Briefly summarize what the customer is expecting: N62 LEFT OUTER TIE ROD ASSEMBLY.
Agent advised to contact the dealership on or after January 6, 2014 to make an appointment.
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C7	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/28/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/10/2004	***Mileage***	105,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43906	TEXAS DODGE LP			
Dealer Address	7800 I-40 WEST				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79106

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AMARILLO TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring in N62 is the same as H46
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a recall notice recently regarding the tie rods. Customer stated he also received a recall back in 2009 and he was wondering if it was for the same thing. Agent advised customer the N62 recall is on similar components as the H46 but it is a different recall. Customer understood. Agent advised customer he can take his vehicle in to be inspected after January 6. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigning case to JK671 for bypass - no repair
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48CX	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/04/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	02/09/2004	***Mileage***	85,689	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44991	DON MILLER DODGE			
Dealer Address	5822 ODANA ROAD				
Dealer City	MADISON	***Dealer State***	WI	***Dealer Zip***	53719

Owner	[redacted]T	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	ARLINGTON W[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for prior recall repair.
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer states vehicle had tie rods replaced.

Briefly summarize why the customer is contacting Chrysler: Customer states that he had vehicle repaired previously for recall N62 and would like reimbursement for repair. Customer states vehicle was repaired at a collision facility: Gates Auto body.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent advised customer of reimbursement process. Agent advised customer to include repair order and receipt/proof of payment as well as Name, Address, Vehicle owner name (if different), Vehicle owner, address (if different), Day and evening phone numbers, Vehicle Identification Number (VIN), Current vehicle mileage and mileage at time issue began, Name of dealership where vehicle was purchased / serviced, Date of purchase / service, Description of the concern and the requested action.
Agent advised once information is received, documents will be reviewed for possible reimbursement.
Customer states he prefers to mail in documentation. Agent provided mailing address: Chrysler Recall Assistance Center P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigned 86Y
Called customer at 4:18 [redacted]) no answer, no machine.
Documents have not arrived. Reassigning case to JK671 for bypass.
Customer is calling to check on status of reimbursement.
Customer thought they were being mailed a letter to fill out.
Agent advised Customer that they need to send documentation in.
Agent advised Customer as per AC 19074.
Agent advised Customer of E17.
Agent advised Customer to still go to the DLR to complete the recall.
Customer declined transfer to DLR.
Reassigned to 86Y
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Agent waiting for documentation.
Agent waiting for documentation.

Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A2	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	05/31/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/20/2007	***Mileage***	130,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FAIRFIELD CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursment

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 15:11
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they got a recall notice in the mail regarding the tie rod ends. Customer stated that they got the repair completed on all of his work vehicles and would like to be reimbursed for the cost.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised customer he is able to submit documentation through the link provided via email for possible reimbursment. Information provided via answerconnect document 17420.
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Agent called customer back.
Agent left a message regarding customer to call back for a case update.
[redacted]
Agent called customer via phone numbers provided.
Agent left a message regarding a call back for their case updates.
Cases [redacted].
Contact Attempt #3
Customer is on vacation and will be unavailable for a week.
Case closed. When customer calls back please advise them of information provided on lines 12-15.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	05/04/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/31/2011	***Mileage***	21,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WOODSIDE CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking part availabiliy

Briefly summarize why the customer is contacting Chrysler: Customer states they have the left tie rod recall. Customer states he contacted the dealership and they stated the parts are not available as of yet. Customer states the dealership stated he would have to wait 1 month to 6 weeks to get the recall complete. Customer states he is worried about the recall.
Briefly summarize what the customer is expecting: Customer seeking information on part availability.
Agent contacted dealership 60435 PUTNAM CHRYSLER JEEP DODGE 650-347-4800 spoke with Duane. Duane stated Chrysler has no ETA of when the dealership will receive the parts. Duane stated the parts are showing in stock but Chrysler wont ship them to the dealership as of yet.
Agent advised customer of the information.
Customer was unhappy with information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A5 8[redacted]	***Open Date***	01/02/2014	***Built Date***	05/12/2008		
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	11/05/2008	***Mileage***	100,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PLANTATION FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking reimbursement for recall repair.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he received a recall notice for the tie rods and had a repair completed after the tie rod end broke before he received the recall notice.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the recall repair and the damage to the bumper caused by the minor damage the defective tie rod end caused. Writer advised customer that he can send in his request for reimbursement for the recall repair. Writer advised customer the recall does not cover expenses incurred due to damages caused because of the recall. Writer advised customer he will need to submit the original repair order and original proof of payment to the recall reimbursement team for consideration. Writer advised customer a document link will be sent to his email address so he can scan the documents in. Writer advised customer once the documents have been received the case will be considered for possible reimbursement.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 14:58
Waiting for documentation
Waiting for documents
Waiting for documents
Status update provided via email to the following email address:
[redacted]
Hello my name is Gerry and I will be handling your case.We are waiting on your documentation concerning repairs made to your 2008 DODGE RAM 2500 LARAMIE MEGA CAB 4X4. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076. Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49A5	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	02/07/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/29/2008	***Mileage***	55,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJT	DK. KHAKI PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CASPER WY[redacted]	***Country***	UNITED STATES

Corporate - Quick CAIR - Telephone Line Open - No Customer Response - Default	customer said a non mechanic looked at his truck for recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer states Dealer did not use mechanic to inspect recall of N62

Briefly summarize why the customer is contacting Chrysler: Customer states that dealer did not use mechanic to inspect recall for N62.
Briefly summarize what the customer is expecting: Customer expects mechanic to inspect recall for N62.
Agent: Told customer to take vehicle back to dealership and have a mechanic inspect recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/22/2007	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	12/15/2007	***Mileage***	80,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FAIRFIELD CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursment

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they got a recall notice in the mail regarding the tie rod ends. Customer stated that they got the repair completed on all of his work vehicles and would like to be reimbursed for the cost.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised customer he is able to submit documentation through the link provided via email for possible reimbursment. Information provided via answerconnect document 17420.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 15:10
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Agent called customer back.
Agent left a message regarding customer to call back for a case update.
[redacted]
Agent called customer via phone numbers provided.
Agent left a message regarding a call back for their case updates.
Cases involved; [redacted].
Contact Attempt #3
Customer is on vacation and will be unavailable for a week.
Case closed. When customer calls back please advise them of information provided on lines 12-15.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/05/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/19/2008	***Mileage***	100,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRFIELD CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursment

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 15:08
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they got a recall notice in the mail regarding the tie rod ends. Customer stated that they got the repair completed on all of his work vehicles and would like to be reimbursed for the cost.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent advised customer he is able to submit documentation through the link provided via email for possible reimbursment. Information provided via answerconnect document 17420.
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Agent called customer back.
Agent left a message regarding customer to call back for a case update.
[redacted]
Agent called customer via phone numbers provided.
Agent left a message regarding a call back for their case updates.
Cases involved; [redacted].
Contact Attempt #3
Customer is on vacation and will be unavailable for a week.
Case closed. When customer calls back please advise them of information provided on lines 12-15.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT5	AG[redacted]	***Open Date***	01/02/2014	***Built Date***	01/11/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/03/2010	***Mileage***	20,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LUTTRELL TN [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent advised customer of dealer (42576) information.
Recall - L16: LEFT TIE ROD END - Information Request	Customer seeking recall information.
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she received notice of recall N49 and was advised of recall L16 on notice. Customer states she would like information on recalls.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer of recall information for recall L16 and N49. Agent advised customer any CDJ dealer is able to assist with repair. Agent advised customer dealer is able to order parts for repair after 01-06-13. Agent advised customer of Jim Cogdill Dodge (42576) 8544 Kingston Pike Knoxville, TN 37919 (865) 690-1611. Customer states her husband will contact dealer to schedule as he will be handling repair. Survey Bypass, No Repair. Reassigned SG893.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C5	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/24/2005	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	04/24/2006	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43480	VICTORY MOTORS OF CRAIG INC			
Dealer Address	2705 W 1ST STREET				
Dealer City	CRAIG	***Dealer State***	CO	***Dealer Zip***	81625

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FERRON UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she received a recall notice for the tie rods. Customer stated before the recall came out the left tie rod broke and it was repair by an IRF. Customer was inquiring if she could get reimbursed for the repair. Agent advised customer that the recall is not on the factory part but the recall is for a mopar replacement part. Agent asked customer if there had been another steering linkage repair. Customer stated she thinks there may have been another one but she is not sure and she would need to speak with her husband. Agent advised customer the only way the recalled part would be on the vehicle is if there was a prior steering linkage repair completed with a mopar part. Agent advised customer if there was not a prior repair completed with a mopar part, no reimbursement could be considered. Customer stated she would check with her husband and then callback.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information
Reassigning case to JK671 for bypass - no repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D1	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	05/18/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	10/09/2006	***Mileage***	72,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CORONA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer inquired about recalls
Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they had gotten the part for the recall N62 fixed before the letters were out. Customer states that they payed half and Chrysler paid the other half. Customer states that they would like to get reimbursed for the half of the repair they paid.
Briefly summarize what the customer is expecting: Customer states they want to get reimbursed. Agent advised the customer of the reimbursement process. Customer stated that this was unecessary and that we should be able to do this without any work on the part of the customer. Agent advised the customer that filing for reimbursement was the necessary process they need to do in order to get reimbursed for the repair. Customer states that we sound like a broken record and asked agents age. Customer stated agent is very young. Customer is expecting to speak to a suprvisor regarding the reimbursement process.
Briefly summarize why the customer is contacting Chrysler: Customer is calling because he wishes to speak to a supervisor. Customer stated that he is seeking reimbursement for the tie rod assembly. Customer stated that he has done a 50% co-pay previously and he is seeking the 50% that he had paid.
Briefly summarize what the customer is expecting: Agent advised customer that his case can be escalated to the reimbursement department for further review. Customer stated that a supervisor callback will not be needed.
Please see case [redacted] customers documents have been sent in previously
Reassign to 86Y
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding their reimbursement. They stated that they were still waiting on a call back from the reimbursement department.
Briefly summarize what the customer is expecting: Customer is expecting their reimbursement sent to them. Agent advised customer that they will be getting a call back within 60 days from 01/02/2014.
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Left message.
Advised that the File will close in 2 days if the Documents have not arrived but will re-open when we receive the Documentation.
Customer was returning a message he received from Bill. Customer states that he would like to know what documents we are requesting him to send in. Agent transferred the customer over to WL148 at extension 4718140.
Customer seeking Reimbursement for the Steering Linkage that was replaced in February 2013. Customer was reimbursed 50% of the cost for the repair then. Agent explained that the Recall is not for the Steering Linkage

that was installed but may need to have the Tie Rod Ends replaced on the new Steering Linkage.
Agent advised that Chrysler is not reimbursing for the Steering Linkage - Just the Tie Rod Ends on some of the the Steering Linkages.
Agent advised that Chrysler will not reimburse for the Repair in February 2013 but recommended having the vehicle inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KS28C7	7J[redacted]	***Open Date***	01/02/2014	***Built Date***	12/05/2006
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	01/16/2007	***Mileage***	120,000	***Dealer Zone***	35	WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	42294	SCHAEFER & STROHMINGER DODGE WHITE	MARSH		
Dealer Address	10800 OLD PHILADELPHIA				
Dealer City	WHITE MARSH	***Dealer State***	MD	***Dealer Zip***	21162

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAWRENCEBURG TN 3[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer was seeking information regarding recall N62.

Briefly summarize why the customer is contacting Chrysler: Customer was seeking information regarding recall N62.
Briefly summarize what the customer is expecting: Customer inquired about local dealerships. Customer stated that the vehicle experiences shaking in the front end. Customer disconnected the line before agent could contact the DLR. Agent requested callback time. Customer didn t answer. Agent left a message with contact information for customer s preferred DLR University (45563).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26DX	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	02/05/2004	
Model Year	2004	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	08/14/2004	***Mileage***	100,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	64751	BYRDS CHRYSLER PRODUCTS			
Dealer Address	US ROUTE 60				
Dealer City	SALT LICK	***Dealer State***	KY	***Dealer Zip***	40371

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JEFFERSONVILLE KY[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added an email address
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-01-02 @ 15:55
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the tie rod repairs that was performed at an authorized dealership called BYRDS CHRYSLER PRODUCTS. Customer states that he received a recall notice for the LEFT OUTER TIE ROD ASSEMBLY.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent sent customer an email so customer could send us the invoice and receipt. Agent advised customer that there are 2 recalls on this vehicle one for the steering linkage and the other one is for the left outer tie rod assembly. Agent advised customer that once we receive the documents than someone in the reimbursement team will review the case.
***** Customer Document Received *****
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Agent called [redacted] no one is answering phone and there is no voicemail. Agent will try calling back again. If the customer calls back please advised customer with information from lines 16-19.
Briefly summarize why the customer is contacting Chrysler: Customer states he has not heard anything regarding the reimbursement request so he would like an update on what is going on.
Briefly summarize what the customer is expecting: To know if there will be reimbursement issued after sending the documentation.
Agent advised customer as per lines 16-19. Agent advised customer that if the tie rods were replaced with Mopar service parts and there is documentation to support it then reimbursement could be reconsidered but until that time there will be no reimbursement issued.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C7	5G[redacted]	***Open Date***	01/02/2014	***Built Date***	01/17/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	02/01/2005	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68978	LUTHER BROOKDALE CHRY-JEEP			
Dealer Address	8188 BROOKLYN BLVD				
Dealer City	BROOKLYN PARK	***Dealer State***	MN	***Dealer Zip***	55445

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROOKLYN CENTER MN [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Agent advised customer of recall information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states he would like information on recall N62. Customer states he had an appointment for recall N62 for today. Customer states service writer inspected vehicle and advised parts to complete recall will be ordered. Customer states he would like information on why recall wasn t completed.
Briefly summarize what the customer is expecting: Customer seeking information on recall N62.
Agent contacted dealer and spoke with SA Jason. SA advised agent there is no information for customer being at dealership for inspection today.
Agent advised customer of recall N62 information. Agent advised customer inspection determines if vehicle requires repair and parts are available for order after 01-06-14. Agent provided customer dealer information: Luther Brookdale (763) 535-5200

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A5	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	06/27/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	08/22/2007	***Mileage***	10,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43101	RAINIER DODGE INC			
Dealer Address	2550 CARRIAGE LOOP DRIVE				
Dealer City	OLYMPIA	***Dealer State***	WA	***Dealer Zip***	98502

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OLYMPIA WA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added customers contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer stated she lost her recall notice
Recall - H46: STEERING LINKAGE - Information Request	Customer wondering if was the same recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in about the recall N62 stated she misplaced her notice. Customer requested a second copy be sent out. Agent advised customer that we are unable to send out a second recall notice but that the dealership is able to pull up all recalls on her VIN. Customer asked if this recall supersedes the H46. Agent advised that if customer was having a problem that is deemed to be due to the recall we would be happy to cover the cost of the repair. Agent advised customer to contact the dealership after 01/06/14.
Briefly summarize what the customer is expecting: Customer seeking duplicate of recall notice.
Customer stated she had the dealership information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KS28D8	7J[redacted]	***Open Date***	01/02/2014	***Built Date***	10/27/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/15/2006	***Mileage***	75,361	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	49974	FOREST LAKE CHRYSLER-PLYMOUTH-		DODGE	
Dealer Address	500 FORD RD				
Dealer City	MINNEAPOLIS	***Dealer State***	MN	***Dealer Zip***	55426

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FENNVILLE MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is seeking information on the N62 recall. Agent advised the customer the recall repair can not be completed until on or after January 6th, 2014. Agent advised the customer the dealership would inspect the vehicle to see if the steering linkage needs to be replaced, and replace it if needed. Customer thanked the agent and disconnected.
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LU38C7	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	04/28/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/21/2004	***Mileage***	190,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SILVER SPRINGS NV[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	customer is seeking information about the H46 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking information about the N62 recall

Briefly summarize why the customer is contacting Chrysler: customers wife is contacting Chrysler seeking information about a steering linkage recall. Customer states that she has not been to the dealership for a diagnosis. Agent advised customer that she has 2 recall notices on her vehicle. The steering assembly and the left tie rod assembly. Customer was seeking additional information about the situation. Agent advised customer to go to the dealership to get a diagnosis. Agent asked customer if she wanted us to call over to the dealership for her, no additional assistance was required.
Briefly summarize what the customer is expecting: Customer was expecting additional information about the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	05/21/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/09/2004	***Mileage***	71,785	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BELVIDERE IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states they already had issue repaired for N62 recall
Briefly summarize what the customer is expecting: Customer was seeking reimbursement for repairs that they had done prior to the N62 recall being released. Agent advised the customer to follow the recall reimbursement policy as dictated in their recall notice to have their costs possibly reimbursed.
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Documents attached for review.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
****
Agent called customer at [redacted] to advised the work completed is not related to recall N62. Agent is unable to make contact with customer as their phone will not accept the call.
****
January 17,2014
[redacted]
BELVIDERE , IL-[redacted]
UNITED STATES
Reference [redacted]
Dear MR [redacted]
Thank you for your recent letter regarding your 2004 DODGE RAM 2500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-853-1403, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Debbie
Customer Assistance Representative
Next Agent****
If customer calls in (agent does not have voicemail) please advise of lines 12-20 above.
****

Disregard lines 22 - 39
****
January 17, 2014
[redacted]
BELVIDERE , IL-[redacted]
UNITED STATES
Reference [redacted]3
Dear MR [redacted]:
Thank you for your recent letter regarding your 2004 DODGE RAM 2500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-853-1403, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number, 4G[redacted], available when you
call.
Sincerely,
Debbie
Customer Assistance Representative
Letter sent 1/24/14.
Agent was trying to transfer customer to Debbie so agent provided other agent with Answer ID 23321.
Briefly summarize why the customer is contacting Chrysler: Customer called in for Debbie. Agent transferred customer to Debbie.
Briefly summarize what the customer is expecting:Customer is expecting to have call transferred.
CAC agent tried to transfer customer to agent and dropped the customer. Agent tried calling customer back, but her phone number does not accept calls from 800 numbers.
****
**********Next Agent**********
If customer does call back, please advise customer that the repairs completed on vehicle are not related to the recall. Customer had ball joints, ujoints and hub berrings replaced, not tie rods.
Customer called back in and was cold transferred to agent. Agent advised that the parts that were replaced are not part of the recall. Customer was upset but understood. Customer also states she called last year about a fuel pump repair. Agent advised there is no record of this and advised customer can send in her documents with a letter of explanation.

Customer Assistance Inquiry Record (CAIR)# *24381103*

VIN	3D7MX48A9	7G780478	***Open Date***	01/02/2014	***Built Date***	02/20/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/14/2007	***Mileage***	77,200	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43109	BATESVILLE CHRYSLER-DODGE-JEEP, IN		C		
Dealer Address	1320 STATE ROUTE 46 EAST					
Dealer City	BATESVILLE		***Dealer State***	IN	***Dealer Zip***	47006

Owner	LANE, JODI	***Contact Type***	TELEPHONE
Address	5617 W COUNTY ROAD 240 NW	***Home Phone***	(812) 663-6165
	GREENSBURG IN 47240-9354	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking information about the Recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the DLR had advised that they call CAC regarding Reimbursement for the Steering Linkage.
Briefly summarize what the customer is expecting: Customer seeking information.
Agent advised that the recall is for the Tie Rod Ends and would not cover the Steering Linkage. Agent advised that the DLR would need to inspect the vehicle to determine what the next step would be.
Closed CAIR. No Repair.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# *24381230*

VIN	3D7KS29C2	6G227437	***Open Date***	01/02/2014	***Built Date***	02/17/2006
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	05/31/2006	***Mileage***	94,300	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US

Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE			
Dealer Address	1888 MORSE RD				
Dealer City	COLUMBUS	***Dealer State***	OH	***Dealer Zip***	43229

Owner	DUNLAP, TRISTAN T	***Contact Type***	TELEPHONE
Address	7147 BROWN RD	***Home Phone***	(614) 395-8608
	OSTRANDER OH 43061-9313	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	left tie rod assembly
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he received the letter for the N62 recall but has already completed the repair and wanted to know if he can be reimbursed.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for repairs performed related to N62.
Agent advised customer of information to supply and address to send information and receipts to for review of reimbursement.

Customer Assistance Inquiry Record (CAIR)# *24381256*

VIN	3D7MX48C1	7G749243	***Open Date***	01/02/2014	***Built Date***	12/21/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	03/08/2007	***Mileage***	128,801	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	NELSON, DAVID K	***Contact Type***	LETTER
Address	PO BOX 70	***Home Phone***	(405) 834-8676
	CHOCTAW OK 73020-0070	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement for repairs previous to recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling in to state that they had repairs done on recall parts previous to the recall. Customer states they had gotten their tire rod fixed at an IRF. Customer states that they are looking to be reimbursed.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement. Agent advised customer of the reimbursement process. Customer understood. Customer will be mailing the documents either today or within the next couple days.
Reassigned to 86Y
Waiting for documents
Waiting for documents
Waiting for documents
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2007 DODGE RAM SLT 4X4 3500 QUAD CAB PICKUP. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass
POSTMARK DATE: 011514; DATE RECEIVED: 012214
Documents attached for review.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer has submitted documents for the N62 recall but all documents submitted are for steering components not related to the N62 recall.
Agent will call customer and inform of denial of the reimbursement
Agent contacted the customer @[redacted] @ 1:18 PM and left a voice message with all the necessary information required to return call
Customer returned call at 1:45 PM and left a voice message for a return call [redacted].
Agent contacted the customer @[redacted] @ 2:09 PM and explained the N62 recall and denied reimbursement
REIMBURSEMENT DECLINED

******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# *24381273*

VIN	3D7KS28L7	9G525083	***Open Date***	01/02/2014	***Built Date***	11/27/2008	
Model Year	2009	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	03/26/2009	***Mileage***	93,937	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	GOSS, DAVID M	***Contact Type***	LETTER
Address	3836 VISTA PARK	***Home Phone***	(231) 676-0438
	TRAVERSE CITY MI 49684-4420	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer seeking reimbursement for completed repairs.
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for completed repairs.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states earlier this year he had an issue with his tie rods and had both sides replaced at an IRF and paid out of pocket. Customer states he was at the DLR for service and maintenace work and was advised about the recall and to send in his paper work for reimbursement request.
Briefly summarize what the customer is expecting: address for reimbusement request for out of pocket recall repair.
Writer advised customer of recall N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM Answer ID 24054.
Writer provided address for reimbursement: If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Writer offered to contact DLR to get more information on what is recommended with completing the recall but customer declined.
Reassigned to lb546 for survey by pass.
POSTMARK DATE: 010714; DATE RECEIVED: 011314
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Documents attached for review.
RECALL - N49 - tie rods
****
Customer submitted request for reimbursement for recall tie rods.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: see below
Date of Repair:07/09/2013
Invoice #:37597
Labor $141.30
Parts $186.98
Misc. Charges $55.00
Tax $11.21 (6%)
Total $394.49
Writer is submitting check for approval in the amount of $394.49
Called customer at 11:40 (231.676.0438) customer could not hear agent.
Reassigning case to 82B. Please rescan dealer invoice as the information

can not be seen through the business card. Thank you.
1/24 Pulled documentation owner mailed in for review. Documentation from Bill Marsh Automotive Group is only the top of the invoice which is a copy. Owner had copied the invoice with the business card covering part of the information then cut the invoice and mailed in only the top.
Reassigned file back to BS711 for handling.
Called customer at 10:58 (231.676.0438) spoke to customer and advised that proof of payment is needed. Customer stated he paid by credit card and he can provide his credit card statement. Customer stated he would not be able to provide this information for a few weeks as he is out of town. Agent provided customer with CAC number and case number to call back to reopen his file once he can get the documents.
Reassigning case to JK671 for bypass.

Customer Assistance Inquiry Record (CAIR)# ***24381393***

VIN	3D7KS28A8	8G162533	***Open Date***	01/02/2014	***Built Date***	11/06/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/27/2009	***Mileage***	107,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41383	ORLANDO DODGE CHRYSLER JEEP			
Dealer Address	4101 WEST COLONIAL DRIVE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32808

Owner	CANANAN, BILL	***Contact Type***	TELEPHONE
Address	256 W HIGHLAND ST	***Home Phone***	
	ALTAMONTE SPRING FL 32714-2511	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement for recall repair
Corporate - CNA Change - Default - Default - Default	update customer information in COIN

Briefly summarize why the customer is contacting Chrysler:Customer called stating that he was recently out hunting and his vehicle had an issue with the right tie rod breaking along with the front shock and stabilizer and drag link was replaced. Customer stated he was looking into reimbursement for the repair. Agent provided him with the case number and advised him to put the case number and vin number on all the documents that he is sending in for consideration. Agent also provided him with the address to mail the original copies of his receipts to:
agent provided Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Briefly summarize what the customer is expecting:information on recently released recall on his truck that he recently had repaired at a AAA garage. Because he had his vehicle towed to a AAA garage and did not know about the recall till he returned home from his trip.

Customer Assistance Inquiry Record (CAIR)# *24381409*

VIN	3D7KS28AX	8G115035	***Open Date***	01/02/2014	***Built Date***	07/26/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/14/2007	***Mileage***	135,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67494	NORMAN CHRYSLER JEEP DODGE			
Dealer Address	481 NORTH INTERSTATE DRIVE				
Dealer City	NORMAN	***Dealer State***	OK	***Dealer Zip***	73069

Owner	ROBLIN, TJADEN K	***Contact Type***	TELEPHONE
Address	12900 TIMBER LN	***Home Phone***	(580) 320-2306
	ARDMORE OK 73401-5732	***Country***	UNITED STATES

Corporate - Reimbursement - Status Request - Default - Default	customer inquiring about reimbursment.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer had the tie rod repaired about a year ago when the tie rods broke. Customer states he wants to know if he can be compensated for the following repair the customer had completed being that the vehicle now has the N62 recall on the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed.
Agent Advised: Agent stated that the customer can send in the following documentation to be reviewed for possible reimbusment. Agent provided customer with the following information,Chrysler Recall Assistance Center P. O. Box 21-8007 Auburn Hills, MI 48321-8007. Agent stated that the customer should book an appointment as of and or after 01/10/2014 to have the vehicle looked at just to make sure everything is running in order with the tie rods.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT9	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	12/14/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	01/24/2011	***Mileage***	70,458	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BILLINGS MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer seeking reimbursement for recall

Briefly summarize why the customer is contacting Chrysler:Customer is calling because he states that his left tie rod end broke on 07/23/2013 and he had it repaired at an IRF. Customer states that he does not have any proper paperwork stating that the Left Tie Rod was fixed.
Briefly summarize what the customer is expecting:Customer is expecting to get reimbursed for the recall.
Agent advised customer to contact the IRF where he had the repair performed to get the documentation stating that he had the Left Tie Rod repaired and then he can send in for reimbursement at that time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D9	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	09/24/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/24/2003	***Mileage***	79,877	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68903	JACKSONVILLE CHRYSLER-DODGE, INC.			
Dealer Address	1600 W MORTON AVE				
Dealer City	JACKSONVILLE	***Dealer State***	IL	***Dealer Zip***	62650

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WHITE HALL IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about status of the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram to find out what he needed to do about the N62 recall.
Briefly summarize what the customer is expecting: Agent advised customer that the recall part will be available for order after 01/06/2014. Agent advised customer that he can speak with his local dealership at that point to get the recall repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0 B[redacted]	***Open Date***	01/02/2014	***Built Date***	03/17/2011		
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	06/01/2011	***Mileage***	8,660	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF	KLAMATH FALLS		
Dealer Address	2675 WASHBURN WAY				
Dealer City	KLAMATH FALLS	***Dealer State***	OR	***Dealer Zip***	97603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PRESCOTT VALLEY AZ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on N49 recall. Writer advised customer that will call back when have more information. Writer advised customer that would call more dealerships in customers area.
Customer preferred Phone No [redacted] .
Briefly summarize what the customer is expecting: Customer seeking an appointment with dealership in less then @ months.
correction line 7-
less then 2 months
Agent called DLR York Dodge Chrysler Jeep Ram (928) 445-4970. Agent spoke with Denae. Danae informed agent that she could book a diagnoses for Mr Blodgett as soon as Monday Jan 20/2014. Agent called customers preferred number. Agent left voice mail with DLR name and number. Agent left message stating time available. Agent advised customer to call DLR to confirm appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	02/09/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	04/26/2011	***Mileage***	10,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HELENA MT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer calling in about recall N49

Briefly summarize why the customer is contacting Chrysler: Customer stated he is calling about the recall N49 and how the dealer doesn t have the part and don t know when they will get part.
Briefly summarize what the customer is expecting: Customer seeking assistance in getting part.
Agent advised customer that agent can contact Lithia CDJR DC# 60170 Tel: 406-442-9994 and speak to the parts department but customer stated he is already on the waiting list.
Agent referred to the AC 24054 letter on the N49 Left Tie Rod recall and advised customer that the dealers should be able to service vehicles starting the week of January 6th but that is not a guarantee or promise but that is what the letter has stated.
Customer called to follow up on the case. Customer stated he spoke with the dealership today and was advised he is 15 on the list. Customer stated at 1/7 days it will take forever. Customer stated he pulls a trailer and needs this recall completed.
Agent called the dealer and spoke with parts to confirm the customer is on the list. Agent notice while discussing the procedure with parts that the process has changed and does require the inspection. Agent spoke with SM Horry who stated he was aware of the change in process but advised has no OR showing this customer has had the inspection.
Agent advised if his vehicle has not had the inspection to bring the vehicle over to his local Chrysler dealer to have the inspection completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	11/16/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	01/13/2006	***Mileage***	92,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	***Dealer State***	TX	***Dealer Zip***	78411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CORPUS CHRISTI TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement.
Corporate - CNA Change - Default - Default - Default	Updated email

Briefly summarize why the customer is contacting Chrysler: Customer states he has already replaced the ball joints on both sides of the vehicle. Customer would like reimbursement for these repairs. Agent provided the fax number and case number and advised customer to fax in the repair order and proof of payment.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
Reassign 86Y
Agent has reviewed file and the customer does not have any history of having the part replaced by a Mopar part as the recall is for a Mopar part. Please call the customer and deny any reimbursement unless more information is forth coming
Agent attempted to contact the customer at [redacted]. Agent left a message stating that there is an update and provided him the contact information and case number.
Next Agent
Please advised customer of lines 9-12
Agent advised customer of lines 9-12

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	01/02/2014	***Built Date***	07/12/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/03/2007	***Mileage***	165,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45112	HILL CHRYSLER DODGE JEEP, INC.			
Dealer Address	1114 SILVER LAKE DRIVE				
Dealer City	PORTAGE	***Dealer State***	WI	***Dealer Zip***	53901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMER WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent confirmed open recall

Briefly summarize why the customer is contacting Chrysler:customer called to find out if the steering linkage recall was serviced, agent advised yes in 2009 so the N62 recall needs to be fixed.
Briefly summarize what the customer is expecting:Customer thanked agent customer called and feels like she is having the recall go out on her vehicle again and would like to get it looked at.
Agent advised that agent will get the customer righ tover to the dlr and we will help the customer.
6185 S Saginaw St Grand Blanc, MI 48439 (888) 221-4417 agent got the customer over to the dlr for more help.
Customer called in stating her vehicle is at the dealership. Customer stated she is having problems with the recalls that are completed. Agent contacted the service department who stated the vehicle is currently being looked at and as of right now the problems with the vehicle have nothing to do with the recalls. SA stated the aftermarket equipment on the vehicle will cause things to have play in them. SA stated they are still looking for the cause of what is wrong. Customer stated she was going to call the DLR to see what the aftermarket parts are.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/05/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/19/2006	***Mileage***	167,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMER WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer confirmed open recall

Briefly summarize why the customer is contacting Chrysler:Customer called to find out if Steering linkage recall had been fixed on vehicle. AGetn confirmed yes in 2010 and confirmed open N62 recall.
Briefly summarize what the customer is expecting:Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/12/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/21/2007	***Mileage***	300,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67688	PETERS CHRYSLER-JEEP			
Dealer Address	4181 N US HIGHWAY 259				
Dealer City	LONGVIEW	***Dealer State***	TX	***Dealer Zip***	75605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AZLE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer had previously repaired Recall 62
Corporate - CNA Change - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer requesting confirmation that Chrysler would reimburse for Recall work previously paid for.
Briefly summarize what the customer is expecting: Customer expecting confirmation that payment would be issued.
Customer concerned that reimbursement be made for Recall N62 that he had paid for.
Writer stated the protocol (Answer ID 17420) to follow for reimbursement.
Writer reinforced that CAIR number was to be included in correspondence, and that all paperwork be originals.
Writer stated that Customer should keep photocopies of all correspondence.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D5	8G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/21/2008	
Model Year	2008	***Body***	DH6H81	DODGE RAM 1500 MEGA CAB 4X4			
In Service Dt	12/02/2008	***Mileage***	146,050	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67370	PLATTE VALLEY AUTO MART INC			
Dealer Address	4TH AND JEFFERSON				
Dealer City	LEXINGTON	***Dealer State***	NE	***Dealer Zip***	68850

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OVERTON NE [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	updated phone number and email address
Recall - N49: LEFT TIE ROD - Information Request	wanted reimbursement as he already completed the recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-01-02 @ 18:13
Briefly summarize why the customer is contacting Chrysler: Customer called because he got the recall completed by IRF ATS before receiving the notification letter for the N49 recall. The customer was calling in for reimbursement. Writer followed answer connect ID: 19074 and gave the customer the CAIR number. Customer is going to scan and attach his original repair order and proof of payment.
Briefly summarize what the customer is expecting: Customer is expecting to be contacted by the reimbursement team. Reassigned to 86Y
Writer will contact customer on 1/9/14 if documents have not been received.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2008 Ram 1500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.
POSTMARK DATE: 041714; DATE RECEIVED: 041714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6 7[redacted]	***Open Date***	01/02/2014	***Built Date***	12/11/2006		
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	05/31/2007	***Mileage***	120,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MAMMOTH LAKES CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added an email address
Corporate - Reimbursement - Default - Default - Default	customer is seeking a reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Survey By-Pass - No Response - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-02 @ 18:10
Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the LEFT OUTER TIE ROD ASSEMBLY recall. Customer states that when the vehicle had just over 100,000 miles on it the front end went out. Customer states that he brought the vehicle to an IRF for the tie rods, shocks, and ball joints. Customer states that he just received the recall notice.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent sent customer an email documentation link so that customer could send us the invoice and receipt. Agent advised customer that once we receive the documents than we could further look into a reimbursement.
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted] Left Message.
Agent advised that the Case will close in 2 days if the Documents are not received but will re-open when the Documents have been received.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-22 @ 17:47
Customer called stating he has not recieved the email yet, agent confirmed email and sent new link as email was incorrect.
***** Customer Document Received *****
Customer Contact: [redacted]. Left Message.
Next Agent Recall applies to Mopar Replacement Parts Failure not Factory Parts Failure.
Please advise that the Recall applies to vehicles that have had a Mopar Upgrade Steering Linkage installed on a Previous Service Appointment and then needed to have the Tie Rod Ends Repaired. Please advise that if the

Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
*****
If the Customer states that they had a Mopar Steering Linkage installed in the vehicle Before the Repair Please advise that the Customer needs to send in that Documentation as well.
*****
If the Customer is unsure or does not have the Documentation then advise the Customer that we will not be able to reimburse for the repair at this time.
Please Document Customer s Response to the Recall issue below.
Customer Contact: [redacted]. Left Message.
Agent reviewed the Documents that were sent in. Agent Found that the parts used in the Invoice were OEM (Factory Style) Replacement/Upgrades.
The N62 Recall applies only to Certain MOPAR Steering Linkage Upgrade Kits and does not apply to Factory replacements or Factory Style (Steering Linkage) Upgrades.
Chrysler will not be able to reimburse for the repairs at this time.
Please See Answer ID 24057
Customer contacting Chrysler to see if they were approved for reimbursement. Agent advised customer of lines 27-50. Customer upset and wants Chrysler to pay him back for the repairs. Agent advised customer that we would need documentation stating that he had the Mopar Steering Linkage Upgrade Kit installed. Customer said that was back in 2009 and he does not have the documentation. Agent advised customer of lines 39-41 again. Customer requesting Supervisor callback. WL148, please reassign case to TL. Customer wishes to be called back at [redacted]
Reassigned to JK671 as per previous notes.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: 000-000-0000
Reason for request: Customer is not happy with decision to decline reimbursement.
CAIR assigned to: (jk671)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Bill, please call customer and explain decline. If customer still wishes superviosr assign back to me for request.
Called Customer unable to reach. Writer did not leave a message as he will follow up witht the Customer directly.
Customer Contact: [redacted]. Called Customer unable to reach. Writer did not leave a message as he will try and follow up witht the Customer directly.
Customer Contact: [redacted] Called Customer unable to reach.
Closed CAIR unable to Reach.
Reassigned to JK671 for By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C7	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	10/21/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/05/2003	***Mileage***	165,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LA SELVA BEACH CA 9[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information regarding recall repairs.

Briefly summarize why the customer is contacting Chrysler. [redacted] calling about his 2003 Ram 250. He received a letter in the mail in regards to the recall for the tie rods.
Briefly summarize what the customer is expecting. Customer had ball joint repairs completed and wants to know if they would have checked the recall concerns at the same time. Customer call was disconnected, called him back. Advised customer the recall calls for an inspection before repairs are completed. Advised him to have the vehicle inspected to see if the repairs have already been completed. Advised if he already had the repairs completed, he could submit at that time for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C7	6G[redacted]	***Open Date***	01/02/2014	***Built Date***	12/07/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/29/2006	***Mileage***	174,872	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45305	LITHIA DODGE OF FRESNO			
Dealer Address	6162 N BLACKSTONE AVE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93710

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALCOVA WY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	left tie rod assembly
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated she has previously replaced the parts on recall for N62 and wanted to know if she could be reimbursed.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information for N62.
Agent advised customer of the address and required information to submit for review of reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	04/23/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/26/2007	***Mileage***	127,048	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PEARLAND TX [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN update
Product - Engine - Unknown - Other - Default	Engine tune up inquiry
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called regarding the N62 recall. Customer states that he recently moved and does not want to drive an hour and a half to go back to the selling dealer.
Agent advised customer that any Ram dealership will be able to complete the recall.
Agent advised customer of the dealerships in his area. Customer requested the information to be emailed.
Agent contacted Val at BAYSHORE CHRYSLER JEEP DODGE. Val said that customer can schedule an appointment after January 6th, 2014.
Briefly summarize what the customer is expecting: Customer is expecting the recall to be completed.
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
Here is the contact information requested in our recent phone call;
Bayshore Chrysler Jeep Dodge
5225 I 10 East
Baytown, TX 77521
(281) 421-6000
Ron Carter Chrysler Jeep Dodge
3005 Fm 528 Rd
Alvin, TX 77511
(281) 331-8111
Allen Samuels Dodge Chrysler Jeep Visit dealer
1515 South Loop West
Houston, TX 77054
(713) 343-8000
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your giving me the opportunity to assist.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C9	3G[redacted]	***Open Date***	01/02/2014	***Built Date***	08/10/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	10/19/2002	***Mileage***	218,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44148	GO DODGE SOUTHWEST			
Dealer Address	7980 W TUFTS AVE				
Dealer City	LITTLETON	***Dealer State***	CO	***Dealer Zip***	80123

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LITTLETON CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking assistance through the recall.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Writer advised customer of incomplete recall.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he received a recall notice for recall N62. Customer states the vehicle was in an accident and was written off as totaled. Briefly summarize what the customer is expecting: Customer is expecting to find out if there is anything Dodge will do as there was a recall on the vehicle. Writer advised customer of the second open recall for the steering linkage H46. Writer advised that both recall N62 and H46 were not completed. Writer advised customer that as the insurance company has written off the vehicle they now hold all rights to the vehicle. Writer advised customer contact his insurance company for further information as they can contact Dodge through a process called subrogation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28CX	4G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/29/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/25/2004	***Mileage***	125,547	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68909	JOHN MECHAM DODGE-CHRYSLER-JEEP			
Dealer Address	2700 RASMUSSEN ROAD				
Dealer City	PARK CITY	***Dealer State***	UT	***Dealer Zip***	84098

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRINGVILLE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for prior work completed.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer outlines they have previously had recall N62 conducted through an IRF and is seeking reimbursement.
Briefly summarize what the customer is expecting:
Customer was advised of recall E17. Customer was advised of process to send in documentation for review. Customer confirmed address and necessary documentation that will be required. Customer will submit documentation shortly and appreciated information.
Reassigned 86Y - Waiting on documentation.
Waiting for documentation.
Waiting for documentation.
Customer Contact: [redacted]. Agent advised that the Documents have not been received.
Agent advised that the Recall applies to vehicles that had an upgrade completed before the repair. Customer states that he had not had the upgrade until the vehicle was brought in for the Repair.
Agent advised that the Recall does not apply to the vehicle. Agent advised the Customer to bring the vehicle to a DLR to have the Recall Inspection completed and to have the Tie Rod Ends Replaced if the vehicle has a Mopar Steering Linkage installed.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A4	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	02/07/2007	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	03/14/2007	***Mileage***	63,594	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPARKS NV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called for more information about the N62 recall. Customer states that he does not know if he had the a Mopar service part steering linkage replaced.
Agent advised customer that the dealerships are scheudling appointments after January 6th, 2014 and that they would be able to inspect the vehicle to determine if the part was ever replaced.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	7G[redacted]	***Open Date***	01/02/2014	***Built Date***	07/10/2006
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	02/07/2007	***Mileage***	100,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	44304	JOHNSON AUTO PLAZA INC			
Dealer Address	12410 EAST 136TH AVENUE				
Dealer City	BRIGHTON	***Dealer State***	CO	***Dealer Zip***	80601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIVERTON WY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	left outer tie rod assembly
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated she has previously repaired vehicle for recall N62 and wanted to know if she can be reimbursed.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information regarding recall N62.
Agent advised customer of address and information required so that she may submit for review of reimbursement for the N62 recall.
Customer called back.
Customer was requesting the address to submit for reimbursement that she was previously advised by a previous agent.
Agent provided back the same information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	6J[redacted]	***Open Date***	01/02/2014	***Built Date***	12/03/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/07/2006	***Mileage***	119,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE			
Dealer Address	316 116TH AVENUE N E				
Dealer City	BELLEVUE	***Dealer State***	WA	***Dealer Zip***	98004

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MONROE WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for prior work conducted.
Product - Steering - Linkage - Defective - Default	replace tie rods, damper and pitman arm

Briefly summarize why the customer is contacting Chrysler:
Customer outlines their Husband was driving on the freeway earlier this year when he lost control of the vehicle due to the tierod failure. Customer was advised by CAC if a recall does take place due to this condition they may submit for reimbursement. Customer is now seeking reimbursement under recall N62.
Briefly summarize what the customer is expecting:
Customer states there are some concerns with their documentation they wished to go over. Customer states the Mastercard invoice is worn so they had to write in most of the total amount paid. Customer wished to verify if this may cause difficulties. Agent reviewed that we commonly will require a legible proof of payment. Advised Customer they may wish to seek a duplicate copy through the company that conducted the repairs. Agent advised if the information submitted was insufficient, an Agent would be in contact with Customer to review the matter further. Customer additionally wanted it noted they will be moving in February and wanted to verify what might happen if their reimbursement is not processed by then. Agent recommended Customer recontact our offices if possible to update their address. Agent also mentioned once request has been processed, we would call to confirm the information regardless. Customer appreciated information, will submit documents shortly.
Reassigned 86Y - Waiting on documentation.
Waiting for documentation
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Agent has researched the file and found that when the H46 was repaired it was an inspection only and no parts were replaced. Customers file shows no indication of having Mopar parts installed on the vehicle prior to having the current repair completed.
**********GOODWILL DENIED**********
When time permits agent will call and inform customer of decision
Agent contacted the customer @[redacted]@ 12:05 PM and informed customer of the decision to deny any reimbursement for the N62 recall. Agent pointed out that the recall was for Mopar replacement parts and not for the original equipment parts that customer had replaced on invoice

number [redacted]. Customer was somewhat disappointed and will possibly pen a letter to complain and seek cost assistance. Agent suggested that the customer take his vehicle to a CJD dealer for inspection on the N62 recall
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Briefly summarize why the customer is contacting Chrysler: Customer Marie states her husband was in an accident and the entire steering linkage had to be replaced.
Briefly summarize what the customer is expecting: Customer seeks to understand reimbursement denial.
Agent advised customer the H46 recall was an inspection only and was verified that the vehicle did not have parts added onto the vehicle.
Agent advised if the vehicle would have had parts added to the steering linkage then those parts would have been recalled, however there where no recalled components added onto her vehicle.
Agent advised that the customer still take the vehicle into the dealership to have the N62 inspection done.
Customer was satisfied with the explanation.
Customer wishes to documents her concern with the vehicles steering components causing a huge accident that caused a lot of grief for other drivers.
Agent advised Chrysler reviews all files internally and her concerns have been documented.
POSTMARK DATE: 021914; DATE RECEIVED: 021914
Documents attached for review
2/26/14
[redacted]
Monroe, W[redacted]
[redacted]7
Dear Mr. [redacted]
We have received your letter and fully appreciate the concerns you have raised regarding your 2006 DODGE RAM 2500. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Tina
Chrysler Customer Care
Letter sent 3/4/14. _

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	BG[redacted]	***Open Date***	01/02/2014	***Built Date***	06/08/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/14/2011	***Mileage***	103,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP		INC	
Dealer Address	1035 NORTH CHURCH ST EXT				
Dealer City	SPARTANBURG		***Dealer State***	SC	***Dealer Zip*** 29303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHESNEE SC [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer inquiring about the N49 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have the N49 recall on their vehicle and are wondering when they can go into a dealership and get the recall completed because they can hear their ball joint start to make a popping noise. They stated that they went into a dealership and they had informed the customer not to call back until the 16th. Agent advised the customer as per Answer ID 24054 that the customer s should start calling in on January 6th, 2014 to schedule an appointment. Customer understood and stated that they will call their dealership right on the 6th.
Briefly summarize what the customer is expecting: Customer is expecting to get the N49 recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	6J[redacted]	***Open Date***	01/02/2014	***Built Date***	12/21/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/31/2006	***Mileage***	86,443	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43064	WINDWARD DODGE-CHRY-PLYM-JEEP			
Dealer Address	46-177 KAHUHIPA ST				
Dealer City	KANEOHE	***Dealer State***	HI	***Dealer Zip***	96744

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MAUNALOA HI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Looking to complete recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for assistance completing a recall.
Briefly summarize what the customer is expecting: Customer is expecting to complete recall N62. Agent advised the customer that there were no authorized repair facility on the island the vehicle is located. Vehicle is located on Moloka I. Customer stated they are looking for cost assistance to have the vehicle transported for the recall. Agent was advised by PG725 to escalate the case to 88F for further assistance. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: I[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
I am your case manager - Suzie (operator ID-SM1203) who will be assisting you in resolving your concerns.
My contact information is as[redacted]
[redacted]
Callback number - 1-800-763-8422
Extension 66093
Hours of availability - 7a-3:30p MST - Monday-Friday
I will contact you within one (1) business day to discuss the concern and see what Ram Customer Care can do to resolve your issue.
Thank you for being part of Ram.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
One (1) vehicle - used
Purchased in 2011 with 87000+ miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed - [redacted]

CM left message for customer to confirm island where the vehicle is located so customer can be directed to correct location to have recall completed and provided callback number, case number, extension 66093 with another call to be placed on Monday Jan. 6th 2014.
CM received call from customer to discuss the recall that needs to be completed and where the vehicle can be taken. Customer alleges that transporting the vehicle will cost about $1,000 to send to the closest island and they do not want to cover this cost so expectations are to help cover these charges. CM advised customer that recall will be completed at no charge if taken to certified CDJR dealer but no transportation charges will be reimbursed and also CM will follow up on Friday Jan. 10th 2014 to verify where the vehicle will be sent.
Customer was provided information on dealers located in HI so she can make decision on where the vehicle should be taken since she is not on the same island as the vehicle.
Begin Customer Message reviewed:
Hi Suzie,
I just called Jim Falk Motors and was told by a lady named [redacted] that they don t do Dodge trucks. Please confirm. Their phone no. is (866) 308-9512.
Thanks,
L[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Good Day -
Please contact Jim Falk back and speak with Daniel in Service Dept.
Sorry.
End of Status Update
Begin Customer Message reviewed:
Suzie,
Would you cover the cost of labor and materials if we hire a certified mechanic to fly to that island to replace the tie rod? If that would be covered, do you have a list of certified mechanics that we can contact?
Thanks,
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
good Day -
Thank you for your efforts in having the recall completed. I would not have a list of certified mechanics to supply but you can order the parts for the recall from one of our dealerships.
End of Status Update
Begin Customer Message reviewed:
Would the labor be covered?
End of Reviewed Customer message
2nd call was made to contact customer[redacted]
CM spoke with customer to discuss what needs to be done for having the recall completed on this vehicle. Customer alleges that the company is investigating the idea of flying a mechanic over to the vehicle and would like to see if any of his plane ticket will be covered. CM advised that more research needs to be completed but an answer will be available by Tuesday Jan. 14th 2014. CM also explained to customer that the recall N62 starts with inspection and then, if it is needed the parts for steering linkage would need to be replaced and purchased from certified CDJR dealership. Another call will be placed Tuesday Jan. 14th 2014 with the decision.
Agent attempted to contact dealer 43064 Service Manager (SM) Jerry, however,
SM not available. Left message for a return call at extension 66093, last 8 digits of VIN, callback number, case number and reason for the call - need labor ops charge for completing recall.
Begin Customer Message reviewed:
Hi Suzie,
Were you able to get the labor cost from Chrysler? Please call me and let me know.
Thanks,
[redacted]
End of Reviewed Customer message

CM called customer at [redacted] to discuss the concern with recall inspection. Customer alleges that the plane ticket will be $144 round trip and then, $90 for inspection on the front area of the vehicle so inspection would need to be completed. CM advised customer that CAC would not be able to cover plane ticket at this time and advised that parts can be obtained from the dealership and labor will be covered once documents are received. Customer inquired what she should do now. CM instructed customer to have inspection completed but the case will be closed today until diagnosis information is provided and also the parts are not available so to contact dealer once inspection has been completed so they can be ordered.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	09/25/2007
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	02/01/2008	***Mileage***	90,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	26201	RANDALL NOE CHRYSLER DODGE INC			
Dealer Address	1608 WEST MOORE				
Dealer City	TERRELL	***Dealer State***	TX	***Dealer Zip***	75160

Owner	[redacted]L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CANTON TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Whole assembly on the recall broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted stating the whole tie rod assembly broke on the vehicle. Customer stated when she spoke to the dlr they advised her that Chrysler would be covering the cost of the towing.
Briefly summarize what the customer is expecting: Custstomer seeking recall information, and towing cost.
Agent advised the customer that the recall does apply to this vehicle, and stated if there are any other damages done to the vehicle because of the recall that will as well be worked on at the dealership. agent advied the customer that there is no towing on the warranty but if the customer would like to send in the invoice for a reimbursement it will be a case to case review(as per AC ID 18806). Customer stated she does not believe that they should have to pay for towing cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRHL9	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	11/30/2012	
Model Year	2012	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	03/25/2013	***Mileage***	7,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68680	PHILLIPS CHRYSLER JEEP INC			
Dealer Address	3440 S PINE STREET				
Dealer City	OCALA	***Dealer State***	FL	***Dealer Zip***	34471

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DUNNELLON FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because she is trying to get the left tie rod recall completed but when she had called the dealership they had told her that she has to bring the vehicle in for an inspection and then bring the vehicle in again to have the recall completed. Customer stated that this is no where on the recall letter and she does not want to drive the vehicle to the dealership twice on tie rods that need to be replaced.
Briefly summarize what the customer is expecting: Agent called dealer 68680 and spoke to SA Jim. SA Jim stated that the recall does not involve an inspection, the customer just comes in and have the recall completed. SA Jim stated that he is going to call the customer an inform her of the proper procedure and make the appointment for the recall. Agent relayed information to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28D0	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	05/14/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	07/10/2008	***Mileage***	169,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FORT WORTH TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking recall repair information

Briefly summarize why the customer is contacting Chrysler: Customer states he is aware there is a recall on the vehicle. Customer states he already had a recall for the tie rod and wondered whether this is relevant or whether this is old news.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer we do see the previous recall for the tie rod
Agent advised customer this is a new recall for the left tie rod
Agent advised customer we are waiting on a status update on parts availability for the recall as of Jan 6th, 2014
Agent advised customer to either contact us back after the 6th, or get in contact with the dealer directly as to how to move forward
Customer understood and thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1 7[redacted]	***Open Date***	01/03/2014	***Built Date***	08/02/2006		
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/31/2007	***Mileage***	111,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42977	WILDE CHRYSLER JEEP DODGE			
Dealer Address	1627 EAST MORELAND BLVD				
Dealer City	WAUKESHA	***Dealer State***	WI	***Dealer Zip***	53186

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WATERTOWN WI [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added email address
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-03 @ 09:21
Briefly summarize why the customer is contacting Chrysler:
Customer called to discuss that he has already paid for the Mopar kit to have the left outer tie rod assembly. He purchased the Mopar parts at Long Johns (IRF) and he put the parts on himself. Customer stated he purchased the whole upgrade kit (front end) and also did an alignment as well.
Agent sent in document link for customer to scan in the documents for the $300.00 he paid for the kit.
Briefly summarize what the customer is expecting:
Reimbursement.
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found customer submitted documents showing that he purchased Mopar steering linkage kit and installed it himself and also had an alignment performed at an IRF.
Agent found customer had the H46 recall completed and no parts replaced at that time.
Ben called CAC hoping to get a status update on his reimbursement request. Writer advised customer of the response by GG467 on lines 14-18 and that the recall is only on the parts 'replaced' which his were not, so the reimbursement would not apply. Customer very confused and wants to speak to GG467. Writer advised that he is probably busy and will be in touch when he has time.
Agent called customer and advised him that he does not qualify for reimbursement and that the parts that were installed on his vehicle may need to be replaced due to the N62 recall. Customer understood and states he will contact a dealer to have the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C3	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	03/11/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	05/06/2004	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68502	PIEDMONT CHRY-DODGE-JEEP			
Dealer Address	4015 CLEMSON BLVD				
Dealer City	ANDERSON	***Dealer State***	SC	***Dealer Zip***	29621

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IVA SC [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised recall was on the vehicle
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on the recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know about the recall N62 on their vehicle. Writer advised that the tie rods would be replaced and that the recall would not be able to be completed until 01/06/2014. Writer advised customer of recall H46 and stated that the recall could be completed. Writer offered to transfer customer to the DLR customer accepted. Writer was unable t contact the service department and provided customer the phone numbe[redacted].
Briefly summarize what the customer is expecting: Customer wanted to have recall completed.
Customer calls seeking recall information. Advised the customer of incomplete recall H46, N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Reassigned for survey bypass no diagnosis recall concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7 5[redacted]	***Open Date***	01/03/2014	***Built Date***	07/29/2004		
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/31/2004	***Mileage***	121,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44303	WYATT ARP CHRY-DODGE INC			
Dealer Address	1550 W KINGSBURY				
Dealer City	SEGUIN	***Dealer State***	TX	***Dealer Zip***	78155

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ROCKPORT TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	added primary telephone number

Briefly summarize why the customer is contacting Chrysler:
Customer s friend [redacted] called to state that [redacted] (owner of his company) already paid to have the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Agent provided the reimbursement address as per AC doc #17420. [redacted] that the suspension was also replaced along with the left outer tie rod assembly.
Briefly summarize what the customer is expecting:
Recall reimbursement address.
POSTMARK DATE: 010314; DATE RECEIVED: 011014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C7	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	06/13/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/31/2006	***Mileage***	48,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43299	WHITE BEAR DODGE INC			
Dealer Address	3430 HIGHWAY 61 NORTH				
Dealer City	WHITE BEAR LAKE	***Dealer State***	MN	***Dealer Zip***	55110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WOODVILLE WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking if need to get recall complete.

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice. Customer states he had the inspection for the steering linkage recall back in 2009. Customer states they stated the vehicle was fine and didn t need the part replaced. Customer states when he received this recall notice he contacted the dealership. Customer states the dealership stated not getting part until January 6 or later.
Briefly summarize what the customer is expecting: Customer seeking what the recall is for. Customer seeking if he would need to get it complete. Agent advised customer he would need to take the vehicle in to the dealership to get inspected and replaced if required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39AX	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	06/27/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	12/04/2007	***Mileage***	87,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26247	WILLIAMSBURG DODGE			
Dealer Address	7101 RICHMOND ROAD				
Dealer City	WILLIAMSBURG	***Dealer State***	VA	***Dealer Zip***	23188

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WATERFORD MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer has already had recall done

Briefly summarize why the customer is contacting Chrysler: Customer called regarding recall N62 as had his whole front end done by IRF.
Briefly summarize what the customer is expecting: Customer looking for reimbursement for N62 recall.
Agent: Gave address Chrysler Recall Assistance Center, P. O. Box 21-8007,Auburn Hills, MI 48321-8007 answer connect #17420 to forward original documentation of repair order and proof of payment.
Customer called because he had lost the mailing address to send in his recall information. Agent read lines 5-6. Agent provided customer with the case number. Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A6	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	02/14/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/16/2008	***Mileage***	44,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DAKOTA CITY NE[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer calling in regarding recall N49

Briefly summarize why the customer is contacting Chrysler: customer called stating he got a recall for the N49 tie rod end and he called the dlr as per letter states make appointment for after Jan 6th so customer called today to rebook since they are to get a snow storm and the SA informed customer that parts are not even available
Briefly summarize what the customer is expecting: customer seeking to notify RAM
Agent advised: Agent informed that there are 3 tie rod recalls out on certain vehicles and customer is effected by one of those agent stated will call the dlr and customer stated he is just on a waiting list and they are to call him when the parts come in . Customer does have another vehicle to drive so not that big of a deal and he will just wait.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	AG[redacted]	***Open Date***	01/03/2014	***Built Date***	01/13/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	06/16/2010	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68562	CECIL ATKISSION MOTORS INC			
Dealer Address	2630 E MAIN				
Dealer City	UVALDE	***Dealer State***	TX	***Dealer Zip***	78801

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	UVALDE TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer is seeking reimbursement for the N49 recall.
Corporate - E-Reimbursement - Default - Default - Default	Customer is seeking reimbursement.
Corporate - Survey By-Pass - No Response - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-03 @ 10:02
What has the customer requested? The customer has requested reimbursement for a repair that was done approximately one month ago on the tire rod part that is for the recall.
If this is a Recall or Extended Warranty, enter the campaign number. N49
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair. 150000
Enter the Date when the repairs were completed. N/A
What is the total cost of the Parts to be reimbursed? N/A
What is the total cost of the Labor to be reimbursed? N/A
What is the total tax to be reimbursed? N/A
What is the total amount being reimbursed? N/A
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to state that they think that a recall is on their vehicle.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for a repair that was done approximately one month previous. Customer states they were not aware that their vehicle had the recall, but had to repair the part because it broke. Agent confirmed that the vehicle did have the recall and offered the option for e-reimbursement and mailing the request. The customer chose the document request link process. Customer states they aren t sure of the repair details as they have to go to their independent mechanic to get the documents that are being requested. Agent provided the customer with the document request link; the link was received by the customer. Reassign CAIR to 86Y.
Writer will contact customer on 1/10/14 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]

We are waiting on your documentation concerning repairs made to your 2010 Ram 3500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	02/17/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/19/2005	***Mileage***	124,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	58625	MONROE DODGE-CHRYS INC			
Dealer Address	15160 S MONROE ST				
Dealer City	MONROE	***Dealer State***	MI	***Dealer Zip***	48161

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NEWPORT MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Advised customer of reimbursement process.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT OUTER TIE ROD ASSEMBLY

-
Briefly summarize why the customer is contacting Chrysler: Customer called in stating they received a recall N62 notification letter in the mail. Customer states they have had issue repaired several times previously.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer of the reimbursement address located on the notification letter. Agent advised customer that the proof of payment we are looking for is if they paid with a debit card to submit a copy of the debit receipt. Agent advised customer they would only be reimbursed the allotted amount given from Chrysler.
Agent advised customer that they may be requested to have a diagnosis performed at a CDRJ dealership to determine the repair was completed within the criteria of the recall.
Reassigned to 86Y.
-
Writer will contact customer on 1/10/14 if documents have not been received.
Writer checked and documents have not been attached.
Writer noted in Warranty Claim #058267 for the H46 recall no parts were replaced.
Writer contacted customer at [redacted] Left message.
Writer checked and documents are in queue waiting to be attached.
POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s address and name match the HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: THOMAS J OMLER
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 597.75
Reviewed previous files: yes
Customer reviewed submitted documents.

This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Customer submitted invoice showing one repair was performed therefore it is possible that the parts that were installed for this repair are the parts being recall.
We will not provide reimbursement on a repair to the original manufacturers parts. Unless customer can provide another repair invoice showing there were 2 separate repairs reimbursement will be denied.
Writer contacted customer at [redacted]. Left message with contact information.
Customer returned call. Writer informed customer of lines 36-44. Writer informed customer that he should have the vehicle inspected by dealer to see if the parts that were installed on his vehicle are the recalled Mopar replacement parts.
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WDTCL4	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	01/23/2012	
Model Year	2012	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	03/16/2012	***Mileage***	51,690	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GOTHENBURG NE [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	requesting information on recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his dealership does not have the parts for recall N49 and would like to know when the parts will become available.
Briefly summarize what the customer is expecting: Customer wants to know when the parts will become available.
Agent advised the customer he will receive a second letter in the mail when parts become available. Agent advised the customer when he receives the second letter he can schedule an appointment with the dealership.
Agent also advised the customer she would send his file up to backordered parts as well so he would be notified as soon as possible when the recall can be completed.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
ML1224 - N49 is not included in the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	02/07/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/16/2007	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45411	ASHLAND CHRYSLER			
Dealer Address	RR 3				
Dealer City	ASHLAND	***Dealer State***	WI	***Dealer Zip***	54806

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IRONWOOD MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting information on completing recall

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice for the tie rod on his vehicle. customer states the closest dealership is approximately an hour away. Customer would like to know if he can take the vehicle to his local mechanic to have the vehicle inspected. Writer advised customer that he can take it to an IRF for repair however knowingly not having the recall completed at a Chrysler dealership we will not be responsible for any of the costs incurred. Writer advised customer that it is recommended that he take his vehicle to a Ram dealership to ensure proper repairs are done to complete recall. Customer would like to know if we would be willing to pay for his time/mileage to get to the dealership. Writer advised customer that unfortunately that cost is customer responsibility.
Briefly summarize what the customer is expecting: Information on where recall can be performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2860	3G[redacted]	***Open Date***	01/03/2014	***Built Date***	07/22/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/22/2003	***Mileage***	120,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60344	BLAISE ALEXANDER CHRYSLER JEEP,		INC.	
Dealer Address	1080 E COLLEGE AVE				
Dealer City	STATE COLLEGE	***Dealer State***	PA	***Dealer Zip***	16801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRING MILLS PA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-03 @ 10:19
Briefly summarize why the customer is contacting Chrysler: Customer called because he had the tie rods replaced in his vehicle about two months ago at an IRF. Customer stated that he would like to be reimbursed for the tie rods
Briefly summarize what the customer is expecting: Agent advised customer that he needs to send in the repair order and the proof of purchase. Agent advised customer that because the repair was done at anh IRF Chrysler will not reimbursed for the labor. Customer understood. Agent advised customer that he does have the H46 Steering linkage recall on his vehicle. Agent offered to contact the dealership to have an appointment made. Customer declined stating that he will call on his own time.
Reassign to 86Y
Status update provided via email to the following email address:
[redacted],
We are waiting on your documentation concerning repairs made to your 2003 DODGE RAM. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can contact 1-800-227-0757.
End of Status Update
No response from customer.
Reassign to JK671 for survey bypass.
No documents provided.
by pass added.
***No further action required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26C7	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	01/21/2004	
Model Year	2004	***Body***	DR7L62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	02/09/2004	***Mileage***	103,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	***Dealer State***	AR	***Dealer Zip***	72908

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESTER AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	OUT-OF-PARK ALARM SYSTEM
Corporate - CNA Change - Default - Default - Default	Updated address and numbers
Corporate - Survey By-Pass - No Repair - Default - Default	recall unavailable until January 6 2014

Briefly summarize why the customer is contacting Chrysler: Teri states they have received a recall N62
Briefly summarize what the customer is expecting:N62 LEFT OUTER TIE ROD ASSEMBLY
Agent advised Teri to have the vehicle inspected after 01-06-2014 as per the recall letter, and if no repair needed then follow the instructions provided with the recall letter to send in for reimbursement.
Agent advised Teri of another open recall on the vehicle: E17 OUT-OF-PARK ALARM SYSTEM
Reassigned to JT962, for Survey Bypass No Repair (due to recall not available until January 6)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A6	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	08/30/2007	
Model Year	2008	***Body***	DC8L64	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	10/31/2007	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	44250	DOUG GRAY CHRYSLER DODGE JEEP INC			
Dealer Address	1421 WEST THIRD ST				
Dealer City	ELK CITY	***Dealer State***	OK	***Dealer Zip***	73644

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAYRE OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer would like to know more information on the recall notice that he received for the N62. Customer would like to know if he has other incomplete recalls for this issue as well. Writer advised customer that he the only incomplete recall is the N62, but he has two previously completed recalls that are related. Writer advised customer that both of the tie rods on his vehicle will need to be replaced. Customer understood.
-
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU46C6	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	08/11/2003	
Model Year	2004	***Body***	DR8H62	DODGE RAM 3500 REG. CAB PICKUP			
In Service Dt	04/24/2004	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLORADO SPGS CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer called seeking updated information on the N62 recall. Customer also seeking the location and phone number of the closest dealership.
Briefly summarize what the customer is expecting: Agent updated the customer on information regarding the N62. Agent offered to warm transfer customer to (38356) Perkins Motor Company, inc. Customer declined. Agent provided information related to (38356) Perkins Motor Company, inc. (Phone number, address.)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C0	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	07/13/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	11/20/2006	***Mileage***	20,093	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	***Dealer State***	TX	***Dealer Zip***	79605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SULPHUR OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling because there are not parts available for recall N62. Customer states his dealership will not have parts until April and he is taking a trip in a couple days and would like to know if he brings his vehicle to an IRF to have the recall completed if he would be reimbursed after. Customer would like to know if he bought that part and brought it to a Chrysler dealership of they would put the part on for free.
Briefly summarize what the customer is expecting: Customer would like to know if he will be reimbursed and if he buys the part for his vehicle if he can be reimbursed.
Agent advised the customer if he were to go to an IRF they would be putting on the same part he has now and there could possibly be an issue down the road with it. Agent also advised the customer that if he were to have the recall completed at an IRF he would only be reimbursed for the part not the labor fees. Agent advised the customer to bring the vehicle to the dealership to have them inspect the vehicle to make sure it is safe. Agent offered to transfer over to dealership. Customer declined because of his schedule.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted] Customer email address for case updates: N/A
Reassigned to 961
ML1224 - N62 is not a part of the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	6G[redacted]	***Open Date***	01/03/2014	***Built Date***	07/13/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/10/2006	***Mileage***	90,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60063	DUBLIN AUTO SUPERSTORE INC			
Dealer Address	2054 HWY 441 S.				
Dealer City	DUBLIN	***Dealer State***	GA	***Dealer Zip***	31021

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DUBLIN GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer calling regarding parts

Briefly summarize why the customer is contacting Chrysler: customer called to advise that he called the dealership regarding the N62 recall and was told parts are not available until April. Agent advised we have no knowledge of that but to call them back Monday as per the letter to see if there is any change.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	01/03/2014	***Built Date***	10/27/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	12/30/2010	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GIDDINGS TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer inquiring about a recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recall.
Briefly summarize what the customer is expecting: Customer seeking assistance with recall on VIN (N49).
Agent advised that customer does have the N49 recall for the Left Tie Rod.
Agent informed customer that the letters were just starting to be mailed out the week of December 16th, 2013 but when customer receives letter he can contact a local CDJR of his choice to have the repair done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	11/05/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	02/09/2004	***Mileage***	132,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WASHOUGAL WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to get parts for recall to have it completed.
Corporate - CNA Change - Default - Default - Default	Updated coin.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer (Cherylynn/spouse) upset that she was advised by the DLR that she would need to come in for the recall inspection to determine if she needs to have the parts ordered but can not be ordered untill after 01/06/2014 and would not be able to get them in untill into February. Customer concerned that it is a safety issue.
Briefly summarize what the customer is expecting: recall information and parts to complete recall.
Writer advised customer as per N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057. Writer advised customer that it is mandatory to advise a customer of a recall regardless if the parts are available.
Writer updated coin.
Reassigned to lb546 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C2	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	10/26/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	06/25/2005	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44678	GLENN POLK AUTOPLEX			
Dealer Address	4330 N INTERSTATE 35				
Dealer City	GAINESVILLE	***Dealer State***	TX	***Dealer Zip***	76240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GAINESVILLE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer said the left tie rod was replaced 8 yrs ago.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that they had the left tie rod replaced 8 yrs ago and sent in the receipt but did not get a reimbursement. Customer said it was done at an IRF. Agent informed the customer that if they did not use Mopar parts there would be no reimbursement. Agent advised the customer to make an appointment after Jan. 6 to have this inspected due to the recall.
Briefly summarize what the customer is expecting: Customer states she did not get reimbursement for the left tie rod repair from 8 years ago.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	01/03/2014	***Built Date***	01/06/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	09/24/2010	***Mileage***	53,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44888	RUSSELL BARNETT CHRY-DODGE-JEEP		INC	
Dealer Address	2756 DECHERD BLVD.				
Dealer City	WINCHESTER		***Dealer State***	TN	***Dealer Zip*** 37398

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TULLAHOMA TN[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Information Request	Seeking update on parts

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall letter for the tie rods on his vehicle and the dealership said the parts are not available. Agent informed him that in the letter it states he can call the dealership on or after 1/06/14 to set up an appointment. Customer stated he will call them next week. Customer is concerned that the worn tie rod could have caused more damage to his vehicle. Agent informed him to speak with his dealership if this has happen or he can give us a call.
Briefly summarize what the customer is expecting: Seeking recall information
Reassigned to KG372-survey bypass-no part available for recall
****correction**** should be KG363

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	01/03/2014	***Built Date***	03/04/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	05/27/2010	***Mileage***	56,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68648	ATASCOSA CPDJE LTD			
Dealer Address	110128 IH #37				
Dealer City	PLEASANTON	***Dealer State***	TX	***Dealer Zip***	78064

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GEORGE WEST TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Custoemr states that she need to schedual an appointment for the recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that her tie rod broke

Briefly summarize why the customer is contacting Chrysler: customer states that her tie rod broke and she need to schedule an appointment for the recall to have it repaired because she is not able to drive her vehicle.
Briefly summarize what the customer is expecting: customer seeking information.
Agent Contacted Blake Fulenwider Ram Chrysler Dodge Jeep
Contact number: [redacted]
Spoke to: SA Kasey
The diagnosis is: SA that she will be able to have her recall repaired on Friday if is okay with the customer because they are waiting on the parts.
Agent advised that the customer can t book appointment till after January 6th.
Customer states that she will contact the dealership

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS19D7	6G[redacted]	***Open Date***	01/03/2014	***Built Date***	03/30/2006	
Model Year	2006	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/25/2006	***Mileage***	81,108	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE	OF DANVERS		
Dealer Address	107 ANDOVER ST				
Dealer City	DANVERS	***Dealer State***	MA	***Dealer Zip***	01923

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALEM MA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Product - Steering - Linkage - Defective - Default	tie rod end broke yesterday and twisted up the tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the vehicle. Customer states that the tie rod end broke yesterday and twisted up the tie rod. Customer states that the vehicle was towed to the HERB CHAMBERS CHRYSLER JEEP DODGE dealership.
Briefly summarize what the customer is expecting: Customer is expecting a rental vehicle and information on the recall N62 for the LEFT OUTER TIE ROD ASSEMBLY. Agent advised customer that Chrysler will not be able to provide a rental vehicle for any recall repairs. Agent advised customer that the dealerships should start receiving part on or after January 6th 2014.
Customer is calling because he was advised the part for his recall is not available. Writer was advised that the tie rod assembly was messed up due to the recall. Customer was advised that the dealership would expedite the recall part. Customer wants to know if he will be responsible for the the cost of the damage done due to the recall. Customer doesn t feel he should have to pay to replace what is not covered under the recall because it was due to the recall that the damage occured. Writer called over to the dealership and spoke to SA Shawn. Shawn contacted the district representative and they are going to goodwill this repair for him.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/05/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/14/2004	***Mileage***	121,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68400	CUMBERLAND CHRYSLER CENTER INC			
Dealer Address	1550 INTERSTATE DRIVE				
Dealer City	COOKEVILLE	***Dealer State***	TN	***Dealer Zip***	38501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RICKMAN TN [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	customer seeking reimbursement on tie rods
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer states have had tie rods replaced

Briefly summarize why the customer is contacting Chrysler: customer states that he got this recall letter and as per the letter it s for the left tie rod end and customer has both replaced about 9 months ago and he is calling to see what to send in for reimbursement.
Briefly summarize what the customer is expecting: customer seeking reimbursement on repairs
Agent advised: as per doc ID 17420 informed customer to send in original repair order and proof of payment.
Advised customer to submit original repair order & proof of payment to:
FAX:
1-877-768-5076
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted]. Advised customer the reimbursement is dependent upon verification of all documents requested.
Performed Image Queue Search Selection - no documents.
Agent called MR [redacted], left VM for him to contact 1-800-853-1403 agent is not set up for VMU.
NEXT AGENT: Please ask customer is this is the second repair to Left Tie Rod.
As per AC24057: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide documentation for both repairs. Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
Agent called MR [redacted], informed James as per lines 20-26, advised him to contact the CDJ to schedule appointment to have the previous repair inspected to ensure the correct part is on the vehicle. Customer was advised not to send in documents, repair was to the original parts, recall does not pertain to his vehicle. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G[redacted]	***Open Date***	01/03/2014	***Built Date***	09/19/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	09/08/2006	***Mileage***	116,841	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	64855	VICTORVILLE MOTORS INC			
Dealer Address	14617 CIVIC DR				
Dealer City	VICTORVILLE	***Dealer State***	CA	***Dealer Zip***	92394

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	APPLE VALLEY CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about what is under recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram to find out information on the N62 recall. Customer was inquiring if had anything to do with the ball joints.
Briefly summarize what the customer is expecting: Agent advised customer that the recall does not deal with the ball joints. Agent advised customer that the part will be available for order after 01/06/2014. Agent advised customer that he can speak to the dealership after that point to get the recall repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	11/10/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/08/2005	***Mileage***	163,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26180	DEMONTROND AUTO COUNTRY INC -	FRAZIER
Dealer Address	888 IH 45 SOUTH		
Dealer City	CONROE	***Dealer State***	TX
Dealer Zip	77304		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONROE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called inquiring about the recall.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Customer was advised of the recall.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer was advised of the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler wanting to know if the recall is for the left tie rod only. Agent told customer yes and that he also has 2 incomplete recalls. Agent found the customer a DLR and he will call after Jan. 6 to have these recalls completed.
Briefly summarize what the customer is expecting: Customer called inquiring about the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D9	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	05/06/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/11/2004	***Mileage***	165,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44148	GO DODGE SOUTHWEST			
Dealer Address	7980 W TUFTS AVE				
Dealer City	LITTLETON	***Dealer State***	CO	***Dealer Zip***	80123

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEADVILLE CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking Recall information
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states they have had to replace the whole front end on both sides.
Customer states they had to replace the tie rods and ball joints.
Customer states they were on the internet looking and there were other recalls on her type of vehicel
Briefly summarize what the customer is expecting: Customer seeking if recalls on the vehicle. Customer seeking reimbursement.
Agent advised customer there is just the one recall on the vehicle the N62 LEFT OUTER TIE ROD ASSEMBLY.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
reassigned to 86Y
Waiting for documentation.
Waiting for documentation.
Customer Contact: [redacted] Message.
Advised that the Documentation has not been received and the File will close in 2 days if the Documents have not been received but will re-open when the Documents have been received.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4EL8	BG[redacted]	***Open Date***	01/03/2014	***Built Date***	05/18/2011	
Model Year	2011	***Body***	DD8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	06/06/2011	***Mileage***	18,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66990	HUBERT'S MOTOR COMPANY			
Dealer Address	HIGHWAY #65				
Dealer City	URBANA	***Dealer State***	MO	***Dealer Zip***	65767

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HERMITAGE MO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information regarding the N49 recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking additional information regarding the N49 recall.
Briefly summarize what the customer is expecting: Agent updated customer with information on the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	01/12/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/20/2004	***Mileage***	127,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	26568	DAVE BURT MOTORS INC			
Dealer Address	3020 N NATIONAL ROAD				
Dealer City	COLUMBUS	***Dealer State***	IN	***Dealer Zip***	47201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MIDDLETOWN OH[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Advised customer of recall H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted to know recall information.

Briefly summarize why the customer is contacting Chrysler: customer states that he wanted clarification on the recall N62 because he states it say any vehicle that was made or replace with mopar parts.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that Dodge uses mopar parts that s why he would have the recall. Mopar is not an after market part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C2	3G[redacted]	***Open Date***	01/03/2014	***Built Date***	03/19/2003	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/16/2003	***Mileage***	185,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGW	TIMBERLINE GREEN PEARL COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF		SANTA FE	
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	***Dealer State***	NM	***Dealer Zip***	87507

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SANTA FE NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking Recall information
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall letter on the tie rod assembly. Customer states the letter states it needed to be done by January. Customer states they got the repairs done back in December 2010.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
reassigned to 86Y
Waiting for documentation.
Waiting for documentation.
Customer Contact: [redacted] Agent advised that the Documents have not been received. Agent advised that the Recall applies to vehicles that have had a Mopar Steering Linkage installed before the Tie Rods were replaced.
Customer states that he had all the Parts Replaced at the same time (Tie Rods and Steering Linkage). Agent advised that the Customer take the vehicle in to the DLR for the Recall Inspection.
Customer states that he will still send in the Documentation for review.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	01/31/2008	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/28/2008	***Mileage***	120,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42344	GURNEE DODGE INC			
Dealer Address	7255 GRAND AVE				
Dealer City	GURNEE	***Dealer State***	IL	***Dealer Zip***	60031

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PLEASANT PRAIRIE WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall N62
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called for information on recall N62
Briefly summarize what the customer is expecting: Customer expects to have recall fixed.
Agent: Customer states is going on holiday south wants to know if he can have it done 1000 miles from home. Told customer as long as it was a Chrysler, Dodge jeep dealer he could have it done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C0	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	07/14/2004
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP		
In Service Dt	10/05/2004	***Mileage***	25,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORT COLLINS CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:inquiry about recall N62 for the LEFT OUTER TIE ROD ASSEMBLY.
Briefly summarize what the customer is expecting:information on the recall N62.
Agent transferred owner to SA Jessie at the dealership for inspection.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	03/26/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/13/2004	***Mileage***	96,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	53221	VANCAMPEN MOTORS INC			
Dealer Address	601 WEST THIRD STREET				
Dealer City	WILLIAMSPORT	***Dealer State***	PA	***Dealer Zip***	17703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MONTGOMERY PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states parts are not available for months.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking further information regarding the N62 tie rod assembly part availability. Customer states he has contacted 5 DLR s in a 100 mile radius who have all stated parts will not be available to order until several months from now. Customer uses his vehicle for work and will be traveling to Florida in 2 weeks for work. Customer states he is extremely frustrated as recall letter advised him to contact local DLR after 01/06/14. Agent advised customer we will be in contact with the DLR 53221 again and contact him back once more information is available.
Briefly summarize what the customer is expecting: Customer is expecting to be contacted within 1-2 business days by agent when further information is available.
Agent attempted to contact customer at [redacted]. Agent advised customer we have further looked into this and determined that parts to remedy this recall are only available to order by DLR, 1 every 7 days. Agent advised customer if he will be travelling to have an inspection done before he leaves to ensure the vehicle does or does not require parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3GL9	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	10/12/2011	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	05/29/2012	***Mileage***	45,823	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CEDAR CITY UT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer was seeking information regarding recall N49.

Briefly summarize why the customer is contacting Chrysler: Customer stated that she had an appointment set up for recall N49 and the DLR just told her that parts aren t available until April.
Briefly summarize what the customer is expecting: Agent contacted SA, Aaron, at DLR Parkway Autoplex (60468) and let him know that this has happened because parts are not available for order until January 6. Agent advised SA that all parts ordered from January 6, on, will be ordered successfully. SA stated he would let the SM and parts department aware.
Briefly summarize why the customer is contacting Chrysler:
Customer stated that due to the magnitude of the recall she might not Customer states her living is Rodeo and she is 13 in line at the dealership and she pulls 4 horses which is her livelihood.
Briefly summarize what the customer is expecting:
Complaint documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	AG1[redacted]	***Open Date***	01/03/2014	***Built Date***	01/13/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	09/30/2010	***Mileage***	12,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68807	PERFORMANCE CHRY JEEP DODGE, INC			
Dealer Address	7010 SOUTH 124TH CIRCLE				
Dealer City	LA VISTA	***Dealer State***	NE	***Dealer Zip***	68128

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	TACOMA WA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer is seeking information about the N49

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that she has a recall on her vehicle. The left tie rod ball stud. Customer states that she wants to get the part. Agent advised customer that the part won t be available until early February. Customer wanted to know if there were any accidents that happen as the left tie rod is a recall. Agent advised customer that it doesn t state anywhere in our files that there was is an accidents occurring. Customer asked if there was anywhere, where she could look for additional information about the recall. Agent advised customer that the DLR ship would know information about the left tie rod assembly, Customer asked agent if there was an internet resource she could look, and Agent told customer that the jeep website might have information regarding the recall. Customer wanted a supervisor; Agent advised customer that it will be a 1-2 business day call back. No further assistance was needed.
Briefly summarize what the customer is expecting:
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request:
CAIR assigned to: (Jr1305)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor
Supervisor called customer @ [redacted] Left voice mail message stating another supervisor call back will occur within 1 business day.
1st attempt.
The customer called back and stated she missed the call but is home now. The agent advised the customer that he will try again tomorrow.
Supervisor
Supervisor called customer @[redacted] . Supervisor left voice mail message stating that another supervisro call back will occur within 1 business day.
Supervisor
Supervisor called customer @ [redacted]. Customer expressed that they wanted to know if there vehicle was safe to drive. Supervisor advised

customer that if they have a safety concern with vehicle , supervisor advised customer to bring vehicle to Chrysler dealership to have any of our technician look at vehicle to ensure its safe, while supervisor was stating this information customer disconnected.
CC1389 please close case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	3G[redacted]	***Open Date***	01/03/2014	***Built Date***	05/16/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/06/2003	***Mileage***	71,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	61661	FOSS MOTORS INC			
Dealer Address	133 PORTSMOUTH AVENUE				
Dealer City	EXETER	***Dealer State***	NH	***Dealer Zip***	03833

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FREMONT NH[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added a primary phone number and an email address
Corporate - Dealer Information - Default - Default - Default	provided customer with the Foss Motors information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	provided customer with the recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the nearest dealership to have the N62 recall completed at. Customer states that the dealership where he purchased the vehicle from has been closed.
Briefly summarize what the customer is expecting: Customer is expecting information on the nearest authorized dealership and to bring vehicle into the dealership to have the inspection done. Agent advised customer that Foss Motors is the nearest dealership and provided customer with their information. Agent contacted the Foss Motors and spoke to Don in service who advised customer to bring in the vehicle today so they could inspect the vehicle and do the paper work.
customer will bring vehicle to the dealership for the inspection in about an hour.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	01/08/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/05/2004	***Mileage***	90,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF	KLAMATH FALLS		
Dealer Address	2675 WASHBURN WAY				
Dealer City	KLAMATH FALLS	***Dealer State***	OR	***Dealer Zip***	97603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRESHAM OR[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Other	Customer inquiring about the H46 recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer inquiring about the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they have the H46 and N62 and are wondering if he is allowed to get a part and complete the recall himself because he is a mechanic and does not trust going to dealerships anymore. Agent advised the customer that Chrysler recommends that customers get all recalls completed at a certified Chrysler dealership, however, if he wishes to complete it himself, it could void any warranty he has on his vehicle, and he will be responsible if he ends up getting hurt, or anything goes wrong with the vehicle because of this recall. Customer understood and stated he is not worried about it.
Briefly summarize what the customer is expecting: Customer is expecting to complete the recalls on his vehicle himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3CL7	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	11/07/2012	
Model Year	2012	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	03/20/2013	***Mileage***	25,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67753	TYSON MOTOR CORPORATION			
Dealer Address	1 SW FRONTAGE RD				
Dealer City	SHOREWOOD	***Dealer State***	IL	***Dealer Zip***	60404

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HUNTSVILLE TX[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer wanted to know if he has the N50 recall.
Recall - N49: LEFT TIE ROD - Information Request	Customer was inquiring about the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding the N49 recall. Agent told the customer he can call his DLR after Jan 6 to book an appointment. Customer asked about the N50 recall. Agent informed him he does not have this recall as all recalls are VIN specific.
Briefly summarize what the customer is expecting: Customer inquiring about the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	05/02/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/29/2007	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66648	SOUTHERN CHRYSLER DODGE JEEP, LTD.			
Dealer Address	2711 SOUTH MEDFORD DRIVE				
Dealer City	LUFKIN	***Dealer State***	TX	***Dealer Zip***	75901

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	LUFKIN TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the N62 recall. Customer states that they had this repair completed about 2 years ago and are looking for reimbursment for the repair.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for recall repair previously.
Agent advised the Customer that they will need to send in the orginal invoice as well as proof of payment. Agent advised once the documentation is received, it will then be reviewed for possible reimbursment. Agent porvided fax number and case number. Customer thanked Agent.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010614; DATE RECEIVED: 010614
Called Customer at [redacted]. Agent explained that the Recall applies to vehicles that had a Mopar Steering Linkage replaced. Agent advised that if the Steering Linkage was Stock (or OEM or Factory) that the recall would not apply.
Agent advised that the Customer have the vehicle inspected and call back if more assistance was required.
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	02/19/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/09/2004	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43526	BOSSIER COUNTRY			
Dealer Address	350 EAST I H 45				
Dealer City	FAIRFIELD	***Dealer State***	TX	***Dealer Zip***	75840

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WACO TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement information regarding recall N62.

Briefly summarize why the customer is contacting Chrysler: Customer stated he has previously had repairs completed at an IRF that are related to the tie rod.
Briefly summarize what the customer is expecting: Customer inquired about reimbursement under a recall claim. Agent advised customer to have the vehicle inspected by a Chrysler DLR to determine which parts, if any, he is eligible to be reimbursed for. Customer stated he already has an appointment set up at a DLR and would contact us back with documents, if necessary.
Agent did not update COIN because AW was down.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A9	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/10/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	03/31/2008	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	44678	GLENN POLK AUTOPLEX			
Dealer Address	4330 N INTERSTATE 35				
Dealer City	GAINESVILLE	***Dealer State***	TX	***Dealer Zip***	76240

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MARIETTA TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall
Corporate - Reimbursement - Default - Default - Default	customer seeking reimbursement for recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she would like to know if she can be reimbursed for replacing the left tie rod on her vehicle. Customer states her husband had replaced the part before the recall had been sent out.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the left tie rod he had replaced.
Agent advised the customer that if she has documentation showing they have replaced the part of the vehicle i.e., a receipt for the part purchased then she could mail them in to see if she can be reimbursed for the part. Agent also advised the customer she will only be reimbursed for the part and not the labor. Agent gave the customer the mailing address to send her documents in. As per Answer ID 19074 Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8004.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number[redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

by pass added
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 010814; DATE RECEIVED: 011514
Documents attached
Agent reviewed documents submitted by customer and found customer purchased the parts, completed the repair himself and had alignment completed at an IRF. Agent found customer submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Agent advised of lines 46-53.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D3	3G[redacted]	***Open Date***	01/03/2014	***Built Date***	05/21/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/10/2003	***Mileage***	1	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

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

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

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking information about the N62 recall

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that he got a letter in the mail stating that he has a recall the left tie rod recall. Customer asks if they replace the left tie rod on the vehicle will the affect the vehicle, if they have to replace the left tie rod, are they going to re-a-line the vehicle. Agent advised customer that if he got a recall letter in the mail stating that he has to get this recall done, then the recall alignment is free of change.
Briefly summarize what the customer is expecting: customer was expecting additional information about the recall letter he received in the mail.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/03/2014	***Built Date***	08/12/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	09/27/2005	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67064	SPIELER'S INC			
Dealer Address	HIGHWAY 50 WEST				
Dealer City	CALIFORNIA	***Dealer State***	MO	***Dealer Zip***	65018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCKY MOUNT MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information request

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got a recall letter for his truck. Customer states he has a question about the way it is worded. Customer states it says 'the vehicles that had the steering linkage replaced with MOPAR service parts need to be replaced' Customer wants to know if he did not have the steering linkage replaced, does he still need to bring it in. Agent advised if he has not had the steering linkage replaced he does not need to take it in for the recall. Agent advised to have it inspected to make sure. Customer states he will not worry about it as he has not had the steering linkage replaced.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/08/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/16/2005	***Mileage***	152,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OOLOGAH OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer states did recall repair himself
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he received the letter for the N62 recall and had done the repair himself at an earlier time. Customer states he had called in recently and was told to take the vehicle to the DLR and make sure the repair was completed and up to the recall standard. Customer stated DLR told him the repair was fine and it was up to code, but they would not send in a letter to Chrysler. Customer inquired on how he would get reimbursement.
Briefly summarize what the customer is expecting: Customer seeking reimbursement on recall repair.
Agent informed the Customer that he could send in the receipts and documentation to Chrysler Recall Assistance Center (as per Answer ID 17420) and they would look into reimbursement.
Re-assigned to 86Y
Called customer at 9:27 [redacted] left message advising customer the documents have not yet been received. Agent advised the case would be closed in two days if the documents have not been received. Agent informed once the documents have come in they will be reviewed.
Docuements have not been attached. Reassigning case to JK671 for bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6LD5AT5	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	09/26/2011	
Model Year	2012	***Body***	DJ7L62	DODGE RAM ST 4X4 2500 REG CAB			
In Service Dt	02/29/2012	***Mileage***	30,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOLLAND NY [redacted]9	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler:inquiry about the recall N49 and was told by the dealership they could not help him until April.
Briefly summarize what the customer is expecting:information about the recall.
Agent spoke to SA about the customer being on the waiting list for parts.
SA advised the owner was put on the waiting list and will contacted when the parts become available.
Agent advised owner he is on the waiting list for the parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C5	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	10/11/2004	
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP			
In Service Dt	06/21/2005	***Mileage***	151,279	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43924	PIONEER MOTOR OF TRINIDAD INC			
Dealer Address	422 EAST MAIN STREET				
Dealer City	TRINIDAD	***Dealer State***	CO	***Dealer Zip***	81082

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CIMARRON NM [redacted]	***Country***	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	Customer seeking DLR locations.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.
Corporate - CNA Change - Default - Default - Default	Updated coin.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking DLR information to determine if there are any closer locations.
Customer states he received a recall letter regarding recall n62.
Briefly summarize what the customer is expecting: DLR location to have his recall completed.
Writer updated coin.
Writer advised customer of ramtrucks.com to check DLR locations for future reference.
Writer advised customer of DLR contact information and customer will callback to DLR on his own.
Reassigned to lb546 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	08/23/2006	
Model Year	2007	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	12/29/2006	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44106	KONA AUTO CENTER INC			
Dealer Address	76-6353 KUAKINI HIGHWAY				
Dealer City	KAILUA-KONA	***Dealer State***	HI	***Dealer Zip***	96740

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KAILUA KONA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information.

Briefly summarize why the customer is contacting Chrysler:Customer stated that he wanted recall information.
Briefly summarize what the customer is expecting:Customer is seeking reassurance that the DLR would not let him leave if the tie rod showed signs that it will break.
Agent reassured customer that if the DLR felt the the tie rod was not safe they would replace it they would not let them leave if they felt that it would break. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C5	3G[redacted]	***Open Date***	01/03/2014	***Built Date***	12/11/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	01/20/2003	***Mileage***	170,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SOUTH SHORE KY[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall letter. Customer stated that about 2 months ago the left tie rod end ball stud broke his vehicle hit the ditch and other damage was done to the vehicle. Customer stated he had the vehicle repaired.
-
Briefly summarize what the customer is expecting: Customer calls seeking reimbursement. Customer calls seeking recall information.
-
Customer was advised that the dealer will inspect the steering linkage on your truck and replace steering linkage
component(s) if required. Agent advised customer if replacement is required, starting January 6, 2014 he can contact his Chrysler, Jeep, or Dodge dealer to schedule a service appointment to complete recall repair.
-
Agent provided customer with case number and Fax number to submit documentation for reimbursement request. Agent advised customer of the documentation required to assess his request for reimbursement.
-
Reassigned to 86Y.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRAL1	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	11/17/2011	
Model Year	2012	***Body***	D28L62	DODGE RAM ST 4X4 3500 REG CAB			
In Service Dt	12/30/2011	***Mileage***	69,661	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SHREVEPORT LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	reimburse for out of pocket expenses related to the recall
Corporate - Consequential Expenses - Default - Default - Default	reimburse for tire and towing related to the recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace tie rods

Briefly summarize why the customer is contacting Chrysler: Customer called because he is seeking reimbursement for the tie rod assembly recall. Customer stated that two days before the recall the tie rod had broke and he was almost in a crash. Customer stated the he would like to be reimbursed.
Briefly summarize what the customer is expecting: Agent advised customer that he can send in the proof od purchase and the repair order and his case can be further reviewed. Customer stated that he would like to bge reimbursed for the tow bill as well. Agent advised customer to send in the proof of purchase for the tow and it will be reviewed. Agent provided customer with Chrysler Care Assistance Center P.O Box 21-8007 Auburn Hills MI 48321-8007 and 1-877-768-5076
Reassign to 86Y
Customer called seeking address to submit documentation for towing, agent provided per AC 19204.
Waiting for documentation
Waiting for documents
Waiting for documents
We are waiting on your documentation concerning repairs made to your 2012 DODGE RAM ST 4X4 3500 REG CAB PICKUP. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
Agent contacted the customer @ [redacted] @ 11:13 AM and left a message with information pertaining to lines 19 to 26
Customer contacted CAC stating he received a call from Gerry earlier regarding reimbursement for recall work he had completed.
Agent advised customer lines 19-26.
Customer stated he is unable to fax the information in.
Agent provided customer with mailing address as per AC 17420
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Agent advised customer to attach all original repair orders and proof of

payment for all repairs related to the recall.
Customer understood and stated he will be mailing all documents today.
updated message received
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass
POSTMARK DATE: 012214; DATE RECEIVED: 012814
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer has submitted documents for reimbursement on the N49 recall.
Vehicle qualifies for reimbursement
RECALL N49 TIE ROD END
****

Customer submitted request for reimbursement for recall N49 TIE ROD END.
Recall applies to customer s vehicle:2012 DODGE RAM ST 4X4 3500 REG CAB PICKUP
Customer s proof of payment is: [redacted]
Date of Repair:12/18/2013
Invoice #: 24603
Labor $174.98
Parts $109.50
Misc.$102.07 (shop supplies and towing)
Tax $25.93
Total $412.48
Writer is submitting check for approval in the amount of $412.48
****

Agent contacted the customer @ [redacted]7 @ 11:47 AM and explained the N49 recall and the reimbursement amount. Agent advised customer to take the vehicle to a CJD dealer for inspection and/or replacement if necessary and customer agreed
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C9	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	01/07/2004
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP		
In Service Dt	01/28/2004	***Mileage***	80,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESTERFIELD MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking if ball joints covered in recall
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer states ball joints are broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he would like to know if the recall is covering the ball joints as he believes that the ball joints should not be going bad after only 80000 Mi. Customer states his mechanic diagnosed the vehicle not a CDJ vehicle
Briefly summarize what the customer is expecting: Customer seeking cost assistance/recall information
Agent advised this is not covered under the recall but to get a Chrysler diagnosis so we can see for cost assistance. Agent advised to call back once diagnosis is obtained
-
NEXT AGENT: Please note Customer has 15 household Chrysler vehicles, SC and original owner.
-
Reassigned to KM788
Reassigned to KM788 for no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	6G[redacted]	***Open Date***	01/03/2014	***Built Date***	10/01/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/03/2006	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	GARDNER [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Status Request - Default - Default	customer is seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is seeking reimbursement for her vehicle. Customer states that her left tie rod broke months ago, customer states that she has a letter and is seeking reimbursement today. Agent advised customer with the address and also clarified that it will take up to 60 days to process. No further assistance was needed.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement
Waiting for documentation
Waiting for documentation
Waiting for documents
Waiting for documents
Waiting for documents
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2006 DODGE RAM 2500 SLT QUAD CAB 4X4. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
End of Status Update
Begin Customer Message reviewed:
I already sent the copy of the repair bill
what other documentation do you need? I sent a copy of the repair bill.
End of Reviewed Customer message
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass
POSTMARK DATE: 010414; DATE RECEIVED: 011514
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Agent reviewed documents submitted by customer and found customer had

repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called asking for the status of this case.
Agent advised the customer that this recall was on the Mopar part and we can not help him. Agent did advise him that the recall was on the Mopar part and we can not reimburse him.
Customer calling back again to state that they did not know that they had to gett he repair done at a CDJ dealer and the repair was done in 2012. They were towed by roadside assistance through customers insurance to the closest IRF. Agent states the policy is written stating reimbursement can only come after MOPAR parts used in the repair.
Customer calling seeking to get how they found the parts were not mopar parts. Agent got the customer in contact with the CM to provide this information.
Agent received a voice message from the customer and she states that we have no way of knowing that the parts are not Mopar parts as customer is not understanding the recall. Customer asked for a return call at [redacted]
Customer returned telephone call and agent explained the N62 recall and customer is pursing the matter with the attorney general and NHTSA
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D1 8[redacted]		***Open Date***	01/03/2014	***Built Date***	09/10/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/18/2007	***Mileage***	73,900	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43026	THOMPSON CHRYSLER DODGE JEEP			
Dealer Address	124 N POINT BLVD				
Dealer City	BALTIMORE	***Dealer State***	MD	***Dealer Zip***	21224

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BALTIMORE MD[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer states he was charged a diagnosis fee for this issue

Briefly summarize why the customer is contacting Chrysler:Customer called to advise he took his vehicle in October for recall and they charged him a diagnostic fee for his issue of the left outer tie rod turning issue.
Agent advised customer to have the dealership print off the receipt for him once the N62 recall is looked at and if they agree that is the issue he can submit his receipts to Chrysler for review of reimbursement.
Briefly summarize what the customer is expecting:customer thanked agent
Customer called back quite upset. He is at dealership and they performed the recall, and agent spoke to SA Bill who advised that the recall did not need anything replaced and his tie rod ball stud did not need replacing. Customer did not understand. Customer thought that agent above CC1176 was a mechanic and stated that the left tie rod need replacing (customer thought that is what the recall was). Agent explained that above agent was not a mechanic and we are not technically trained to diagnosis his vehicle. Customer stated that he would get his lawyer to pull the phone call and he wants his vehicle fixed.
Customer Martin Morgan is calling in furious and is demanding a supervisor.
Agent tried to assist the customer and he would not go over the case again as he just wanted a supervisor.
Customer has requested Supervisor callback
Preferred daytime [redacted]
Preferred evening number: [redacted]
Reason for request: Caller stated that he was unhappy with the way he was treated and is demanding a supervisor.
CAIR assigned to: (Supervisor NIC PC739)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
-
Agent spoke to TL and warm transferred caller to PC739
*****Supervisor*****
Customer was transferred over by HR603. Customer stated he was not happy with the information the first agent gave him about the recall. Customer stated he is having steering issues and he feels that it is caused by the N62 recall. Customer took his vehicle into the dealership and they

stated the recall did not need to be replaced and the vehicle was only inspected.
Supervisor contacted dealership at 410-288-3100 and spoke with SA Bill (SM was not in) who stated the customer feels that the tie rod end is covered under the recall and also stated the popping noise was never diagnosed because the customer declined. SA Bill stated the steering linkage does not need to be replace so the vehicle was only inspected and the SA Bill stated he explained this to the customer and also printed off the picture to show him, but the customer was still not satisfied.
Supervisor advised customer this information, but he was not happy.
Please close CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	11/15/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/27/2008	***Mileage***	94,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67374	HKT BIG SKY MOTORS			
Dealer Address	2515 WEST TOWNE ST				
Dealer City	GLENDIVE	***Dealer State***	MT	***Dealer Zip***	59330

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMFIELD MT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod in vehicle is broken.
Product - Unknown - Unknown - Accident - Default	Customer states vehicle was in an accident.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

1. Who is calling and what is their contact information?
[redacted]
2. What happened?
Customer states he was in an accident due to the passenger side tie rods snapping. Customer states issue is related to recall N62 notice he recieved.
3. What is the current location of the vehicle?
[redacted]
BLOOMFIELD, MT- [redacted]
**
Reassigned to 82S
****
Per OGC Matrix, reassigned to 82T.
1/3/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 01-03-2014 15:26
CAIR NUMBER [redacted]3 E-MAIL SENT TO DEKRA 01-03-2014 15:26
CCRG Open Date: 01/03/2014 15:23:31
CUSTOMER UPDATE: Customer called stating that he hasn t heard anything as of yet and wants to know what to do. Customer stated the vehicle was in the accident last week and has not yet been fixed. Customer stated the truck is in pretty bad shap and wants to know what to do. Agent stated she will ensure that she updates the case and provided Jay s number 586-274-8171. Agent transferred.
****
Per OGC Matrix, reassigned to 82T.
1/7/14 UPDATED CCRG FILE & CASE MANAGER. PAG _
Letter Sent: Acknowledgement 01/07/2014 09:33:43
Owner calling for status update. [redacted]

Per OGC Matrix, reassigned to 82T.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/13/14 AT 18:17:09 2[redacted]
1/14/14 UPDATED CCRG FILE & CASE MANAGER. PAG _
Letter Sent: Denial 01/16/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2863	4G1[redacted]	***Open Date***	01/03/2014	***Built Date***	10/02/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/19/2004	***Mileage***	75,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PLACERVILLE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer had a lot of this replaced already.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that he already had a lot of the parts replaced due to the N62 recall. Agent told him to make an appointment after Jan. 6 to still have the vehicle inspected. If the parts are the same as the recall he can follow the instructions on his letter for a reimbursement.
Briefly summarize what the customer is expecting: Customer said he has already had some of the parts replaced for the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	01/03/2014	***Built Date***	03/17/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/14/2006	***Mileage***	20,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	45298	BLAKE FULENWIDER CHRYSLER DODGE	JEEP, LTD		
Dealer Address	110 N ACCESS RD # IH-20				
Dealer City	CLYDE	***Dealer State***	TX	***Dealer Zip***	79510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INDIANOLA IL [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer had to replace the steering linkage.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking information on the recall.

Briefly summarize why the customer is contacting Chrysler: Customer states that they have had the steering linkage replaced. Customer states that they shouldn t have had to replace it. Customer states that it is wrong that the steering linkage has messed up their vehicle. Customer states they had talked to the dealer and that they were not very informative. Customer states that they received a letter for the N62 recall.
Briefly summarize what the customer is expecting: Customer is seeking something to rectify the situation. Customer states that they want their vehicle to be repaired so that it is in great condition. Customer stated that they had replaced the steering linkage themselves. Agent advised customer that fulfilling the recall repair would be the best thing to do. Agent advised the customer that there was nothing that Chrysler could do to provide the right rectification that the customer is looking for.
Agent advised the customer to talk with their dealership. Customer stated that they would think about taking legal action. Agent advised the customer to refer to their blue book and to get in touch with an attorney. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	08/21/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/14/2009	***Mileage***	53,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44600	DICK POE DODGE LP			
Dealer Address	1363 AIRWAY BOULEVARD				
Dealer City	EL PASO	***Dealer State***	TX	***Dealer Zip***	79925

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORTAL AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he would like to know if the new recall notice he received for the N49 recall is the same issue as the L16 recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer that it is a separate issue as the L16 recall was for the tie rod end. Agent advised customer to call and schedule an appointment before he drives to the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	6G[redacted]	***Open Date***	01/03/2014	***Built Date***	09/05/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	12/17/2005	***Mileage***	157,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24064	YORK MOTORS INC			
Dealer Address	500 PRESCOTT LAKES PARKWAY				
Dealer City	PRESCOTT	***Dealer State***	AZ	***Dealer Zip***	86301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLIAMS AZ 8[redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states vehicle was in accident.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	

1. Who is calling and what is their contact information? [redacted]
Preferred: [redacted]
[redacted]
2. What happened? Vehicle was in accident due to tie rod breakage.
3. What is the current location of the vehicle?
Owners house.
Reassign to 82S
VEHICLE IS LOCATED AT:
[redacted]
WILLIAMS AZ [redacted]
****

Per OGC Matrix, reassigned to 82T.
1/3/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 01-03-2014 15:55
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 01-03-2014 15:55
CCRG Open Date: 01/03/2014 15:25:42
Letter Sent: Acknowledgement 01/07/2014 09:30:01

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46A6	7G[redacted]	***Open Date***	01/03/2014	***Built Date***	12/11/2006	
Model Year	2007	***Body***	DC3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	07/16/2007	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	67930	DUB HERRING CHRYSLER			
Dealer Address	808 MEMORIAL BLVD				
Dealer City	PICAYUNE	***Dealer State***	MS	***Dealer Zip***	39466

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KILN MS[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated email address
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called to find out recall process

Briefly summarize why the customer is contacting Chrysler:Customer called to find out the recall process on N62 recall. Agent advised the customer to contact the dealership to make the appointment on January 6th. Agent updated coin with new email address.
Briefly summarize what the customer is expecting: Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D6	3G[redacted]	***Open Date***	01/03/2014	***Built Date***	07/15/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/29/2002	***Mileage***	99,500	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43299	WHITE BEAR DODGE INC			
Dealer Address	3430 HIGHWAY 61 NORTH				
Dealer City	WHITE BEAR LAKE	***Dealer State***	MN	***Dealer Zip***	55110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HUGO MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer wanting recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he received a letter for a recall notice and he is stating that he had the upper and lower ball joints replaced and he wants to know if this is part of the recall. Agent researched information and advised the customer that the ball joints are not part of the recall components . Customer understood .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .
Reassigned for bypass open recall .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C6	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/28/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/02/2004	***Mileage***	75,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44192	SHELBYVILLE CHRYSLER PRODUCTS INC			
Dealer Address	2121 MIDLAND TRAIL				
Dealer City	SHELBYVILLE	***Dealer State***	KY	***Dealer Zip***	40065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SHELBYVILLE KY [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Custometr called because she wanted to know that if the vehicle had the steering linkage recall completed does she need to have the tie rod recall done. Briefly summarize what the customer is expecting: Agent advised customer that yes the recall needs to be completed by a dealership. Agent offered to contact the dealership. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	10/28/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/22/2003	***Mileage***	85,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66709	AKINS DODGE JEEP CHRYSLER			
Dealer Address	220 WEST MAY STREET				
Dealer City	WINDER	***Dealer State***	GA	***Dealer Zip***	30680

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WINDER GA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	left outer tie rod assembly
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he had received the recall notice for N62 and wondered if he replaced the component to the 2009 model, would it be covered under the recall or would he have to pay for it.
Briefly summarize what the customer is expecting: Customer seeking recall information on N62.
Agent advised customer if he chose to install a 2009 steering linkage, it would be an out of pocket expense. Agent advised that dlr will do and inspection and if needed will replace parts with the most up to date parts available at no charge. Agent offered to contact dlr, customer declined at this time, he has their contact information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	01/03/2014	***Built Date***	06/15/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/16/2006	***Mileage***	30,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	60315	RAIRDON'S DODGE CHRYSLER OF	BELLINGHAM
Dealer Address	1615 IOWA ST		
Dealer City	BELLINGHAM	***Dealer State***	WA
Dealer Zip	98229		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BLAINE WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquired if he needed to bring the vehicle in for recall.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he received a recall notice for recall N62 for LEFT OUTER TIE ROD ASSEMBLY. Customer states he never had work done on the vehicle tie rods and the recall notice states the issue is only if the part was previously replaced.
Briefly summarize what the customer is expecting: Customer is expecting to find out if he needs to go in for the recall. Writer advised customer that it is possible the part was replaced before he took possession of the vehicle. Writer advised customer that the first part of the recall is to have an inspection completed. Writer advised customer it is possible that no repair will be required. Writer offered to phone the DLR to assist in scheduling an appointment. Customer states he will phone the DLR on his own.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	09/30/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/12/2005	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SEWARD AK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information request

Briefly summarize why the customer is contacting Chrysler: to inquire on recall n62
Briefly summarize what the customer is expecting: to know what the recall pertains too
Customer stated he received a recall notice n62 in the mail
Customer stated he repaired the front end of his vehicle but did not use mopar parts
Agent advised This recall only applies to vehicles that had certain Mopar service parts steering components installed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28CX	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	01/12/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/20/2006	***Mileage***	87,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	23187	TONY DOMIANO CHRYSLER DODGE JEEP			
Dealer Address	RT 6 SCRANTON-CARBONDALE HWY				
Dealer City	EYNON	***Dealer State***	PA	***Dealer Zip***	18403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FREDERICKSBURG PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer repaired the front end last year

Briefly summarize why the customer is contacting Chrysler: Customer called because he just received the notification for the recall N62. Customer wanted to know how to submit the information. Customer stated that he will have to get the information from the IRF. Agent provided the information to submit for the reimbursement. Customer stated that he will submit the information as soon as possible.
Briefly summarize what the customer is expecting:
Get reimbursement for recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	01/03/2014	***Built Date***	05/06/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/04/2010	***Mileage***	69,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLINTWOOD VA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states tie rod broke on vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod is broken
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he had an appointment for recall and was contacted by dealer to cancel appointment as parts for repair are not available. Customer states left tie rod is broke on 01-03-14. Customer states he was advised parts are not available for repair. Customer states he would prefer to work with dealer (60595).
Briefly summarize what the customer is expecting: Customer seeking assistance with issue.
**
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] (work)
Preferred Afternoon/Evening call back number is [redacted] (cell)
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M Ù * * * * * *
Customer purchased vehicle used and it is the only Chrysler vehicle. Basic Warrant has expired, but Powertrain and Diesel and perforation still active. Has x44 Washer Warranty. Customer does not have Chrysler Service Contract. Customer was advised that recall parts are not available.
Customer called back looking for any information. Customer seeking why he hasnt had a call back. Customer seeking to get that call back as soon as possible.
Dialed 423-782-5055 Spoke with SA Jeff who stated that he will order parts and put them on special handling and then CM will expedite. Writer will follow up on 1/7/14
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] left message of lines 28-30 and advises that CM will follow up on 1/7/14
Status update provided via email to the following email address:
[redacted]
Good Afternoon Mr. [redacted]
My name is Luanne I am your Case Manager in regard to your 2010 DODGE RAM 2500. Here is some information you may find helpful: Your Case number is 24387356 You can contact me at 1 800 763 8422 Ext. 66227.
I am in the office Monday Thru Friday 7:00 AM to 3:00 PM Central time.
I have spoken with Service Advisor Jeff at TRI-CITIES CHRYSLER DODGE JEEP, and he is ordering the parts for your recall and is putting it on a

special order so that I can contact our parts expediting team to get the parts here as quickly as possible. I will follow up with you and the Dealership on 1/7/14
Your Case Manager.
Luanne
1-800-763-8422 ext 66227
End of Status Update
Dialed 423-782-5055 Spoke with Mike in Parts who stated that he does not see an order for Customer. Writer was transferred to SA Jeff who stated that there is a waiting list for the parts for recall N49 but that if the vehicle is driveable, Would like to have Customer bring vehicle in and have it looked at. At that point if parts are needed then maybe parts can be overnighted.
CUSTOMER CONTACT: Dialed [redacted] left message of lines 49-54 dialed [redacted] Customer was not at work yet
Mrs. [redacted] s wife, calling to speak with CM LV130. Writer warm transferred customer to CM LV130.
Writer verified customer contact info:
[redacted]
[redacted] (cell),
(home- not preferred during business hours),
e-mail [redacted]
Spoke with Mrs. [redacted] y who stated that vehicle is not driveable as the part that is under recall is broken and laying on the ground. Writer provided Roadside number 800-521-2779 and advised that if it is not covered Writer will reimbuse. Customer stated that a rental is needed. Writer advised that CM will contact Dealer and then Customer.
Writer spoke with SM Danny who stated he will accept RA for 5 days rental.
Writer Dialed [redacted] and Spoke with Mrs. [redacted] and advised that 5 days of rental has been approved and to contact SM Danny. Writer will follow up on 1/8/14
Dialed 423-782-5055 Spoke with SA Jeff who stated that Brad is looking at vehicle to see where we are with it and then transferred writer to SM Danny who stated that Customer was able to get into rental. Writer advised that CM will follow up on 1/10/14
CUSTOMER CONTACT: Dialed [redacted] who stated that Enterprise had called back and dealership was closed. Writer advised that CM will contact SM back.
Spoke with SM Danny who stated that he spoke with Mike at enterprise and approved rental and thought that enterprise was going to contact Customer.
Writer spoke with Mrs. [redacted] and advised of 81-83
Dialed 423-782-5055 Spoke SM Danny who stated that they are waiting for parts and transferred to parts to see if CM can get a Status. Writer
Spoke with Zack in parts who stated that order is in special handling. cbuen491AA order 010914 was placed on 1/9/14 and as of yet no ETA.
Writer will follow up on 1/14/14
Dialed 423-782-5055 Spoke with SA Brad who stated that the part is still under review. Writer advised that CM will follow up on 1/16/14
MS [redacted] called in to speak with CM LV130 writer sent customer to ext 66227
Received A Call from Mrs. [redacted] who stated she was advised that part was not in and would like rental extended.
Spoke with SM Danny who stated that the part is still on order and would like CM see if we can expedite part. Writer advised that will extend rental for another 5 Days.
GPOP shows ETA 1/16/14 Tracking number [redacted] shows delivery by end of business 1/16/14 Writer Contacted SA Brad and advised of arrival time for part.
CUSTOMER CONTACT: Dialed [redacted] spoke with Mrs Stanley and advised of 96-101 and advised that CM will follow up on 1/17/14
Dialed 423-782-5055 Spoke witrh SA Brad who stated that vehicle has been repaired and picked up.
CUSTOMER CONTACT: Dialed [redacted] left message that CM is aware vehicle has been repaired and picked up and if all is well no need to return call and case will close on 1/20/14
CLOSED LOOP UPDATE - no need for additional follow-up.
Received call from Mr. [redacted] asking that CM contact him at [redacted]
[redacted]

CUSTOMER CONTACT: Dialed [redacted] Spoke with Mr. [redacted] who stated that he still needed to be reimbursed for towing. Writer provided Fax 1 801 736 3929 and advised to put Case number and Luanne on documents and then CM will follow up.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-01-21 @ 15:12
***** Customer Document Received *****
Writer spoke with Mrs. [redacted] who verified Mailing address and the amount of reimbursement.
Mr. [redacted] y accepts and verifies the check should be mailed to the following name and address:
[redacted]
CLINTWOOD, V [redacted]
[redacted] T2 - eReimbursement
What has the customer requested?
Customer is requesting for reimbursement for Tow that Roadside did not cover, to take vehicle in for recall
If this is a Recall or Extended Warranty, enter the campaign number.
N490
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
65425
Enter the Date when the repairs were completed.
1/7/14
What is the total cost of the Parts to be reimbursed?
0.00
What is the total cost of the Labor to be reimbursed?
0.00
What is the total Tax to be reimbursed?
0.00
What is the total amount being reimbursed?
100.00 Rental
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	AG1[redacted]	***Open Date***	01/03/2014	***Built Date***	01/15/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	03/13/2010	***Mileage***	62,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58906	CIRCLE DODGE INC			
Dealer Address	781 ROUTE 70				
Dealer City	BRICK TOWN	***Dealer State***	NJ	***Dealer Zip***	08723

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRICK NJ [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking rental vehicle.-DECLINED.
Recall - N49: LEFT TIE ROD - Other	Parts on backorder
Corporate - Rental Vehicle - Default - Default - Default	Seeking rental vehicle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice in the mail on 12/20/13 for the N49 recall. Customer states that while he was pulling out of his driveway this morning, his tie rods had shattered and his tires were turned outward. Customer states he had to have his vehicle towed to the dealership and was advised that the parts needed to complete this recall are not currently available. Customer states he was advised that he would not be able to receive a rental vehicle while his vehicle was at the dealership waiting for parts to arrive. Customer states he would like a rental vehicle as well as reimbursement for the towing and lost wages at work.
Briefly summarize what the customer is expecting: Customer seeking a rental vehicle and reimbursement.
Agent advised customer that we would not be able to reimburse the cost of lost wages. Agent advised customer that he may send in his receipts from the towing for possible reimbursed. Agent attempted to contact CIRCLE DODGE INC #58906 at 732-477-5555 and was advised that the service department was closed. Agent reviewed the case further and advised customer that we would not be able to provide a rental vehicle. Customer was very upset and requested to speak to a supervisor.
After review with TL, agent was advised that contact needed to be made with dealership before a Supervisor Callback can be made.
Reason for Dealer Contact: to verify that vehicle is at dealership and possible D-11-53
Dealer Code: 58906
Dealer Personnel Required: SM Ron
Customer s Preferred Method of Contact: telephone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): 7[redacted]
Customer Email address: not given
Reason for assigning to Resolution Team: Service department closed.
Assigned to 86T

-
Outbound call to 1-732-477-5555 CIRCLE DODGE INC #58906 and writer was advised that the dealership would not be able to provide the customer a rental vehicle.
-
Customer doesn t meet Rental Parameters.
Please refer to Answer ID#18961
Reassigned to: BW438 for next step.
Thank you.
-
Outbound call to 1-732-477-5555 CIRCLE DODGE INC #58906 and writer was advised by Parts Advisor that the part for the recall was ordered yesterday and came in today.
-
Agent contacted customer at [redacted] Agent advised customer that the parts needed to complete the recall are currently available at the dealership. Customer states he is aware of this and states that the dealership advised him that it would take awhile before they could fix his vehicle. Customer states he would like reimbursement for the towing. Agent advised customer of lines 15-16. Customer states he never received a Supervisor callback as promised. Agent apologized and explained that contact needed to be made to the dealership before a supervisor could call the customer back. Customer was very upset and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX 6[redacted]	***Open Date***	01/03/2014	***Built Date***	12/02/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/01/2006	***Mileage***	260,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43617	BROSE AUTO GROUP INC			
Dealer Address	813 S PARKWAY				
Dealer City	CORINTH	***Dealer State***	MS	***Dealer Zip***	38834

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TISHOMINGO MS[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement for a recall part.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they have recently replaced the left outer tire rod assembly. The customer states that this has been replaced numerous times. The customer states they have received a safety recall letter for the N62 recall.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the left outer tire rod that they had replaced last month. Agent advised customer that they would be able to file for reimbursement. Agent advised the customer of the process to mail in their request. Agent did offer the document request link, customer declined. Customer stated they will begin to mail their documents to the Auburn Hills Center.
Status update provided via email to the following email address:
[redacted]
Hello.
This is Brian, Your Chrysler case manager. We have not yet received your documents regarding a tie rod recall. If these documents have not been received in 2 days your file will be temporarily closed. Once the documents have been obtained, your case will be opened and reviewed.
End of Status Update
Documents have not been received. Reassigning case to JK671 for bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	03/01/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/23/2008	***Mileage***	73,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68614	KING CHRYSLER/DODGE/JEEP			
Dealer Address	4330 KUKUI GROVE STREET				
Dealer City	LIHUE KAUAI	***Dealer State***	HI	***Dealer Zip***	96766

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAMATETE HI[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer is seeking information about the recall
Product - Steering - Steering Wheel / Column - Other - Default	customer states his steering box is shimming

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that he went to get tie rod fixed the first time through Chrysler, bought an auto part and a replacement part, brought the vehicle to get lined. Customer states there is a problem with the steering box, customer states that it is hard to hold the steering wheel, customer states that it wobbles and it shimmys and that it is hard to drive. Customer states that he is going and fixed the vehicle again for a 2nd time in 2 weeks.
Briefly summarize what the customer is expecting: customer is seeking information about his recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C2 5[redacted]	***Open Date***	01/03/2014	***Built Date***	02/09/2005		
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/11/2005	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67384	REGANIS AUTO CENTER INC			
Dealer Address	1901 E OVERLAND				
Dealer City	SCOTTSBLUFF	***Dealer State***	NE	***Dealer Zip***	69361

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MITCHELL NE[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states he paid out of pocket for recall related repair.

Briefly summarize why the customer is contacting Chrysler: Customer states in 2011 his vehicle was wobbling down the road and good thing he was on the road alone. Customer states the vehicle was towed to the nearest garage. Customer states he has all the paper work and he had to pay out of pocket for the tie rod end repairs $400.00 plus dollars.
Customer states he already has an appointment to have the vehicle inspected as he belives the parts came from Chyrsler and are mopar parts.
Customer seeking assistance for the repairs.
Briefly summarize what the customer is expecting: recall information.
Customer states he paid out of pocket for recall related repair.
Writer advised customer of recall as per N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057.
Writer advised as per N62 letter indicates: If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Customer already has appointment for next week to have the vehicle inspected.
Reassigned to lb546 for survey by pass.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located the H46 recall attached and completed.
Writer located in claims an inspection with no parts replaced.
******
Writer did not locate documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days as no documents have been located.
Writer will call - [redacted]

Writer left a message this call is [redacted] from Debbie in regards to repair invoices being sent for the 2005 DODGE RAM. I will be closing the file in two days time as the documents have not arrived. The required documents are to include a repair invoice showing the replacement of the steering linkage and a second one with a recent repair. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded no documents have been located.
******
Writer received a call from the customer who stated he just had the vehicle inspected and they said that everything is correct on the vehicle. Customer stated the vehicle was towed to the to the repair facility a year ago as the vehicle went all over the road. Writer asked what the repair had been completed before. Customer stated the steering mechanism came loose and it is the one the dealership checked just now.
Writer advised the recall is for a replacement part. Customer stated if it comes apart and it has to be repaired and was defective he shoud be reimbursed.
Writer advised the original equipment is not under recall it is for a replacement part. Customer stated Chrysler is not standing behind the products on the vehicle the original part was defective and had to be replaced.
Writer advised the customer this recall is not on the original equipement it is a Mopar recall on a replacement part, the dealership did not replace any parts this time the inspection determined the replacement part was not on this vehicle.
Customer stated the original part was defective and he had to pay for the first repair Chrysler is not standing behind their product and ended the call.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL9	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	05/16/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	07/24/2012	***Mileage***	11,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67177	MOORE MOTOR SALES			
Dealer Address	1725 WEST CARO ROAD				
Dealer City	CARO	***Dealer State***	MI	***Dealer Zip***	48723

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SARASOTA FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Information on Recall N49
Corporate - CNA Change - Default - Default - Default	Updated Customers information

Briefly summarize why the customer is contacting Chrysler: Customer contaced Chrysler to get information on recall N49. Agent advised customer that he would need to wait until after January 6th before he can make an appointment for the recall to be completed.
Briefly summarize what the customer is expecting: Recall information on Recall N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C7	6J[redacted]	***Open Date***	01/03/2014	***Built Date***	01/27/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/06/2006	***Mileage***	104,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NEWKIRK OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer inquiring about reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his tie rods broke loose and he had to have them repaired before he received the recall notice. Customer states that he had his vehicled towed to an IRF and they put nappa parts in. Customer wants to know if he can reimbursed for the repair.
Briefly summarize what the customer is expecting: Customer is expecitng cost assistance.
Agent advised customer to go ahead and submit his documents in for reimbursement consideration. Agent advised that we can look at reimbursing for the towing charge and the cost of the parts. Agent advised customer that we cannot reimburse for the labour costs.
POSTMARK DATE: 010414; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:fred Horinek
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for $411.13
Reviewed previous files:Yes, No concerns
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had recall H46 completed in 2009 and no parts were replaced at that time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood but was unhappy. Customer called back in and thought it was stupid to send out recall notices, get customer worked up and scared, tell the customers to submit their receipts if they already repaired the part and then deny the customer. Agent advised the customer she would document his concerns.
Customer called stating he feels that Chrysler is trying to insult his intelligence. He states he had already sold his truck but before then the tie rod end fell off. Customer states he replaced everything under the front end and then got a recall letter in January. Customer states he sent in documents and got a phone call telling him it is not covered and he is not being reimbursed. Customer states he feels like we should have made it more clear that the recall was not for the factory parts. Agent advised the recall letter states it is for the MOPAR service replacement parts only. Customer states he is not happy and he ended up putting on parts that are better than MOPAR and would not buy MOPAR parts ever again as he does not trust them. Customer states he wants this on file that he called again to complain. Agent advised we will document his concerns. Customer ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRHL3	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	09/10/2012	
Model Year	2012	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	02/23/2013	***Mileage***	17,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45363	STANLEY-LYND AUTOPLEX,LLC			
Dealer Address	308 N FANNIN AVE				
Dealer City	CAMERON	***Dealer State***	TX	***Dealer Zip***	76520

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARQUEZ TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer was inquiring on the vehicle's recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s sister contacted Chrysler inquiring about the recall. Agent found the closest DLR and supplied the phone number. Agent informed the customer that after Jan 6 she can contact the DLR to have the recall completed.
Briefly summarize what the customer is expecting: Customer called inquiring about the recall.
Briefly summarize why the customer is contacting Chrysler: Customer called for the number for selling dealership number to contact for the recall. Agent located dealership information provided and transferred to Riz in the service department.
Briefly summarize what the customer is expecting: Customer seeking dealership information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L4	9G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/16/2009
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	09/17/2009	***Mileage***	949,600	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE			
Dealer Address	26433 SOUTHWEST FREEWAY				
Dealer City	ROSENBERG	***Dealer State***	TX	***Dealer Zip***	77471

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEEDVILLE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer asking for reimbursment

Briefly summarize why the customer is contacting Chrysler:Customer called in stating that she received a letter in the mail about a recall on the vehicle. Customer stated a year ago she her tie rod on the left hand side broke and because it was a holiday and service was not open she had to buy the part from the dealership and install it themselves. Customer stated she is asking for reimbursement for the cost of the part. Writer looked up answerconnect page Answer ID 17420 and gave the customer the information on it. Customer thanked writer. Call ended.
Briefly summarize what the customer is expecting:Customer asking for reimbursment

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/25/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	08/24/2008	***Mileage***	77,123	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44494	JIM DORAN AUTO CENTER INC			
Dealer Address	3075 NORTH HIGHWAY 99W				
Dealer City	MCMINNVILLE	***Dealer State***	OR	***Dealer Zip***	97128

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROSEBURG OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	SA seeking permission to cover the cost of recall on customer's vehicle

Briefly summarize why the customer is contacting Chrysler: SA Garratt from Lithia Chrysler Dodge of Roseburg, DRL code 44841 called on behalf of the customer to get permission from Chrysler to cover the cost of the repair for the customer left tie rod ball stud as it pertains to the N49 recall. SA Garrett states that he is seeking permission to get covered before January 6th when dealerships are authorized to start completing this recall on vehicles. Writer informed SA Garrett that he needs to contact his business center for this information, and that he should be able to get the number from his SM.
Briefly summarize what the customer is expecting: SA Garrett is seeking authorization to cover the cost of performing a repair on the customer s vehicle in relation to the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRHL8	CG[redacted]	***Open Date***	01/03/2014	***Built Date***	09/26/2012	
Model Year	2012	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	10/31/2012	***Mileage***	109,813	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44552	BONANZA MOTORS INC			
Dealer Address	325 OVERLAND AVE				
Dealer City	BURLEY	***Dealer State***	ID	***Dealer Zip***	83318

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted] 5[redacted]
	OGDEN UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimburement for recall N49
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Left tie rod replaced
Corporate - Reimbursement - Default - Default - Default	N49 recall reimbursement
Corporate - CNA Change - Default - Default - Default	Updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler to seek reimbursement for the recall work completed on his vehicle. Customer had the N49 recall repaired for it had snapped in half. Agent advised customer that he can mail or fax his workorder information and his proof of payment. Agent gave the customer the fax number as per answer connect id 18891, and also gave him the mailing address and what he needs to mail in to Chrysler as per answer connect id 17420. Agent advised customer that it could take up to 60 for processing before Chrysler can make a decision on the recall repair.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for recall N49.
Reassign to 86Y.
Status update provided via email to the following email address:
[redacted]
Hello.
This is Brian, Your Chrysler case manager. Your documents for the tie rod repair have not yet been received. If the documents have not been received in two days, your case will be temporarily closed. Once the documents have been received your case will be opened and reviewed. Thank you.
End of Status Update
The customer is going to send in today. 01/14/2014
Documents have not been received. Reassigning case to JK671 for bypass.
by pass added.
POSTMARK DATE: 011414; DATE RECEIVED: 012214
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer seeking reimburement for recall N49.
Reassigned to 86Y.
IRF CONTACT: [redacted] who states she will need to do some research to find the invoice and contact agent back. Agent provided phone number 1-855-675-9291 ext 4718201, as well as the customer s case number.

Kirk Songer from Harvey and Songer called in with the information requested. Kirk states the tie rod repair took 1.5 hours at $95/hr. Kirk states the tax rate is 7.50% on parts only. Agent thanked Kirk for returning my call and for his assistance.
Kirk also confirmed that the invoice was paid in full.
RECALL - Template
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: Agent obtained verbal proof of payment from Kirk Songer at Harvey and Songer
Date of Repair: 01/02/2014
Invoice #70716
Labor $142.50
Parts $350.00
Misc. Charges $60.00 (alignment)
Tax $26.25
Total $578.75
Writer is submitting check for approval in the amount of $578.75
****
CUSTOMER CONTACT: [redacted] Received a busy signal.
*Agent verified address on envelope matches address on file.
CUSTOMER CONTACT: [redacted] Left a message informing customer of the reimbursement and that he should receive the check within the next ten (10) to fourteen (14) business days. Informed customer that, if he has any questions or concerns, he can contact RAM at 1-866-726-4636.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	08/20/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/01/2005	***Mileage***	12,200	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42685	STEVE WHITE MOTORS INC			
Dealer Address	3470 US HIGHWAY 70 EAST				
Dealer City	HICKORY	***Dealer State***	NC	***Dealer Zip***	28602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALLENTOWN PA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer called in because he had replaced both tie rods
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer want information regarding N62 recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in to get information on N62 recall. Customer had to have both tie rod ball joints replaced as the vehicle had failed inspection. Customer is now looking into reimbursement. Agent provided customer with standard reimbursement process. Customer understood and will call back to start the reimbursement process. Agent also advised customer of incomplete recalls.
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for tie rod ball joints in regards to recall N62

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	7G8[redacted]	***Open Date***	01/03/2014	***Built Date***	06/12/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/29/2007	***Mileage***	103,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42183	C & C DODGE			
Dealer Address	1305 PIKE ST				
Dealer City	MARIETTA	***Dealer State***	OH	***Dealer Zip***	45750

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPENCER WV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information

Briefly summarize why the customer is contacting Chrysler: Customer looking for information on recall
Briefly summarize what the customer is expecting: Customer was looking to see if the recall had a time limit to get completed. Customer states he has had the tie rod repaired previous.
Agent stated to customer to still take the vehicle into the dealership for inspection and possible repair. Agent advised customer to send in receipt from previous repair for review and possible reimbursement.
Customer calls seeking recall information. Advised the customer of incomplete recall recall N62Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL3C[redacted]		***Open Date***	01/03/2014	***Built Date***	10/18/2011	
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	12/13/2011	***Mileage***	1	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45374	XIT CHRYSLER-DODGE-JEEP			
Dealer Address	HIGHWAY 54 EAST				
Dealer City	DALHART	***Dealer State***	TX	***Dealer Zip***	79022

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLAYTON NM[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN update dealership
Recall - N49: LEFT TIE ROD - Information Request	Part inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to find out why they can not get the parts for the N49 recall.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall completed. Agent advised the customer to contact a DLR on or after Monday (January 6th) as per the recall notice. Agent advised the customer that if they still can not get parts on Monday, to call CAC back for further assistance. Customer understood.
The part required to provide a permanent remedy for recall (N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Customer called in regards to part for N49 recall not being available. Agent advised that previous agent has already escalated their concern to case management for further assistance.
SI85 - N49 is not a part of the 961 process
Customer contacting Chrysler stating that she was supposed to receive a call in 1 business day and never did. Agent advised that the only department it was sent to was back ordered parts, which it is not back ordered so it s not sent up anywhere. Customer stated that she was told by her dealership 45374Ù that they cannot get the part until April 4th, 2014 but she needs her vehicle fixed as soon as possible. Agent advised that is not true, the part is not back ordered it is restricted, 1 every 7 days. Agent advised it was a glitch in the system where if the dealerships tried ordering parts before January 6th it would say not until April and cancel the order. Agent contacted dealership 65247Ù and spoke to SM Gary who stated that they ve tried to order the part and it says '0' across the nation, not available until April 4th. Agent advised

he can order 1 every 7 days and contacted Area manager and they all say the same thing. Agent advised to check with Parts Manager. PM stated that the part is restricted- 1 every 14 days. SM stated that they have a list of people that bought vehicles from their dealership and they are going to supply the part to them first, then turn to people outside of their dealership. Agent contacted dealership 43924Ù and spoke to PA Sandy who stated they can order 1 part every 7 days definetly. SA Dominick stated there is 20 people on their list. Agent contacted dealership 45006Ù and spoke to SA Raymond who also stated 1 every 7 days and they have 20 people on their list as well. Agent let customer know stating 20 people on a list is very good even if she does not receive part until April, better to get on the list now because it will only grow from here.
Customer stated she is going to contact SA Raymond and get herself on the list. Customer inquiring about rental. Agent advised we do not provide rental vehicles for recalls- We are required by federal law to inform of the recall but a rental vehicle is a consequential expense. Customer understood.
Agent tried calling the customer back and there was no answer o advise he recall (N49) to advise the recall was not sent for parts expediting as it was a restricted part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/26/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	09/28/2005	***Mileage***	65,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26201	RANDALL NOE CHRYSLER DODGE INC			
Dealer Address	1608 WEST MOORE				
Dealer City	TERRELL	***Dealer State***	TX	***Dealer Zip***	75160

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TWENTYNIN CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	customer experieced the recall issue and vehicle requires tow
Corporate - CNA Change - Default - Default - Default	updated owner address

Briefly summarize why the customer is contacting Chrysler: Customer called because his vehicle was at home and the tie rods have sheered off causing the vehicle to be disabled. Customer stated the vehicle has a recall on recall N62 on it for the left and right tie rods to be replaced. Agent updated ownership information and transferred customer to roadside assistance to arrange a tow for the vehicle to the nearest Chrysler dealer.
**

Briefly summarize what the customer is expecting: towing assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L3	9G[redacted]	***Open Date***	01/03/2014	***Built Date***	02/16/2009	
Model Year	2009	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	03/22/2009	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONCORD CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking reimbursement information.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a recall notice for the tie rod. Customer stated in November as he was driving and just as he entered in to Mexico, the tie rod broke. Customer stated he still needs an alignment as well as it damaged the rim. Customer stated the tie rod was repaired and he is seeking reimbursement. Agent advised customer that there is no guarantee of reimbursement but he can submit the invoice as well as proof of payment to the address on the letter he received. Customer stated he would print out the invoice and submit. Customer then asked if the dealership would complete the alignment. Agent reviewed recall information and advised customer that the dealership would complete the recall that includes an alignment. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information.
Reassigning case to 86y.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2009 DODGE RAM LARAMIE. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you require further assistance please contact 1.800.853.1403 and reference your case number.
Have a great day!
End of Status Update
Image Queue Search Selection - no documents
***Reassigning to JK671 for survey by-pass, no documents.
by pass added.
***No further action required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	01/03/2014	***Built Date***	10/20/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/31/2007	***Mileage***	88,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66204	DOUGLAS COUNTY DODGE INC			
Dealer Address	1251 THORNTON ROAD				
Dealer City	LITHIA SPRINGS	***Dealer State***	GA	***Dealer Zip***	30122

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VILLA RICA GA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Recall H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall N 62

Briefly summarize why the customer is contacting Chrysler: customer called for recall information.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Customer called to say that he has received a recall notice for the N62 and H46. Customer stated was confused as he had no work done on the tie rod or steerage. Agent read from recall notice N62 that the letter states that A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. Agent stated that even if the vehicle has had no work done on the tie rod or steerage the customer still needs to schedule an appointment at the dealership for it to be inspected because it is a safety issue. Customer stated that he would contact the dealership to make an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2866	4G[redacted]	***Open Date***	01/03/2014	***Built Date***	11/18/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/12/2004	***Mileage***	200,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Dealer	44443	LANDMARK CHRYSLER DODGE JEEP OF MO		NROE, LLC	
Dealer Address	316 MAYFIELD DR				
Dealer City	MONROE	***Dealer State***	GA	***Dealer Zip***	30655

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STATHAM GA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information about the recall.
Corporate - CNA Change - Default - Default - Default	Writer updated customer address and phone number.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he would like to know more about the N62 recall on the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Customer states he recently moved and did not receive the recall notice. Writer advised customer of the recall and advised as per the letter sent to the customer to phone the DLR starting January 6 to schedule an appointment for the recall. Customer states he has an appointment at an IRF to have an upgraded steering linkage installed. Customer inquired if he can get reimbursed for the upgraded steering linkage. Writer advised customer that the first part of the recall is to inspect the linkage and determine if it needs to be replaced. Writer advised customer that if the linkage is fine no repair would be completed. Writer advised that all recall work must be completed at an authorized CDJR DLR to be covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	02/15/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/01/2008	***Mileage***	170,109	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WINDSOR VA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Front tie rods replaced
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

POSTMARK DATE: 122113; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Recall reimbursement request.
Reviewed Previous files: Yes, no concerns.
Customer sent in documents for reimbursement consideration N49 Recall.
Agent reviewed documentation, vehicle was inspected for the L16 Recall
LEFT TIE ROD END on
03/09/2012, no parts were replaced.
Agent will reimburse customer as per the Recall N49 for the Right and
Left Tie Rod outer onlyÙ.
OUTBOUND CALL to WINDSOR COMPLETE CAR CARE at 757-242-4444, verified with
Rhett managerÙ that the Labor to replace just the outer tie rods would
have been $56.70 and the alignment $75.30 for a total of $132.00.
Rhett stated that the tie rods were badly worn, not broke, vehicle not
towed in.
RECALL - Template N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: VISA recorded, $0.00 balance.
Date of Repair:
Invoice #: 10855
Labor $56.70
Parts $201.00
Misc. Charges $7.29+$75.30 alignment and suppliesÙ
Tax @6% partsÙ $12.06
Total $352.35
Writer is submitting check for approval in the amount of $352.35, upon
contact with the customer.
Status update provided via email to the following email address:
[redacted],
Just a quick note to let you know that your reimbursement claim is ready
to be issued. Please contact us at 1-800-853-1403 in regards to the
amount.
Thanks
Have a great day!
End of Status Update

NEXT AGENT: PLEASE ADVISE CUSTOMER OF REIMBURSEMENT AS PER LINE 31. AGENT IS REIMBURSING FOR OUTER TIE RODS ONLY/ALIGNMENT + TAXES AND 1/2 MISC., ACCORDING TO CALCULATIONS BY RHETT AT WINDSOR COMPLETE CAR CARE.
Status update provided via email to the following email address:
[redacted]
Just a quick note to let you know that your reimbursement claim is ready to be issued. Please contact us at 1-800-853-1403 in regards to the amount.
Thanks
Have a great day!
End of Status Update
NEXT AGENT: PLEASE ADVISE CUSTOMER OF REIMBURSEMENT AS PER LINE 31. AGENT IS REIMBURSING FOR OUTER TIE RODS ONLY as per RECALL + ALIGNMENT + TAXES AND 1/2 MISC., ACCORDING TO CALCULATIONS BY RHETT AT WINDSOR COMPLETE CAR CARE.
Customer called in regarding the email he has received, agent informed customer as per lines 54-57 and that a check will be submitted for 352.35.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/03/2014	***Built Date***	04/14/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	06/06/2011	***Mileage***	28,400	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CRESWELL OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Corporate - Reimbursement - Default - Default - Default	reimburse for tie rod repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace left tie rod

POSTMARK DATE: 121913; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in:[redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Agent will research case
Agent is reimbursing customer for replacing the left tie rod
RECALL - N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD
Recall applies to customer s vehicle:2011 DODGE RAM ST 4X4 2500 CREW CAB PICKUP
Customer s proof of payment is: IRF invoice
Date of Repair:02/18/2013
Invoice #: 20900065168
Labor $19.50
Parts $105.15
Misc. Charges$56.25
Tax $0.00
Total $180.90
Writer is submitting check for approval in the amount of $180.90
****
Agent will call IRF for proof of payment and the customer to have the recall completed
Agent contacted the IRF @ 541-942-4466 @ 12:22 PM and spoke to SA Tracy who confirmed that the customer charged the repair to his account and the account is paid at this time
Agent contacted the customer @[redacted] @ 12:26 PM and informed of reimbursement and have the vehicle inspected at a CJD dealer and have them close the recall
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	8G[redacted]	***Open Date***	01/03/2014	***Built Date***	04/10/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/30/2008	***Mileage***	159,707	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DOWLING MI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Outer tie rod broke/both replaced
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Corporate - Consequential Expenses - Default - Default - Default	Steering dampner replaced

POSTMARK DATE: 122113; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files:Yes, no concerns
Customer sent in documents for reimbursement consideration for the Recall N49.
Agent will review.
OUTBOUND CALL to HASTINGS PRO AUTO SERVICE at 269-948-2121, verified with Gerry ownerÙ that the steering dampener had also been damaged as a result of the tie rod breaking.
RECALL - Template
****
Customer submitted request for reimbursement for recall (insert recall number and description).
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: Check #11111, PAID stamp on invoice.
Date of Repair:1/14/13
Invoice #: 20998
Labor $105.00
Parts $185.82
Misc. Charges $10.00 + $59.95 supplies + alignmentÙ
Towing $102.00
Tax @6% parts+ suppliesÙ $11.75
Total $474.52
Writer is submitting check for approval in the amount of $474.52.
OUTBOUND CONTACT to MR [redacted], left VM informing customer of reimbursement ready for processing. Please contact 1-800-853-1403.
NEXT AGENT: PLEASE ADVISE CUSTOMER OF REIMBURSEMENT AGENT HAS NO VMÙ AS PER LINE 29. REIMBURSEMENT IS FOR TIE ROD AND DAMPENER REPAIR, TIRES AND LOF NOT INCLUDED.
PLEASE ADVISE CUSTOMER TO CONTACT CDJ TO HAVE PREVIOUS REPAIR INSPECTED IN ORDER TO UPDATE AND REMOVE INCOMPLETE RECALL FROM HIS FILE.
Customer returning call from Kelly. Agent advised customer of reimbursement check for $474.52. Customer is extremely happy with this.
Customer has no problem having the dealer still inspect the vehicle in

order to have the recall registered as complete.
Check has been issued.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28LX	9G[redacted]	***Open Date***	01/03/2014	***Built Date***	09/01/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/10/2009	***Mileage***	54,521	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HARTWELL GA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 121913; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: No
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Customer has submitted documentation for the N49 recall completed at an IRF. Parts invoice submitted shows three tie rods were purchased. N49 recall is for the left outer tie rod and states that both the left and right tie rods must be replaced.
Part research shows that ES800375 and ES800532 are for outer tie rods.
Customer has disposed of vehicle therefore writer will not contact to advise of open recall.
OUTBOUND CALL TO IRF: 706-376-5822 Writer spoke with [redacted] owner) who states that invoice paid in full.
RECALL N49 Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Paid (lines 15-16)
Date of Repair: 07/19/13
Invoice #: N/A
Labor $75.00
Parts $99.68
Misc. Charges $45.00 (alignment)
Tax $15.38 (7%)
Total $235.06
Writer is submitting check for approval in the amount of $235.06
Writer verified address on correspondence matches address in customer owner information network.
Check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LU38CX	3G[redacted]	***Open Date***	01/04/2014	***Built Date***	05/16/2003	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/07/2003	***Mileage***	254,680	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DEWEY AZ 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced the left tie rod

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, C42 C44 E17 H46 N62
Name of person writing in: Shanan Swagel
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a repair order with no proof of payment.
Writer verified the customer s information to match coin, invoice and envelope.
******
Writer located the N62 recall is attached to this vehicle as well as the H46 recall both showing incomplete.
H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located mileage:Last Repair 06/04/2003 @ 0 M
Mileage at the time of the repair: 254680
******
Writer located information for the N62 recall Answer connect ID: 24057.
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
The invoice 14344 - 12/23/13 - shows the left tie rod has been replaced this repair is not part of the N62 recall.
Writer will contact the customer to see if a repair had been completed before as this recall is for a replacement part.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for Shanan Swagel from Debbie of Chrysler. I have received documents for a repair completed on the 2003 Ram for reimbursement consideration. I would like to speak to you regarding this request. My contact number 855-675-9291, extension 4718492 please refer to file number[redacted]
Thank You
End of Status Update

******
Writer received a voice message from the customer dated January 14, 2013 @ 4:01 pm leaving [redacted] as the contact number.
******
Writer will call [redacted].
Writer spoke with [redacted] advising the repair completed for the vehicle is not covered under the N62. Writer asked if there had been a previous repair for the steering linkage. Customer stated not that he is aware of. Writer advised the recall is for a replacement part that may have been installed on the vehicle and not the manufactured part. Writer advised the dealership will inspect the vehicle to see if this part needs to be replaced. Customer stated he understood and will call the dealership at a later time.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D7	3G[redacted]	***Open Date***	01/04/2014	***Built Date***	09/30/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/09/2002	***Mileage***	76,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43664	KINGS DODGE CHRYSLER JEEP			
Dealer Address	4486 KINGSWATER DRIVE				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45249

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WEST JORDAN UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimburesement.

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern

Writer notes that the customer has submitted their parts invoice to reflect their purchase of the upgraded Dodge Ram Steering Linkage for their 2003 Ram 2500 and have requested reimbursement under their N62 recall parameters.

Writer further notes that the customer has the following information:
-GWA, claim #481384, completed by Ken Garff dealership on 11/19/2010 in the amount of $5.00
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.

Due to the above parameters, the customer does not qualify for reimbursement under the N62 recall parameters.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Writer contacted the customer at [redacted] at 2:20pm and spoke with Mr. [redacted] Writer advised him that his documents have been received, however, writer explained the recall parameters: Mopar, and further explained that the components that are now on his vehicle, should they fail, are covered under the N62 recall.
Writer further advised him to visit any dealership to have the components inspected to ensure that they are working as designed and he thanked writer for the added information. Writer thanked the customer for his time regarding this recall parameters.

CLOSED LOOP UPDATE - customer contacted today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A8	8G[redacted]	***Open Date***	01/04/2014	***Built Date***	03/06/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	06/04/2008	***Mileage***	108,830	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	***Dealer State***	TX	***Dealer Zip***	78411

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CORP CHRISTI TX[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 left tie rod
Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Other - Front	left tie rod replaced

POSTMARK DATE: 121913; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, L16 N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Research for part #68038054AD shows tie rod end.
RECALL - N49 Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Credit Card Auth 07636C (receipt provided)
Date of Repair: 11/30/13
Invoice #: 229009
Labor $0.00
Parts $77.31
Misc. Charges $0.00
Tax $6.38
Total $83.69
Writer is submitting check for approval in the amount of $83.69
OUTBOUND CALL TO CUSTOMER: [redacted] Writer advised that check being submitted for approval for the amount requested. Writer advised that open recall N49 and L16 still shows as open. Contact dealership to have inspected and/or corrective action taken at no charge. Customer states that his contact number is [redacted] and the current mileage on the vehicle is 108,830.
Writer verified address on correspondence matches address in customer owner information network.
Check Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG5[redacted]	***Open Date***	01/04/2014	***Built Date***	12/08/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	08/31/2011	***Mileage***	81,670	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GRAND PRAIRIE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repair to tie-rod: N49

POSTMARK DATE: 122713; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files: Yes, no concerns

Tier 2 Agent

Safety Recall N49 / NHTSA 13V-529
Left Outer Tie Rod Assembly

Repair
The left and right tie rods must be replaced.

Recall applies to customer s vehicle: YES
In-service Date: 03/31/2011
Invoice: #6142
Date of repair: 08/23/2013
Mileage: 81,670
Labor : $209.95
Parts : $284.00
Tax: $23.43 8.25% on parts only.Ù
Misc. Charges : $13.00
Total : $530.38
Total Reimbursement : $530.38

Customer s Proof of payment is: the customer provided us with a copy of their Visa Card Receipt with an approval code of #[redacted] date of 08/23/2013, the amount of $538.38 and the name of the repair facility: Stones Premier Automotive.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

The customer has provided us with an updated address within their letter sent in to us and it matches what we have on record for the customer, so writer is regarding it as being correct.
[redacted]

Status update provided via email to the following email address:
[redacted]
Dea[redacted] This is Michelle, your Case Manager assigned to your reimbursement claim in regards to the repairs on the tie-rods to your 2011 Ram Laramie. I am able to reimburse you in full for the cost of the repairs under the N49 recall parameters. However, I do suggest that at your earliest convenience, that you bring your 2011 Ram 2500 into any authorized Dodge dealership to have the components inspected to ensure that they are working as designed, and also to have the recall show complete in our system. The reimbursement check will be made out to the address you provided within the information that you submitted to us which you should receive within 12 business days. Should you have any other questions, please contact us, using your case number of #24388491 as reference. I do thank you for your patience regarding this matter,
Sincerely, Michelle
End of Status Update

Writer is submitting a check in the amount of $530.38 for approval.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T1	9G[redacted]	***Open Date***	01/04/2014	***Built Date***	09/02/2008	
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	12/13/2008	***Mileage***	56,589	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	UTILITY WATER DIST, BANGHAM	***Contact Type***	LETTER
Address	3694 HILHAM RD	***Home Phone***	(931) 526-1455
	COOKEVILLE TN 38506-3103	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: Bangham Utility Water
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related.
Reviewed previous files: N/A
Reassigning to 86H. past Writers parameters.
INVOICE Mike Flatt s Auto and Truck
931-528-4048
14567
Date: 08/16/13-08/20/13
Miles: 56589
Left Tie rod- $118.60
Right tie rod- $195.89
Labor: 80.00
Alignment- $69.95
$474.94
P.O. appears paid on account.

M&W Towing 007584
Date: 08/19/13
Bangham Water
$95.00
P.O # 433332
IRF CONTACT Mike Flatt s Auto and Truck 931-528-4048: agent attempted to call the IRF no answer left message.
IRF CONTACT Mike Flatt s Auto and Truck 931-528-4048: Agent attempted to call the IRF, rang through to a fax line.
CUSTOMER CONTACT [redacted]: agent attempted to call the customer, no voicemail.
CUSTOMER CONTACT[redacted] Agent called and spoke to Linda Office manager. Who looked up the file. Customer stated that they do not get the copy of the check but when they print the check they get the print out that is attached to the check. Agent verified that she had that information as well.
Verified the number on the sheet is the check number.
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Copy of Bottom of busines check. Check #-

6690
Date of Repair: 08/20/13
Invoice #: 14567
Labor $80.00
Parts $314. 49
Misc. Charges $ 69.95
Tax $0.00
Total $474.94

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: copy of check bottom 6688
Date of Repair: 08/19/13
Invoice #: 007584
Labor $0.00
Parts $0.00
Misc. Charges $95.00
Tax $0.00
Total $95.00
Writer is submitting check for approval in the amount of $ 95.00 +474.94= 569.94
****
CHECK APPROVED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	AG[redacted]	***Open Date***	01/04/2014	***Built Date***	06/03/2010
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4		
In Service Dt	10/17/2010	***Mileage***	121,973	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PASO ROBLES CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	broken tie rod
Corporate - Reimbursement - Default - Default - Default	recall

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files: Yes, no concerns
Agent reviewed documents submitted by customer and found customer had repairs completed at COLE CHRYSLER DODGE JEEP and provided proof of payment for the repairs. Agent is reassigning to CM for further review as the customer is requesting reimbursement for over $500.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 5/20/13
Invoice #: 674533
Labor $605.00
Parts $458.10
Misc. Charges $0
Tax $36.65 8% on partsÙ
Total $1099.75
Writer is submitting check for approval in the amount of $1099.75.
****

Writer verified that address for check matches address on submitted documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A7	7G[redacted]	***Open Date***	01/04/2014	***Built Date***	03/21/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	09/13/2007	***Mileage***	189,530	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	COVINGTON OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking reimbursement
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	reprogram ECM
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods replaced.

POSTMARK DATE: 122413; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62 / J35
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for a repair completed under recall N62
Reviewed previous files: yes, no concerns
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised that Chrysler is seeking replacement parts in the recall. Writer asked if this is the first and only steering linkage repair he has completed on vehicle. Customer states that it is. Writer advised we are NOT reimbursing for his repair. Writer advised he needs to take vehicle to a Chrysler Dealer to inspect his parts and if tie rods need to be replaced Chrysler will do that. Writer also advised of the open recall J35 which is a re-programming of the ECM, and that dealer should be able to perform that recall at the same time. Customer understands.
Writer closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A7	8G[redacted]	***Open Date***	01/04/2014	***Built Date***	10/17/2007	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/22/2008	***Mileage***	64,361	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PORTLAND IN [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 122413; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Agent reviewed documents, customer had Right Tie Rod replaced due to breaking.
Recall N62:
A Mopar service parts steering linkage may have been installed during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions.
Agent concurs with previous agent CAIR [redacted], Goodwill is denied.

[redacted]
PORTLAND , IN- 4[redacted],
UNITED STATES
Reference [redacted]

We have received your letter and fully appreciate the concerns you have raised regarding your 2008 DODGE RAM. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Please contact your Chrysler Dealership and have the Recall N62 LEFT OUTER TIE ROD ASSEMBLY completed.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Kelly
Customer Assistance Representative
Letter sent 1/21/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	7G[redacted]	***Open Date***	01/04/2014	***Built Date***	11/08/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/30/2006	***Mileage***	41,206	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43664	KINGS DODGE CHRYSLER JEEP			
Dealer Address	4486 KINGSWATER DRIVE				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45249

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MASON OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking reimbursement

POSTMARK DATE: 122713; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for a repair completed under recall N62
Reviewed previous files: Yes, no concerns

Writer notes that the customer has submitted their repair invoices in regards to the repairs that were completed to the RIGHT outer tie-rod end and have requested reimbursement under their N62 recall.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.

As per GWA: claim #077020, completed by Kings Dodge on 12/02/2009 the H46 recall components were inspected in the amount of $15.02 under the recall.

Writer notes that unfortunately the customer does not qualify for any reimbursement due to the above recall parameters not being met.

Writer contacted the customer at [redacted] at 3:45pm and reached their VM. Writer left a detailed message advising the customer that their documents have been received; however, writer wishes to further discuss the information with the customer and requested a return call. Writer provided all contact information, with CAIR number and hours of availability for the return call.

Writer received a message from the [redacted] at 12:43pm returning writer s message and provided writer with the following contact number:
[redacted]

Writer contacted the customer at 5[redacted]. at 2:20pm and reached his VM. Writer left a detailed message advising him that his message was received and advised him of the available time frame to reach writer.

Writer contacted the customer at [redacted]1 at 9:20am and spoke with Mr. Jenkins. Writer advised him that his documents have been received and reviewed and unfortunately, the repairs completed do not fall within the recall parameters.
The customer understood, however, wanted to point out that the vehicle has low mileage on it and has many maintenance issues since the basic warranty ran out:
-hubs rusted
-brakes rusted
-muffler rusted
The customer would like Dodge to be aware of the issues with the vehicle and stated that he is a Dentist and most of his patients have the same concerns/issues with their vehicles. Writer understood his position and advised him that his concerns will be fully noted on the case file and thanked him for his time.

CLOSED LOOP UPDATE - customer contacted today, recall: N62 decline.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2	9G[redacted]	***Open Date***	01/04/2014	***Built Date***	04/02/2009
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	04/20/2009	***Mileage***	65,867	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	49944	MAROONE D/NATIONAL			
Dealer Address	8600 PINES BLVD				
Dealer City	PEMBROKE PINES	***Dealer State***	FL	***Dealer Zip***	33024

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NORTH ROYALTON OH[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broke

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for a repair completed under recall n49
Reviewed previous files: Yes,no concerns
Documents have been submitted for the N49 Recall. Agent will review.
RECALL - Template N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: VISA recorded on invoice.
Date of Repair:10/01/13
Invoice #: 307959
Labor $0.00
Parts $0.00
Misc. Charges $140.56 deductibleÙ
Tax $9.48
Total $150.04
Writer is submitting check for approval in the amount of $150.04.
Check is in the amount the customer is expecting.
Status update provided via email to the following email address:
[redacted],
Just a quick note to let you know that I have reviewed your documents for the repairs made to your 2009 DODGE RAM. I am submitting a check in the amount you are expecting, to the address you have provided.
Please contact the Chrysler Dealership to have the previous repair inspected, and they can update your file.
Thank you for choosing Dodge.
Have a great day!
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	01/04/2014	***Built Date***	10/14/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/07/2010	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]9
	JAMESTOWN TN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 122013; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Check Invoice Submitted (5142)
Date of Repair: 10/04/13
Invoice #: 4587
Labor $125.00
Parts $198.78
Misc. Charges $Nil
Tax $Nil
Total $323.78
Writer is submitting check for approval in the amount of $323.78

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9 B[redacted]	***Open Date***	01/04/2014	***Built Date***	04/28/2011		
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	10/25/2011	***Mileage***	97,389	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60196	MAC HAIK DODGE CHRYSLER JEEP			
Dealer Address	5255 S IH 35				
Dealer City	GEORGETOWN	***Dealer State***	TX	***Dealer Zip***	78626

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MARBLE FALLS TX [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Custome seeking reimbursement
Corporate - Roadside Services - Default - Default - Default	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	N49 reimbursement request
Corporate - CNA Change - Default - Default - Default	Updated phone number

POSTMARK DATE: 121813; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer seeking reimbursement
Reviewed previous files: Yes, no concerns
Agent reviewed documents submitted by customer and found customer submitted an invoice for repairs and proof of payment. Agent found rental vehicle charges, service contract information and repairs relating to the N49 recall. Agent will contact dealer to determine what charges are related to the recall.
Agent called MAC HAIK DODGE CHRYSLER JEEP and spoke with SA Robert Buckly about the customer s invoice to determine what portion of the invoice is covered under the N49 recall. Robert states the customer paid $161.75 as a deductible under his Chrysler Service Contract and there was also a $75.00 towing charge that was a sublet charge.
Agent called [redacted] and left a message for [redacted] to call back to discuss his request for reimbursement.
****
Next agent please document customer s mailing address and advise him as per the dealer the repairs related to the N49 recall that the customer paid for was $161.75 and that the reimbursement will be processed for that amount. Please also advise the customer that he can submit his $75.00 towing bill to
Chrysler Group LLC, Roadside Assistance
Attn: Claims Department
P.O. Box 9145
Medford, MA 02155
Please also advise customer that the recall still needs to be performed at an authorized Chrysler dealer.
Status update provided via email to the following email address:

[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Begin Customer Message reviewed:
Case # [redacted]
Please email [redacted] to discuss this matter.
End of Reviewed Customer message
Briefly summarize why the customer is contacting: Customer contacted Chrysler recall seeking information about reimbursement. Customer called in with case number. Customer states that she has had the tie rod replaced on this vehicle but they were replaced with the old parts and the recall still needs to be done. Customer states she is seeking reimbursement for the tie rods that she had replaced. Writer informed customer that reimbursement consideration takes up to 60 days to process and that she will be notified either way if she will get reimbursement or not. Writer also informed customer that she can still get the N49 recall completed. Writer advised customer to get in touch with her dealership and get on a waiting list to get the part.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement information and whether she can still get the N49 recall completed on her vehicle.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****

Next agent please advise customer of lines 21-29.
Agent called customer and advised him of lines 21-29 and also confirmed the mailing address in COIN is correct. Agent advised customer that the recall still needs to be completed at a Chrysler dealer. Matt was pleased with the reimbursement and states the vehicle is currently at a Chrysler dealer and they are aware of the recall. Agent advised customer to submit the towing reimbursement request under his service contract. Customer understood.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 01442J
Date of Repair: 10/23/2013
Invoice #: 131912
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 161.75 (deductible)
Tax $ 0.00
Total $ 161.75
Writer is submitting check for approval in the amount of $ 161.75
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	7G[redacted]	***Open Date***	01/04/2014	***Built Date***	04/11/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/26/2007	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	PELL CITY AL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 122113; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in:[redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Called Customer at[redacted]. Agent advised that the Recall applies to the vehicles that have had the Steering Linkage Replaced With a Mopar Steering Linkage and had the OEM Tie Rod Ends in the vehicle.
Agent advised that the Customer take the vehicle to the DLR for an inspection to ensure that the Correct Tie Rod Ends are being used with the Correct Steering Linkage.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29CX	6[redacted]	***Open Date***	01/04/2014	***Built Date***	05/29/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/11/2006	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GALLIPOLIS OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 122713; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, H46 N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Called Customer at 7[redacted]. Busy.
Called Customer [redacted] Unable to leave Message.
Next Agent - Please advise that the recall (N62) applies to vehicles
that have a Mopar Steering Linkage installed and then had an issue with
the Tie Rod ends.
Please advise that if at the time of the repair the Steering Linkage was
Factory (OEM or Stock) that the Recall would not apply.
Please advise that if the Steering Linkage was replaced at an earlier
Repair (before 02/15/13) to send in the invoice for the Steering
Linkage and we can review further.
Called Customer at [redacted]. Spoke with Wife and was advised to call
Mr [redacted] on his cell phone.
Called Customer at [redacted] Spoke with Mr[redacted]
Agent advised of lines 10-17. Customer understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	8G[redacted]	***Open Date***	01/04/2014	***Built Date***	02/19/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/30/2008	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MUNCY PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Reimbursement request

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]t
Concern: Reimbursement request.
Reviewed Previous files: Yes, no concerns
Called Customer [redacted]. Left Message.
Next Agent - Please advise that the CM will submit for approval a Reimbursment for $377.42 for the Tie Rod Replacement.
CM will not be able to reimburse for the Steering Box that was also on the Invoice.
When Customer has been inbformed of the Decision the CM will forward for approval.
Customer called in to speak with WL148 . Writer advised customer of lines 8-14. Customer understood and was disappointed in the denial for the steering box as he has never had a steering box repair.
IRF Contact: Valley Truck & Trailer Repair at 570.546.0660. Spoke with Marrianne. Confirmed that the Invoice was Paid in full.
RECALL N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Confirmed with IRF.
Date of Repair: 01/16/13
Invoice #: 38389
Labor $95.00
Parts $238.56
Misc. Charges $22.50
Tax $21.36
Total $377.42
Writer is submitting check for approval in the amount of $377.42

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL1	CG[redacted]	***Open Date***	01/04/2014	***Built Date***	11/23/2011
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB		
In Service Dt	01/09/2012	***Mileage***	228,675	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32256

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TAYLORS SC [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 recall
Product - Suspension - Tie Rods / Drag Link - Other - Front	left tie rod replaced

POSTMARK DATE: 122013; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern:Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files:Yes, no concerns
RECALL - N49 Left Tie Rod
****
Customer submitted request for reimbursement for recall Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: [redacted] Auth [redacted]6 (receipt provided)
Date of Repair: 11/02/13
Invoice #: 354054
Labor $109.95
Parts $123.70
Less Deductible -$18.56 (15% parts discount)
Less Deductible -$16.49 (15% labor discount)
Misc. Charges $69.95 (alignment)
Less Deductible -$10.49 (15% labor discount)
Misc. Charges $20.24 (shop supplies)
Tax $19.49
Total $297.79
Writer is submitting check for approval in the amount of $297.79
Writer verified address on correspondence matches address in Customer Owner Information Network.
OUTBOUND CALL TO CUSTOMER: [redacted] states that he is unable to take call at this time as he is driving. Customer requests a call back at a later time.
Check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/04/2014	***Built Date***	02/17/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	03/09/2010	***Mileage***	82,857	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NEW LONDON WI [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$331.29
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke

POSTMARK DATE: 122013; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern:N49 reimbursement
Reviewed previous files:yes
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.

----------Safety Recall
IRF CONTACT: Writer called Plach Automotive 920 982 5512. Writer spoke to Sharon Office Manager who verifies that invoice was paid by credit card.
Writer googled parts and a Moog ES800532 was used.
Customer submitted request for reimbursement for recall (N49 - Left tie rod).
Recall applies to customer s vehicle:yes
Customer s proof of payment is: verification from Office Manager Sharon
Date of Repair: 05/20/2013
Invoice #: 16422
Labor $ 206.25
Parts $ 91.26
Misc. Charges $ 16.50
Tax $ 17.28
Total $ 331.29
Writer is submitting check for approval in the amount of $ 331.29

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D6 6[redacted]	***Open Date***	01/04/2014	***Built Date***	05/04/2006		
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/23/2006	***Mileage***	0	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RUSHVILLE OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 122413; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern:Customer wrote in seeking reimbursement for a repair completed under recall N62
Reviewed previous files: Yes, no concerns
This recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part.
If customer has an invoice that shows he had previous repair on the tie rod writer submit for reimbursement.
Writer reviewed the customer file and noticed the vehicle had the H46 recall and the vehicle was only inspected and no repair took place for this recall.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] writer was not able to get through to the customer has it states the call has not been completed as dialed. Writer tried 4 different times.
**********OUTBOUND CALL**********
Writer located a number on the invoice as the customer cell ([redacted]) Writer left a voice message for the customer to contact her back @ 855-675-9291 Ext 4718290 with case number [redacted]
**********INBOUND CALL**********
MR [redacted] contacted CM back regarding the documentation he submitted regarding the N62 LEFT OUTER TIE ROD ASSEMBLY. Writer advised the customer that he would need to provided a previous repair that took place on the vehicle for the Tie rods or the steering linkage before Chrysler can consider a possible reimbursement. Customer understood.
Writer advised that the case was going to be closed.
Writer advised the customer to have the vehicle inspected by his local Chrysler dealership to see if the repairs that took place had Mopar parts used.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	8G[redacted]	***Open Date***	01/04/2014	***Built Date***	05/20/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/10/2008	***Mileage***	128,852	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67688	PETERS CHRYSLER-JEEP			
Dealer Address	4181 N US HIGHWAY 259				
Dealer City	LONGVIEW	***Dealer State***	TX	***Dealer Zip***	75605

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WEST MONROE LA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$365.22
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	drivers side tie rod broke

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for repairs related to N49 Recall.
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment.
Writer acknowledges Customer has sent in two invoices Patterson is a replacement of left tie rod $305.27. Peters is an alignment 9 days later $59.95. There is no proof of payment other than the invoices are marked with check # s 7210, and 7221 respectively.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
DEALER CONTACT: Writer called Patterson CDJR 903-935-9355. Writer spoke to SA Roy who verifies check has cleared the system, SM Roy also advises that Customer should be re-directed back to Dealer to complete recall.
DEALER Contact: Writer called Peters Chev CDJR 903 757 3720. Writer spoke to Yolanda the Controller who advises check has cleared the system.
Customer submitted request for reimbursement for recall (N49 Left Tie

rod).
Recall applies to customer s vehicle:yes
Customer s proof of payment is: verification from Service personnel
Date of Repair: 11/05/13
Invoice #: 110961 & 398625
Labor $ 150.00
Parts $ 115.66
Misc. Charges $ 30.07 +59.95
Tax $ 9.54
Total $ 365.22
Writer is submitting check for approval in the amount of $ 365.22
CUSTOMER CONTACT: Writer called [redacted]. Writer advised that check is being processed in requested amount. Writer advised that recall still stands open on his vehicle and he needs to take his vehicle back to Dealership for an inspection, (only one side of tie rod was replaced). Writer provided US CAC for contact and case #.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]	***Open Date***	01/04/2014	***Built Date***	02/12/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/20/2007	***Mileage***	180,212	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60075	SAHARA MOTORS ELY LLC			
Dealer Address	585 N MCGILL HIGHWAY				
Dealer City	ELY	***Dealer State***	NV	***Dealer Zip***	89301

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	TOOELE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: J35, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: Reimbursement request for N62 Recall
Reviewed Previous files: Yes, no concerns.
This recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part.
If customer has an invoice that shows he had previous repair on the tie rod writer submit for reimbursement.
Writer noticed the customer had the recall H46 on his vehicle but was only inspected no parts were replaced on the vehicle. Customer will have to provided a previous repair that took place on the Tie rod or steering linkage for
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] writer left a voice message for the customer and provided her contact information as well as the Ext 4718290 with a case number 24389028.
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] writer left a voice message for the customer, and provided him with his case number([redacted])as well as her phone number (855-675-9291) Ext (4718290).
**********OUTBOUND CALL**********
Writer placed a call to MR [redacted] writer left a voice message for the customer, and provided him with his case number([redacted])as well as her phone number (855-675-9291) Ext (4718290).
**********INBOUND CALL**********
Customer left a voice message for writer to contact him back.
**********OUTBOUND CALL**********
Writer spoke with MR [redacted] and advised him that the recall was for the Mopar replacement part not the manufacture part. Customer states he may have had the repair done on the vehicle. Writer advised that he would need to submit an invoice showing a previous repair with proof of payment and at that time Chrysler can look into a possible Reimbursement

.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L5	9G[redacted]	***Open Date***	01/04/2014	***Built Date***	09/11/2008	
Model Year	2009	***Body***	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	03/31/2009	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WILLINGTON CT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 LEFT TIE ROD

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern:Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files: Yes, no concerns
Agent contacted Morrison and Johnson 860-872-4265, and talked to Len the owner who stated that the invoice was paid in full by credit card.
RECALL N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Left tie rod end on vehicle may fracture due to a misalignment condition.
Under certain driving conditions, this may lead to a weakening and eventual fracture of left tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: IRF Confirmed
Date of Repair: 09/03/2013
Invoice #: 16914
Labor $123.95
Parts $98.98
Misc. Charges $0.00
Tax $14.16
Total $237.09
Writer is submitting total reimbursement in the amount of $237.09
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	01/04/2014	***Built Date***	11/13/2009	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	05/15/2010	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	COEUR D ALENE ID [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files:Yes,no concerns
IRF Contact: Dave Smith Frontier at 208-667-6053.
Unable to reach Service Department.
IRF Contact: Dave Smith Frontier at 208-667-6053. Spoke With Brian SA. SA advised the Customer has a Service Contract and paid a $100.00 Deductible.
RECALL N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Confirmed with IRF and MC Receipt included.
Date of Repair: 29/08/13
Invoice #: 117320
Labor $Nil
Parts $Nil
Misc. Charges $100.00 (deductible)
Tax $Nil
Total $100.00
Writer is submitting check for approval in the amount of $100.00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D8	6J[redacted]	***Open Date***	01/04/2014	***Built Date***	10/19/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/23/2006	***Mileage***	90,722	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MIDDLETOWN OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Steering - Power Rack and Pinion / Gear - Other - Default	steering gear (box) replaced.

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49 / L16
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for a repair completed under recall N49
Reviewed previous files:N62
Writer acknowledges assignment.
Writer acknowledges the Customer has sent in an invoice for Steering gear replaced - no part # s but invoice does indicate steering column stiff to turn, so that means the steering box was replaced, nothing like the recall. Writer will call the IRF to confirm.
IRF CONTACT: Writer called Centerville Service Center 937 435 5122. Sean could not confirm information. Sean wants the owner Ben to confirm. Agent provided US CAC and Case #.
*******AGENTS if Ben calls back in, all we need to know if it was a steering box that was replaced on the Customers vehicle back in 08/2013 Invoice # 16061.
Writer has looked at previous CAIR s and it is determined steering linkage was replaced in 2012 (see cair [redacted], so Customer needs to have his steering linkage inspected by Chrysler under the N62.
WRITER NOTES CUSTOMER DOES NOT HAVE N49 RECALL ON VEHICLE.
Ben from Centerville Service Center 937 435 5122 contacted Chrysler to verify that the part that was replaced on the customer s vehicle was the steering gear on Aug. 26/13. Ben stated that for recall work he likes to direct the customer to the dealership. Agent questioned Ben if any other work was done to the steering linkage or the steering box. Ben stated that the gear was the only thing replaced. Agent advised Ben that the new information will be updated.
Writer has clarified that 'Steering Gear' does not include outer tie rods. This repair does not qualify under any recall on the vehicle at this time.
CUSTOMER CONTACT: Writer called MR [redacted]. Writer spoke to Customer directly. Writer advised the repair he submitted does not match the recall outline, therefore Chrysler will NOT be reimbursing for his repair. Writer did advise N62 is still outstanding and he should get his vehicle inspected at any CDJR Dealer. Customer accepts. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C8	3G[redacted]	***Open Date***	01/04/2014	***Built Date***	04/21/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/30/2003	***Mileage***	180,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65415	LOPP MOTORS INC			
Dealer Address	305 NORTH 2ND STREET				
Dealer City	DODGE CITY	***Dealer State***	KS	***Dealer Zip***	67801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	KALVESTA KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that she just received a recall notice for the N62 recall. Customer states that in the past month her left tie rod has snapped twice. Customer is seeking what can be done about this. Writer advised customer she can submit for reimbursement. Writer provided customer with reimbursement information as per answer ID 17420.
-
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C5	6G[redacted]	***Open Date***	01/04/2014	***Built Date***	11/11/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/24/2006	***Mileage***	150,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WINSTON MT [redacted]-	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer is seeking reimbursement for N62 recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement for the recall repair.
Product - Steering - Linkage - Defective - Default	Customer states that she had the steering linkage replaced in Nov.

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that in Nov the steering went out and so they already had this repaired. Customer states that they now got a recall notice for the N62Ù left outer tire rod assembly. Agent advised customer of the mailing address to send her documents in and advised her that she should allow up to 60 days for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the repair she had to and now feels it was recalled.
Agent advised customer that the documents will be reviewed and if the repair that she had done to the vehicle, is the same repair that they would do for the N62Ù recall than we can look into possible reimbursement.
Customer is going to send the documents in tomorrow.
REassigned to 86Y
Recall Reimbursement Requests.
Reassigning to MR1279.
Please see TL for proper handling.
****
Please wait for documents.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
There is no phone number or email address for customer on record, nor was agent able to find phone number in 411.com.
****

January 17,2014
[redacted],
WINSTON , MT-[redacted],
UNITED STATES
Reference[redacted]
Dear Ms [redacted]
Thank you for your recent call regarding reimbursement consideration for repairs made on your 2006 DODGE RAM 3500 LARAMIE MEGA CAB 4X4

Please forward your original repair orders and proof of payment receipt
to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004 or you may fax to 877-768-5076.
Proof of payment consists of credit card receipt, front and back of the
cancelled check, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you
with the response. Please include a current contact phone number as we do
not have any contact information for you.
Sincerely,
Debbie
Customer Assistance Representative
****

Disregard lines 30 - 52
****

January 17, 2014
[redacted]
WINSTON , MT-[redacted]
UNITED STATES
Reference [redacted]
Dear Ms [redacted]
Thank you for your recent call regarding reimbursement consideration for
repairs made on your 2006 DODGE RAM 3500 LARAMIE MEGA CAB 4X4
Please forward your original repair orders and proof of payment receipt
to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004 or you may fax to 877-768-5076.
Proof of payment consists of credit card receipt, front and back of the
cancelled check, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you
with the response. Please include a current contact phone number as we do
not have any contact information for you.
Sincerely,
Debbie
Customer Assistance Representative
Letter sent 1/24/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	6G[redacted]	***Open Date***	01/04/2014	***Built Date***	07/22/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/31/2008	***Mileage***	93,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42958	SCRANTON DODGE CHRYSLER JEEP			
Dealer Address	1146 WYOMING AVE				
Dealer City	SCRANTON	***Dealer State***	PA	***Dealer Zip***	18509

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH GIBSON PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler:Recall N62 information
Briefly summarize what the customer is expecting:Customer called and said he just received the recall N62 notice and he had to have the part replaced and paid for it. Writer checked with customer and this was the first repair so writer advised him that the recall is for the replacement service part not the factory part. Writer advised customer to take his vehicle to the dealership to have his replacement part checked. Customer is upset and said he would be talking to his lawyer in regards to this issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT2	BG[redacted]	***Open Date***	01/04/2014	***Built Date***	11/09/2010	
Model Year	2011	***Body***	DJ7X91	DODGE RAM POWERWAGON 4X4 2500 CREW CAB			
In Service Dt	06/30/2011	***Mileage***	36,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43877	E-TOWN DODGE			
Dealer Address	2005 SOUTH MARKET STREET				
Dealer City	ELIZABETHTOWN	***Dealer State***	PA	***Dealer Zip***	17022

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HERSHEY PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Open recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:The customer said his left tie rod broke on Thursday and he brought the vehicle into an IRF, but they have not fixed his vehicle yet.
Briefly summarize what the customer is expecting:The customer wanted to know if he should bring the vehicle into the Chrysler dealership. Agent advised he should bring the vehicle into the Chrysler dealership to get the recall done because if he gets the repair done at an IRF we would not be able to reimburse him for the labor, and the parts would only be covered if they were MOPAR parts, but the dealership can do the repair at no cost. The customer asked if the alignment and sway bar would be covered as well. Agent advised after a tie rod end is replaced an aligned is required so that would be covered, however agent was not sure about the sway bar. Agent offered to contact the dealership to get that checked on, and so the customer could schedule an appointment, however he just wanted there phone number and he wanted to contact them on his own. Reassign for an open recall with a concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	01/04/2014	***Built Date***	09/24/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/26/2005	***Mileage***	116,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41423	MARTY CANCILA DODGE CHRYSLER JEEP			
Dealer Address	2175 NORTH LINDBERGH BLVD				
Dealer City	FLORISSANT	***Dealer State***	MO	***Dealer Zip***	63033

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARTHASVILLE MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquired why her steering linkage was not replaced

Briefly summarize why the customer is contacting Chrysler:
Customer inquired why her steering linkage was not replaced when she took vehicle to dealer for recall repair.
Briefly summarize what the customer is expecting:
Agent informed customer that dealer inspected vehicle to see if Mopar replacement steering linkage had been installed on previous service appointment. The reason dealer did not replace steering linkage is because dealer found that original steering linkage was stiil on vehicle.
Agent informed customer it was replacement steering linkage that was the defective part identified in recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX38A5	8G[redacted]	***Open Date***	01/04/2014	***Built Date***	06/02/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/07/2008	***Mileage***	77,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44969	NELSON CHRYSLER DODGE			
Dealer Address	2228 COLLEGE WAY				
Dealer City	FERGUS FALLS	***Dealer State***	MN	***Dealer Zip***	56537

Owner	J[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BATTLE LAKE MN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer states he got the recall to replace the tie rod ends. Customer has been calling dealerships and none of them have the parts. Customer wants to know what to do now. Agent advised he should get put on a list for the part. Customer states he is. Customer states the dealership told him the recall is for vehicles in a certain date range. Agent advised the recall is for vehicles built between February 2008 and December 2012. Agent advised his vehicle was built in June 2008. Customer states he is planning a trip to the coast and has to travel across the mountains. Customer wants to know if this is safe as he will also be pulling a camper trailer. Agent advised to have the vehicle inspected and the dealership should be able to tell him if the trip would be safe. Customer states he will do that.
Briefly summarize what the customer is expecting: To find out more about the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C8	6G[redacted]	***Open Date***	01/04/2014	***Built Date***	09/21/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	10/25/2005	***Mileage***	148,050	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF		KLAMATH FALLS	
Dealer Address	2675 WASHBURN WAY				
Dealer City	KLAMATH FALLS	***Dealer State***	OR	***Dealer Zip***	97603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CRESWELL OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Reoccurance or Related Problem	STEERING LINKAGE
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in because his vehicle broke down earlier this week the customer lost control of steering. Customer states that the ball joint that connects the pitman rod to the tie rod sheered off. Customer states he saw the N62 recall letter and called the dealership but they said that was not covered by the recall because the recall only covers the outer joint. Customer is upset because it s the same part and his truck is immobile.
Briefly summarize what the customer is expecting: Coverage of repair.
Writer advised customer that if the recall does not effect that joint than there would not be coverage, however, there is a steering linkage recall that was completed in 2011 that may cover the repair, writer is not technically trained and advised customer he would have to have it looked at to know if the H46 recall is related. Writer read the recall to the customer who feels that it may be the same issue.
Customer states he will contact the dealership and advise them about the H46 recall.
Writer offered to call.
Customer states he has no problem calling them.
Customer asked about towing
Writer advised that towing is not covered by the recall.
Customer asked about previous recalls.
Writer advised customer of all completed recalls.
Customer states he had the front end done and they may have replaced the ABS module, he will look into it.
Writer advised customer that if it was the ABS module and he has the receipt and proof of payment, he can call us back and we will start a new case for the customer to submit for possible reimbursement.
Reassigned to BR379 for survey bypass for recall
Customer called back for more clarification on current and prevous recalls as these are related to current issues with vehicle. Agent explained the first step is to have the dealership determine if current issues are recall-related. Agent advised even if this is determined there may be no reimbursement due to the time and mileage put in since the

recall work. Customer was asking about F05 and H46. Agent explained F05 was completed in 2007 and the H46 was completed in 2011. Customer asked agent to go over information on all the previous recalls. Agent summarized each of the three recall notices. Customer then asked for the address to send in for recall-related request for reimbursement in case he needed it. Agent did this but said again the first step is to have dealership determine if current issues are recall-related and even if they are there is no guarantee of receiving reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	01/04/2014	***Built Date***	09/25/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	02/26/2008	***Mileage***	89,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67833	SCOVILLE-MENO CHRYSLER- DODGE-		JEEP, INC.	
Dealer Address	18 UNION STREET				
Dealer City	SIDNEY	***Dealer State***	NY	***Dealer Zip***	13838

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ULYSSES PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer looking for recall reimbursment
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking reimbursment for the N62 recall as they had to pay to get the repair done as it broke before the recall was issued. Writer advised that she can deffinatly send in her documentation stating she had te recall completed so that we can review it and see if we can reimburse her for the repair. Writer advised the customer of the documents that will be needed for the reveiw. Writer stated that the customer will need to send in her repair order, invoice, and proof of payment. Customer had asked if she would be able to contact the dealership to see if they can send us the documents, Writer stated that most of the time we like the customer to send in the documents but if she is missing something that the dealership would have they can deffinatly send that information into us. Writer provided the customer with the Fax number to send her documents, customer thanked and ended the call.
Briefly summarize what the customer is expecting: Customer is hoping to get reimbursed for the recall repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number i [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 67833 SCOVILLE-MENO CHRYSLER- DODGE-
Reassigned to 86Y
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Advised that the Documents have not been received and that the File will close in 2 days if the Documents have not arrived but will re-open when the Documents arrive.
Customer states that they are waiting to get the R/O in the mail.
Waiting for Documents .
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	4G[redacted]	***Open Date***	01/04/2014	***Built Date***	10/27/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/20/2003	***Mileage***	179,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45249	DAVID DODGE, LLC			
Dealer Address	1801 ROUTE 202				
Dealer City	GLEN MILLS	***Dealer State***	PA	***Dealer Zip***	19342

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MALVERN PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has received a recall notice for the N62 recall. Customer states that he has already had his entire steering linkage replaced. Customer states the cost of repair was $800. Customer states he would like to know if his repairs would be covered under this recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that the repair for this recall is to inspect and replace the steering linkage assembly. Agent advised customer that he may send in for possible reimbursement. Customer states he still needs to speak to the dealership to obtain information on specific parts that were replaced. Agent advised customer that once he receives this information, he may send documentation in for possible reimbursement. Agent advised customer of information listed in Answer ID 17420.
Agent has reviewed file and there is no indication from the repair history that the Mopar parts that are part of the recall were installed on this vehicle. Agent will wait for paper work to make final decision
Waiting for documents
Waiting for documents
Waiting for documents
We are waiting on your documentation concerning repairs made to your 2004 DODGE RAM 2500 QUAD CAB PICKUP. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
Agent contacted the customer @ [redacted] @ 11:06 AM and left a voice message pertaining to lines 21 to 28
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	6G[redacted]	***Open Date***	01/04/2014	***Built Date***	07/13/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/25/2006	***Mileage***	82,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44351	DULUTH DODGE INC			
Dealer Address	4755 MILLER TRUNK HWY 53				
Dealer City	DULUTH	***Dealer State***	MN	***Dealer Zip***	55811

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	CROMWELL MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Reimbursement request

Briefly summarize why the customer is contacting Chrysler: Customer states that he had the N62 recall parts replaced in the vehicle already and was inquiring about if he can be reimbursed for this repair.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for recall. Writer advised customer that we can send him a documentation request link if he has access to a canner and email, or he can fax the information, or he can mail the information in. Customer states that he will verify that he has a working scanner and email address and will contact us back with the email address so we can send him the documentation request link.
[redacted] customer s wife was calling in to obtain a fax number to send the documents in. Agent advised the customer that it looks like we were going to send a link to their email so they could send it by email. Agent advised the customer that we do have a fax number if this is what they prefer. Agent provided the customer with the fax number 1-877-768-5076 to send their documents in to. Customer was thankful.
Customer called in to find out if fax had been received yet. Agent advised customer that it can take up to 5 business days for information that is faxed in to be added to the case.
Customer calling to check on fax, agent informed customer that it still has not come in. Agent advised customer to call back and the end of the week and if we still have not gotten the fax to re fax it at that time.
Customer calling seeking if the information has arrived at this time. Agent informed the customer it has not. Agent offered the fax number again. Customer stated he still has it and he would send another copy of it.
Customer is calling to inquire about the status of his fax. Agent advised customer to allow 30-60 days. Customer understood and stated that he would call back if he hasn t heard from anyone.
POSTMARK DATE: 020514; DATE RECEIVED: 020514
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
****

Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number 24389749 so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer of lines 37-44.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement and have been unable to speak with you. Please contact us at 1-800-853-1403 and refer to the case number [redacted]9 so that we can discuss your request with you, I will close the case if I do not speak with you within 2 business days.
End of Status Update
Customer contacted regarding the email they had received to discuss the status of their request.
Agent informed Customer of lines 37-44.
Customer stated they will go to the repair facility and request additional documentation to show that the vehicle was repaired with mopar service parts so they may qualify for reimbursement.
Customer stated they will contact back with further documentation.
Customer called to see what is going on with his case. Agent provided customer with a contact number for the Chrysler Reimbursment Team.
Customer contacts regarding the N62 recall. Customer states he had repairs done on 11/05/2013 due to the tie rod snapping. Customer does not understand why he is not being reimbursed for the recall.
Agent advised in detail how the N62 recall is an initial inspeaction to determine whether or not the vehicle has original style steering linkage, or whether the recalled component was added on after the purchase of the vehicle.
Agent advised as per line 41-42 the components on the vehicle were not mopar components.
Agent advised a transfer to his Duluth dealership to schedule a N62 recall inspection appointment.
Customer states he will call on his own time.
Customer states he was contacted VIA Email to contact us regarding the reimbursement request he sent in.
Agent advised customer of lines 37-44.
Agent advised customer we do request he take his vehicle in for an inspection to determine if he needs the recall needs to be completed and if so they will then order the parts for him.
Customer states by the time he gets off work, it is hard to get the vehicle in to the DLR for the inspection.
Customer states he will take the vehicle in on Saturday to see if he can have the inspection completed.
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D0	7J[redacted]	***Open Date***	01/04/2014	***Built Date***	04/02/2007
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	07/30/2007	***Mileage***	54,000	***Dealer Zone***	32	NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	68782	BRATTLEBORO AUTO RETAILERS			
Dealer Address	ROUTE 5, PUTNEY ROAD				
Dealer City	BRATTLEBORO	***Dealer State***	VT	***Dealer Zip***	05304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HINSDALE NH[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	Recall inquiry
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received the N62 LEFT OUTER TIE ROD ASSEMBLY and wanted to setup an appointment. Agent advised the contact information for his closest Chrysler dealer. Agent also advised on the other open recall H46 STEERING LINKAGE and advised to have checked at the same time.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C3	4G1[redacted]	***Open Date***	01/04/2014	***Built Date***	02/07/2004	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	03/29/2004	***Mileage***	200,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43535	VALLEY DODGE INC			
Dealer Address	6110 VAN NUYS BOULEVARD				
Dealer City	VAN NUYS	***Dealer State***	CA	***Dealer Zip***	91401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NORTH HILLS CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:The customer said his vehicle tie rods end broke, and he does not want to pay to have the vehicle towed to the dealership. He also said his tire broke.
Briefly summarize what the customer is expecting:Agent advised we will only cover what is under the recall we would not pay for towing or other repairs that are required on the vehicle. The customer disconnected before agent could offer a dealership call.
Reassign for open recall with a concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	6J[redacted]	***Open Date***	01/04/2014	***Built Date***	02/23/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/08/2006	***Mileage***	170,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF	SANTA ROSA		
Dealer Address	2727 DOWD DRIVE				
Dealer City	SANTA ROSA	***Dealer State***	CA	***Dealer Zip***	95407

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MONTE RIO CA [redacted]	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Reimbursing $70.00 for towing
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broken
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	vehicle undrivable as tie rods broke

Customer called stating that the front tie rod end broke on the vehicle and he had to have it towed to his home and now has to have it towed to the dealership. Customer just received a recall notice about this. Agent contacted his dealer LITHIA CHRYSLER JEEP DODGE OF Dealer Phone : 707-542-3331 and spoke with SA Patrick who states that the next available appointment time would be on Tuesday. SA states that the dealer does not offer loaner vehicles. SA states that he talked to the parts department and was told that the part is not in stock and has no ETA.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Customer is having the vehicle towed to Lithia Chrysler today.
Customer is seeking reimbursement for the tow bill and coverage for a rental vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? LITHIA CHRYSLER DC
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
- How far out of warranty: OOW by 5 years and 134,000 miles.
- How many vehicles owned:1 new
- Active or expired MVP s: none
Writer contacted dealer and spoke with SA Bill. SA states the parts were available starting today. SA states he will have to vehicle ready by tomorrow. SA states he attempted to reach customer. Writer gave SA customer s numbers. SA confirmed customer had the vehicle towed in. Writer informed SA that we will not look at rental help unless it takes longer than tomorrow to get the vehicle fixed. SA stated that sounded good. SA stated the current mileage is 175,195. Writer advised a follow

up tomorrow 1/7
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer spoke with Customer s Wife and was advised to call the cell phone number [redacted].
Writer attempted to reach left message on cell number. Follow 1/7
Writer received voicemail from customer asking writer to call back.
Writer contacted customer. Customer confirmed needing the recall parts. Writer informed customer that the dealer is getting the parts and are hoping the vehicle is done tomorrow. Writer informed customer that writer wants to reimburse customer for the towing. Writer gave customer fax number and asked customer to send invoice and proof of payment. Customer states that he paid with card. Writer informed customer that writer will verfy that with towing company. Writer advised a follow up on 1/8.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-01-07 @ 16:22
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-01-07 @ 16:23
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted Towing Company and spoke Michelle. Michelle confirmed customer paid $70.00 on 1/4 with card.
Writer contacted dealer and spoke with SA Bill. SA states the vehicle is done and the customer is picking up the vehicle later today.
Writer attempted to reach customer, left message. Follow up 1/9
Writer attempted to reach customer left message. 1/10
Writer received call from customer s wife. Writer confirmed that we are reimbursing the amount of $70.00 for the towing. Writer verfied the address. Writer informed customer the check will be there between 7-14 business days. Writer informed customer that the case will close as soon as the check is sent. Customer thanked writer.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for towing.
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
175,195
Enter the Date when the repairs were completed.
1/4
What is the total cost of the Parts to be reimbursed?
$0
What is the total cost of the Labor to be reimbursed?
$0
What is the total Tax to be reimbursed?
$0
What is the total amount being reimbursed?
$70.00
****End structured narrative T2 - eReimbursement
Ok to send check

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2861	4G[redacted]	***Open Date***	01/04/2014	***Built Date***	10/24/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/28/2003	***Mileage***	50,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44879	GEWEKE LODI DODGE-CHRY-JEEP			
Dealer Address	1255 SOUTH BECKMAN LANE				
Dealer City	LODI	***Dealer State***	CA	***Dealer Zip***	95240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	THORNTON CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about recall complement

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notification for the tie rods but he feels that there is nothing wrong with the vehicle.
Briefly summarize what the customer is expecting: Customer inquiring about if he has to have the recall completed. Writer advised that we do recommend him taking the vehicle to the DLR to have them at least inspect the vehicle to make sure that all components are working properly. Writer advised customer to contact the DLR after January 6th to make an appointment to have the parts inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C6	3G[redacted]	***Open Date***	01/04/2014	***Built Date***	03/13/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/05/2003	***Mileage***	165,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP	DODGE		
Dealer Address	1901 GRASS VALLEY HWY				
Dealer City	AUBURN	***Dealer State***	CA	***Dealer Zip***	95603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRASS VALLEY CA 9[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer wishes to book appointment
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer received letter for recall n62 and would like to have recall completed at dealer 44709, preferably 1/8/14.
Briefly summarize what the customer is expecting:
Agent called dealer 44709 and spoke to SA Jacob and Jacob booked appointment for customer for 1/8/14 at 7am.
Agent informed customer of appointment day/time and she found this satisfactory.
Reassigned to BR379 - No Diagnosis - Recall - No Repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G[redacted]	***Open Date***	01/05/2014	***Built Date***	11/14/2005
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/27/2006	***Mileage***	82,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	45031	ALL AMERICAN CHRYSLER JEEP DODGE		OF MIDLAND	
Dealer Address	3801 W WALL ST				
Dealer City	MIDLAND		***Dealer State***	TX	***Dealer Zip*** 79703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORT SMITH AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on recall N62

Briefly summarize why the customer is contacting Chrysler: Customer states he has not recieved his recall notice regarding N62 recall.
Briefly summarize what the customer is expecting: Customer seeking information if his recall notice has been mailed out by Chrysler yet.
Agent advised Chrysler started mailing out recall notices on 12/16/2013.
Agent advised that due to the volume of notices to be mailed out, his vehicle file may not have made it to the que yet. Agent advised if customer still has not recieved his notification by the end of January, to reach out to CAC once again for further investigation.
Agent updated customer contact information to ensure most recent information available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C2	3G[redacted]	***Open Date***	01/05/2014	***Built Date***	04/07/2003	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/31/2003	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	57707	COURTNEY MOTORS			
Dealer Address	311 WEST MAIN STREE				
Dealer City	ENTERPRISE	***Dealer State***	OR	***Dealer Zip***	97828

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EUGENE OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer is seeking recall information.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Writer advised caller of incomplete recall.

Briefly summarize why the customer is contacting Chrysler:
Customer reports he received the N62 recall in the mail and wanted to confirm the repair process.
Briefly summarize what the customer is expecting:
Customer is seeking to confirm vehicle recall status.
Writer advised that the repair process will first be an inspection to determine the type of linkage, and depending on the inspection, further repair steps will take place. Caller understood.
Writer advised caller of incomplete recall H46 and strongly encouraged the call to have both completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KU2862	3J[redacted]	***Open Date***	01/05/2014	***Built Date***	01/28/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	02/28/2003	***Mileage***	145,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	44526	NEW COUNTRY AUTO CENTER			
Dealer Address	333 SOUTH BROADWAY				
Dealer City	CORTEZ	***Dealer State***	CO	***Dealer Zip***	81321

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	ELIZABETH CO[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Out-of-Park Alarm System
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Steering Linkage
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement for parts
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he received the recall letter for N62 and has already replaced the parts previously in 2011 with parts ordered from a CDJR dlr.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for reall repair.
Agent advised customer of the information required for submission and to include his original receipts. Agent provided mailing address for submission and advised file would be reviewed for reimbursement.
Agent also advised of other incomplete recalls on vehicle.
POSTMARK DATE: 010914; DATE RECEIVED: 011614
Customer seeking reimbursement for N62 recall.
Reassigned to 86Y.
Agent reviewed documents submitted by customer and found customer purchased parts from NEW COUNTRY AUTO CENTER and submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****

Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Customer states that the customer CM Greg contacted the customer in regards to the case and the customer would like to speak to the CM. Agent transfered customer on the line to speak with the CM Greg for further assistance with the customer case.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/19/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	11/30/2010	***Mileage***	119,744	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	GLASSPORT PA 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

POSTMARK DATE: 122313; DATE RECEIVED: 122713
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: L03 / L16 / N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer seeking reimbursement for repairs completed under recall # N49
Reviewed previous files:Yes, no concerns
Called IRF at 11:42 (724.729.3000) spoke to IRF who stated her computer was down. Agent provided phone, extension and R.O number.
Olivia (service writer) from IRF called back stating the vehicle was towed in because on an issue with the tie rod. Olivia did confirm the invoice was paid in full.
RECALL - N49
****
Customer submitted request for reimbursement for recall Tie Rod end.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: see below
Date of Repair:11/05/2013
Invoice #:15074
Labor $185.00
Parts $65.89
Misc. Charges $275.00 (towing)
Tax $31.55 (6%)
Total $557.44
Writer is submitting check for approval in the amount of $557.44
called customer at 4:49 (4[redacted]) left message for callback. Agent advised customer proof of payment is needed. Agent provided phone, extension and case number.
waiting for documents.
waiting on documents
called customer at 10:43 [redacted] Customer is not in the office until next week.
Status update provided via email to the following email address:
[redacted]
Hello.
This is Brian, your Chrysler case manager. We have received your documents but in order to look further into your case, we do require proof of payment. If the proof of payment has not been received in two days, we will temporarily close the file until the documents arrive. If the documents arrive after the two days, your file will be reopened and reviewed. Thank you.

End of Status Update
Documents have not been received. Case will be closed. Reassigning case to JK671 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	09/29/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/01/2010	***Mileage***	47,635	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43654	JERRY ULM DODGE CHRYSLER JEEP			
Dealer Address	2966 NORTH DALE MABRY HIGHWAY				
Dealer City	TAMPA	***Dealer State***	FL	***Dealer Zip***	33607

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TAMPA FL[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	reference case #24473950
Product - Drivability - Unknown - Other - Default	vehicle lost steering, was towed into dealership.
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Enhanced Customer Satisfaction Team*
Owner is being handled by the Enhanced
Customer Satisfaction Team. Warm transfer
customer to 866-275-1420.
Dealer code: 44305
SA/SM Name: Mike SA
SA/SM number/ email: 770-220-7604
Current mileage: 45785
Customers concern: lost steering, customer believes left tie rod is
broken. Recall
Is customer in rental: customer from out of town, writer informed
dealership customer can be given rental.
All customer contact numbers: [redacted]
Best time of day to contact customer:
Dealer diagnosis (if completed): no diagnosis. Writer informed SA to
proceed with diagnosis and wait to hear from TS before proceeding with
any repairs.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-06 @ 10:18
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
SM David called me about this RAM. Broken tie rod - Vehicle part of N49
recall. Parts not available. For customer satisfaction reasons I
approved installing a non-recall tie rod to get this customer back on the
road.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Customer stated that he is not fully satisfied with the repairs and that
his vehicle is still having concerns with the heater, transmission issues
and after the axel has been repaired there is still noise. Customer
stated that he would like his vehicle replaced and or buy back. Writer
offered the customer a SC for the concerns that customer has been having

with the vehicle. Customer refused the offer. Writer referred customer to the blue and white booklet and customers state guidelines. Customer stated that his vehicle also loses power when towing. Writer advised that the concerns have been documented and customer will be contacted on 1/8 to find out what customer has decided to do.
Writer contacted customer. Customer wanted to know what the SC would do. Writer explained how SC s work. Customer stated that he is going back into the dealership because the vehicle is getting low power when under a load and there is a popping noise in the steering. Customer stated that the dealership has not been able to duplicate the concern because it is not under a load at the time of testing. Writer recommended the customer take the vehicle in with a loaded trailer and to drive the vehicle with the SA for duplication. Writer will follow up with the customer on 1/10.
Writer attempted to contact customer. Writer left a VM requesting a call back to go over case with customer.
SA/Angie states that the vehilce was just brought in for repair.
VIN: 3D73Y4CL9BG[redacted]
Dealer code: 43654
POC Name: Angie/SA
POC number/ email: 813-781-8850
Current mileage: 47635
Customer [redacted]
Customers concern: The vehicle lacks power under load and ghost drive, the A/C when used on any setting but low blows hot air and the compressor can be heard cycling on and off, popping sound in the front end, passenger side washer nozzle is inop.
Is customer in rental or waiting: The vehicle was dropped off. A rental was not taken.
All customer contact numbers: Cell [redacted]
Best time of day to contact customer: NA
Dealer diagnosis (if completed): Diagnosis has not been started
Reminder - no repairs
Do you understand ESC and have you explained ESC to the customer:
Provide CAIR [redacted]
POC=point of Contact
Inform the DLR they are not to begin any repairs on the vehicle until a TS contacts them. Inform the DLR the case will be forwarded to a Customer Advocate.
SA Angie called writer stating that she has not heard back from a TS. SA states that the vehicle has been at the dealership 24 hours. SA states that she would like a TS contacted ASAP.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-14 @ 14:06
CAIR has been sent back because of the following reason:
recode as 410
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-14 @ 16:48
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer contacted customer. Writer provided customer with an update from case [redacted]. Customer wanted to know what is going to happen with the tire. Writer referred customer to speak with the SA on the tire concern. Writer advised that once there is an update customer will be contacted. Writer advised that once the vehicle is ready for pick up the customer will be contacted as well.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer attempted to contact customer. Writer left a VM advising that the vehicle is repaired and concern has been resolved. Writer advised that if customer is not having any concerns there is no need to contact writer back. Writer advised that the case will remain open for 2 additional business days. Writer advised that if the customer is having concerns to contact writer back. Writer advised that if there is not contact back by 1/20 the case will be closed.
Called [redacted] customer to check on repairs. Customer advised writer that he was just at the dealer, because he is still having problems and

it is the transmission now jerking and the check engine light on.
Customer advised writer that the dealer advised customer to go back in tomorrow. Writer advised customer that writer will be customers new advocate and can email customer writers information. Customer gave writer email [redacted]. Writer advised customer that writer will contact the dealer.
Status update provided via email to the following email address:
[redacted],
My name is Debbie and I have been assigned as your Customer Advocate.
Here is some information that will be helpful for you to have:
Enhanced Customer Satisfaction telephone Number: 800-763-8422 my direct extension: 66266
Your Case #[redacted]
My work hours: 8:00 AM till 4:00 PM Eastern Standard Time. Monday-Friday.
Our technical specialists will be working closely with your service personnel, once your vehicle has been brought to your dealership. A rental vehicle is available for use while your vehicle is being serviced, should you need it. I will be providing status updates and addressing any other questions you may have. Please do not hesitate to contact me if you need anything.
In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66266.
End of Status Update
Called Mike sm, writer was advised that Mike sm is on a test drive.
Writer advised will callback later.
Mike sm busy, writer spoke with Angie sa who advised writer that the parts are available except 1 sensor, but the vehicle should be completed 1-23.
reference case [redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C1	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/17/2003	
Model Year	2003	***Body***	DR8H41	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	08/11/2003	***Mileage***	59,349	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26537	SPORT CHRYSLER-JEEP INC			
Dealer Address	1416 W MAIN ST				
Dealer City	NORRISTOWN	***Dealer State***	PA	***Dealer Zip***	19403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NORRISTOWN PA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added phone numbers and an email address
Corporate - Reimbursement - Default - Default - Default	customer is seeking a reimbursement for the tie rod
Recall - C42: POWERTRAIN CONTROL MODULE CONNECTOR CORROSION - Information Request	recall information
Recall - C44: TRANSMISSION COOLER SUPPLY LINE - Information Request	recall information
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	recall information
Recall - H46: STEERING LINKAGE - Information Request	recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on recalls. Customer states that 3-4 weeks ago the tie rod and steering box broke while she was pulling out of the driveway. Customer states that she had the vehicle towed over to an IRF which they replaced the tie rods and the steering box.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement for recall N62 and to have the recalls on this vehicle completed. Agent advised customer that she needs to send us the receipts and invoice for a consideration. Customer will be faxing over the invoice and receipt to 877-768-5076. Agent provided customer with information on recalls c42, c44, e17, h46 and N62. Agent contacted the SPORT CHRYSLER JEEP DODGE RAM dealership and spoke to Joe in service who scheduled the recall appointment for 01/13/2014 at 8am. Joe will make sure they order the parts if needed.
Customer called stating that the vehicle was taken to dealer on the Monday and has not yet been repaired as the parts for the recalls are on back order.
Writer contacted Sport CJDR 26537 and spoke to SA Joe who stated that the parts have been ordered and are on back order.
SA transferred writer to PA Mike who states the parts are no longer on restriction or back order and the parts will be in tomorrow.
Writer informed customer of situation and customer understood.
Waiting for Docuemntation.
Briefly summarize why the customer is contacting Chrysler: Customer

stated she called CAC and we got her in touch with the DLR to make an appointment for the recall. Customer stated was told to wait a week so they could make sure the part would be in and so she would not be in a rental for more than a day. Customer stated she brought the vehicle into the DLR on Monday for a recall and they advised they would order the part so she went and rented a car. Customer stated the vehicle is still at the DLR. Customer stated the DLR advised her that the part is on back order and to come pick up the vehicle. Customer stated she is still in the rental and has been paying for a rental for nothing.
Briefly summarize what the customer is expecting: Customer is expecting assistance with the cost of the rental vehicle. Writer advised there is no warranty or service contract coverage for this vehicle. Writer advised Chrysler would not be able to cover the cost of the rental.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Called Customer at [redacted]. Customer states that they had the Steering Linkage replaced and have the Steering Linkage that was removed from the truck in the Back of the Truck and that the DLR was supposed to replace that Part.
Customer states that she is waiting for the Recall Parts for C420, C440, E170.
DLR Contact: SPORT CHRYSLER JEEP DODGE RAM - 610-539-3100.
Writer contacted (SPORT CHRYSLER JEEP DODGE RAM 26537) and spoke with (Joel).
(Joel) stated part information for order is as follows:
Part #: CBLAC441
Part Description: Transmission Cooler Line
Order #: 151L
ETA: 02/18/14
Is customer in rental? Yes
If yes, who authorized rental? Customer Pay
Is the vehicle off road? No
Order type: Choose OneÙ (Daily/Special Handling/VOR) Daily
Customer Contact #: [redacted]
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to Choose oneÙ (96W (Parts Only)).
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#CBLAC441,Order#151L,OMC#88273834
on 2014-01-20 @ 08:24
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON:2014-01-20 @ 08:24
PART NUMBER:CBLAC441
PART DESCRIPTION:Transmission Cooler Line
ORDER NUMBER:151L
NUMBER OF DEALERS WITH PART:204
CUSTOMER IN RENTAL (Y OR N):y
WHO AUTHORIZED RENTAL:customer pay
HOW MANY DAYS IN RENTAL:na
ASSIGN TO:CS1287
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____.
ETA for part is 02/21/14
**********END OF UPDATE **********
96w owns the case
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted]. [redacted] my name is Chris and I have been assigned as your Parts Escalation Case Manager. CM advised the customer the ETA for the Transmission Cooler Line is late Feb or later. CM advised the customer we are reaching out to other dealers for the part as well. As soon as more information becomes available, I will be back in touch.I understand how important it is to get this part. I m actively working with our Parts

Expediting group on getting this part to you as soon as possible.Chrysler Case Management telephone number: 1-855-525-5085 My direct extension: 4720269. CM thanked the customer and ended the call.
**********96W PARTS UPDATE **********
CM spoke with the SM Doug. The SM stated there are three outstanding Recalls. Recall C42, Recall C44 and E17. The SM stated the other two Recalls were inspections only.
**********96W PARTS UPDATE **********
CM spoke with the John in parts. The Recall C44 and Recall E17 parts should be arriving.
**********96W PARTS STATUS UPDATE **********
Hi Mrs[redacted] this is Chris the Parts Case Manager. I am following up on the parts on order at Sport Chrysler. I spoke with the SM Doug from the service department at your dealer. CM advised the customer the parts have not arrived.CM advised the customer she will receive a call next week. CM advised the customer the SM was contscted. I will continue to monitor this part for updated information
and let you know when that information is available. We appreciate your patience, Thank you and have a great day,
**********End of Status Update**********
****** START OF SUPPORT ESCALATION by T1095DG******
**** Update from Expediting Team for ****
Part#CBLAC441,Order#151L ,OMC#88273834
INV D2D BO 8213915
****** END OF SUPPORT ESCALATION ****** by T1095DG
OMC# 88273834Order# 151L FOR PN: CBLAC441 IS RESOLVED
**********96W PARTS UPDATE **********
CM spoke with the PM Mike. The parts have arrived to complete the recalls. No outstanding parts.
**********96W PARTS STATUS UPDATE **********
Hi Mrs[redacted] this is Chris the Parts Case Manager. The customer was at physical therapy. CM advised the customer befor hanging up the parts arrived. I spoke with the PM Mike, from the parts department at your dealer. CM has to call the customer back tomorrow.
**********96W PARTS STATUS UPDATE **********
Hi Mrs.[redacted] this is Chris the Parts Case Manager. I am calling about the parts that have arrived at Sport Chrysler. I spoke with the PM Mike in parts department at your dealership. The CM offered to scheduled an appointment for the customer. The CM will contact the dealership.
**********96W PARTS UPDATE **********
CM called service. Due to snow conditions the SM Doug was not able to take my call.
CM advised the customer due to weather conditions the SM Doug is not available. The customer will wait to hear from the CM.
**********96W PARTS UPDATE **********
CM spoke with the SM Doug. The SM stated the customer can bring the vehicle in any day next week. The CM thanked the SM and ended the call.
**********96W PARTS STATUS UPDATE **********
Hi [redacted] this is Chris the Parts Case Manager. I spoke with the SM Doug from the service department at your dealer. The SM stated you can bring the vehicle in next week any day. CM advised the customer the SM will discuss the insurance bills with her. The customer stated she will drop the vehicle off 02/09/14. The customer will not need the vehicle for a week. The customers daughter will be in the hosptail. The customer asked the CM to keep the case open until she calls. CM advised the customer the case will stay open. CM thanked the customer and ended the call.
Customers daughter is in the hospital. CM waiting to hear from the customer next week.
**********96W PARTS UPDATE **********
CM spoke with the SM Doug. The SM stated he has not seen the customer.
**********96W PARTS STATUS UPDATE **********
CM left the customer Mrs.[redacted]. My name is Chris the Parts Case Manager. I spoke with the SM Doug from the service department at your dealer. I was advised the vehicle has not been brought in. The SM Doug stated if you have any questions to call him. If there are no further issues then no contact back is needed and the case will auto close 02/20 /14. Thank you and have a great day,
**********End of Status Update**********
**********96W PARTS STATUS UPDATE **********

Hi [redacted] my name is Chris the Parts Case Manager. The customer stated she has an appointment scheduled for Monday the 24th. The CM advised the customer she will receive a call Weds. CM thanked the customer and ended the call. We appreciate your patience,
Thank you and have a great day,
**********End of Status Update**********
**********96W PARTS UPDATE **********
CM spoke with the SM Doug. The Recalls have been completed. The customer has the vehicle.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Mrs. [redacted] is satisfied with the repairs. The customer stated she is very happy with the SM Doug. The CM thanked the customer for choosing Dodge and closed the case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2868	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/05/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/14/2003	***Mileage***	83,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Dealer	51927	RIEDMAN MOTORS CO INC			
Dealer Address	610 GRAND AVENUE				
Dealer City	CONNERSVILLE	***Dealer State***	IN	***Dealer Zip***	47331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MILTON IN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Seeking more information

Briefly summarize why the customer is contacting Chrysler: Customer seeking technical information on the H46 and N62 recall. Customer asking about how everything is hooked up, agent advised the customer that we are not technically trained but read to him the H46 recall information.
Briefly summarize what the customer is expecting: Seeking technically information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	12/17/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/09/2010	***Mileage***	49,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59682	MAPLE CITY DODGE INC			
Dealer Address	RD#2 AIRPORT RD				
Dealer City	HORNELL	***Dealer State***	NY	***Dealer Zip***	14843

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MONTOUR FALLS NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer inquired about parts availability for recall N49.

Briefly summarize why the customer is contacting Chrysler: Customer inquired about parts availability for recall N49.
Briefly summarize what the customer is expecting: Customer contacted SA, Nate, at DLR Maple City (59682). SA stated that the customer can bring in his vehicle anytime today for inspection because it only takes a couple of minutes to look at. SA stated that they can order parts, if necessary.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU286X	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/07/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/31/2002	***Mileage***	148,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GREENBRIER AR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer seeking to get vehicle looked at

Briefly summarize why the customer is contacting Chrysler: Customer states they just received a recall notice. Customer states he was driving and hit the ditch. Customer states he got the vehicle pulled to the local mechanic. Customer states the mechanic replaced the tie rods.
Briefly summarize what the customer is expecting: Customer seeking to get the front end of vehicle looked at.
Agent advised customer we would have to contact the dealership to see about getting in to get the vehicle looked at.
Agent offered to contact dealership. Customer stated he would call if any problems he would call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/28/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/10/2005	***Mileage***	35,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44960	JONNY DODGE-CHRY-JEEP			
Dealer Address	1108 W HIGHWAY 275				
Dealer City	NELIGH	***Dealer State***	NE	***Dealer Zip***	68756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATKINSON NE[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer looking to book an appointment

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a recall notice for the left tie rod. Customer stated this broke on Friday. Customer stated he was looking to book an appointment. Agent advised customer that he could be transferred to the dealership and they would be able to set up an appointment. Customer accepted and agent conferenced call. Customer also stated the vehicle would need to be towed, agent advised customer that towing would be at the owners expense.
Briefly summarize what the customer is expecting: Customer called seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2869	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/30/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/27/2002	***Mileage***	125,701	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DDX	5-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	DENVER CO [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	

POSTMARK DATE: 010614; DATE RECEIVED: 010614
Fax received, no open CAIR, writer reassigning CAIR to 86Y.
Customer inquiring if documents were received.
Agent informed customer that document were received 1/6/14.

Writer notes that the customer has submitted their documents to reflect their repairs to the:
-front pinion seal
-transfer case chain
-inner tie-rod assembly
-steering shaft
-water pump
-wheel hub with sensor
All of the above repairs were completed by an IRF, Automotive Specialists @ 114,894 miles and are requesting reimbursement under their N62 recall.

Writer also notes that as per GWA: claim #206762 H46 completed by the Christopher s Dodge World on 08/21/2009 in the amount of $5.00.
With this information, the H46 components were only inspected and not replaced, therefore, the customer does not qualify for reimbursement unless, there have been previous repairs completed on the vehicle prior to this invoice submitted.

Writer also notes that the customer is currently the original owner of this 1 new vehicle with a WCC of 7/70,000 with no MVP with some dealer usage.

Writer contacted the customer at [redacted] at 4:25pm and reached their VM. Writer left a detailed message advising the customer that their documents have been received; however, writer wishes to further discuss the information with the customer and requested a return call. Writer provided all contact information, with CAIR number and hours of availability for the return call.

Writer received a message from the customer on Jan. 17th @ 3:19pm returning writer s call and provided writer with the following contact number: [redacted].

Writer contacted the customer at [redacted] at 2:15pm and spoke with Mr. Reader. Writer advised him of the N62 recall parameters: Mopar replacement parts and apologized due to the fact that writer cannot reimburse him for the costs incurred with this repair submitted. Mr.

Reader understood writer s explanation of the recall parameters and
writer thanked him for his understanding regarding the recall provisions.
Writer also suggested that he bring his Ram into any dealership to have
the components inspected, and he stated he would.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle s repair does not fall within the N62 repair parameters.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - customer contacted today.
POSTMARK DATE: 020614; DATE RECEIVED: 020614
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A9	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/29/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	10/22/2007	***Mileage***	80,230	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45249	DAVID DODGE, LLC			
Dealer Address	1801 ROUTE 202				
Dealer City	GLEN MILLS	***Dealer State***	PA	***Dealer Zip***	19342

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RIDLEY PARK PA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer replaced tie rods
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Recall information
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler saying he just received a letter for the N62 Recall. Customer states he had replaced the tie rods a while ago.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement. Agent provided customer with Chrysler Recall mailing address as per AC 17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT3	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	03/15/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/08/2011	***Mileage***	48,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TROUT CREEK MT[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advised customer of L16 recall
Recall - N49: LEFT TIE ROD -	Customer received recall letter in the mail

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall letter in the mail. Customer states he lives in Ohio but lives down South for 6 months of the year.
Briefly summarize what the customer is expecting: Customer seeks to have recall completed.
Agent contacted Hendrick Ram (45552) spoke with service manager Mike. Service Manager states the L16 part is available and not the N49 part. Service manager states the L16 recall needs to be done at the same time as the N49 recall.
Customer advises he is having shoulder surgery and is unable to drive for 6 weeks. Customer advises that he will contact Hendricks once he has recovered.
Agent advises Hendrick 1-888-690-0854 and advises to contact Ram if any assistance is needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/29/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	01/23/2006	***Mileage***	245,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44948	CECIL ATKISSION MOTORS			
Dealer Address	2601 SOUTH WATER				
Dealer City	BURNET	***Dealer State***	TX	***Dealer Zip***	78611

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALEM MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer called because he replaced the steering linkage and the left outer tie rod assembly already himself.
Briefly summarize what the customer is expecting: Customer is seeking a reimbursement for the Recall #H46 and recall #N62. Agent advised the customer that both of the recalls are for Mopar parts only that he may have had replaced. Customer stated that he did not replace the parts with Mopar parts and is not sure if the parts that were bad were Mopar parts. Customer stated that he put the new parts on himself. Agent advised the customer that he could have a Chrysler dealership check to make sure the parts he installed were installed correctly but Chrysler would not be reimbursing him for the steering linkage and the left outer tie rod assembly that he replaced.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46A7	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/19/2006	
Model Year	2007	***Body***	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	10/11/2008	***Mileage***	90,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	68539	DOMINION OF BEDFORD INC			
Dealer Address	1750 INDEPENDENCE BLVD				
Dealer City	BEDFORD	***Dealer State***	VA	***Dealer Zip***	24523

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LYNCHBURG VA[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Dlr Dominion of Bedford Inc stated 3-4 weeek wait for N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY

Brian Frost Cair Customer
Briefly summarize why the customer is contacting Chrysler:
Customer s employee called in frustrated that he has contacted Dominion of Bedford dlr who stated that the wait for the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY will be another 3-4 weeks. Agent understood the customer s frustration and did refer to AC doc #24057. Customer stated there is no issue with the vehicle, and agent did provide the case number for any future reference.
Briefly summarize what the customer is expecting:
N62 recall information for the left outer tie rod assembly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L2	9G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/25/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/23/2009	***Mileage***	165,269	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45027	SAFFORD MOTORS DODGE			
Dealer Address	5202 JEFFERSON DAVIS HWY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RUBY VA 2[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	tie rod broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer [redacted] called stating that this vehicle tie rod broke. Customer states that the vehicle was towed to home, but will be towed to SAFFORD CHRYSLER. Customer states that she called the dealership and wants to know who will pay for the tow. Agent advised customer to keep all towing receipts and once the vehicle is at the dealership and it is determined to be recall related, to call back and seek possible reimbursement. Caller is content with this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D6	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/14/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/21/2005	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60044	LYONS CHRYSLER DODGE JEEP			
Dealer Address	1800 SORENSON ROAD				
Dealer City	ALBERT LEA	***Dealer State***	MN	***Dealer Zip***	56007

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLENVILLE MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer states dealership can't get parts

Briefly summarize why the customer is contacting Chrysler: Customer called and he first stated that the call was being taped. Agent requested the call not be recorded. Customer stated why is is ok for agent to record him but he can t. Agent stated that the calls are recorded for quaility purposes. Customer stated that he got a recall letter in the mail and the dealership doesn t have the parts. Agent explained to the customer that the dealership may not need to replace any components. Agent stated the recall is on a MOPAR replacement parts. Agent explained that a Steering linkage would of been replaced prior and it was causing the tie rod angles to be off and causing the ball stud to fracture. Customer asked what the recall is on. Agent stated the recall is on the tie rods but they would fail from the steering linkage.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49C1	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/13/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	02/28/2007	***Mileage***	60,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	64979	BLACKWELL CHRYSLER JEEP DODGE			
Dealer Address	4874 RIVERSIDE DR				
Dealer City	DANVILLE	***Dealer State***	VA	***Dealer Zip***	24541

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUTHERLIN VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted to know when the part are in for the recall.

Briefly summarize why the customer is contacting Chrysler: customer states that she was told that the dealership will have the parts after January 6th, customer states that she called in today and they told her that they will not have the parts Intel march or so.
Briefly summarize what the customer is expecting: customer seeking recall N62 information.
Agent contacted BLACKWELL CHRYSLER JEEP DODGE
Contact number: 434-792-8853
Spoke to: SA Randy she states that the parts are on restriction Intel march or April
Spoke to the PM he states that the parts are on restriction Intel April 4/4/14. He has 10 on backorder.
Agent advised customer of what the dealership had advised me, Agent advised customer if she is having a wobble to her vehicle to bring it into the dealership for a diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	04/27/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	06/14/2010	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43485	CHARBONNEAU CHRYSLER CENTER			
Dealer Address	346 FIRST STREET WEST				
Dealer City	DICKINSON	***Dealer State***	ND	***Dealer Zip***	58601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BLOOMINGTON MN[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN Update
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has a recall on his vehicle for the tie rod and when he contacted his servicing dealership he was advised that they cannot order the part for him. Customer states that he hauls heavy equipment and needs to have the vehicle repaired.
Briefly summarize what the customer is expecting: Customer is seeking to have the vehicle repaired under the recall.
Agent contacted dealer code 42832. Agent spoke with parts advisor Kevin who states that they are waiting on Chrysler to send them the parts. He stated that they are not able to order these parts.
Agent contacted dealer code 67031. Agent spoke with parts advisor Joe who states that they are able to order the parts. Agent spoke with SA Jim and advised that customer would like to set up an appointment to have the N49 recall done on his vehicle.
Agent transferred customer to dealership to set up an appointment to have the vehicle diagnosed and repaired.
Survey by pass ---- no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	11/12/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/23/2011	***Mileage***	43,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44785	JACKY JONES CHRY-DODGE & JEEP INC			
Dealer Address	222 N.C. HIGHWAY 69				
Dealer City	HAYESVILLE	***Dealer State***	NC	***Dealer Zip***	28904

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MURPHY NC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wanted helping booking vehicle in

Briefly summarize why the customer is contacting Chrysler: Customer called about recall and needed to find a Dealership in his area.
Briefly summarize what the customer is expecting: Customer has received notification on recall N49 and looking to find a Dealership in Fort Meyers FL as he is there for the winter. Agent confirmed that the N49 recall is showing for his vehicle and confirmed on Answer Connect that this recall is not on the 961 list. Agent looked up the closest Dealer to the Customer as Galeana Chrysler 66732 14375 S Tamiami Trl Fort Myers, FL 33912 (239) 481-2600 Agent spoke with Debbie and made an appointment for the Customer for January 10, 2014 at 9:30 AM. Agent advised Customer they would be doing the inspection on the recall first and then order the parts required. Customer did not require further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29D1	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/22/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	04/02/2008	***Mileage***	101,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HERSHEY NE [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer inquiring about parts availability
Corporate - CNA Change - Default - Default - Default	Updated Email and Phone Number

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating he had contacted his DLR 26801 and was advised that the parts for the N49 Recall were not available even though the letter states to contact his DLR by January 6 2014. Agent contacted DLR 26801 to confirm that parts were not available. Agent spoke with SA Jeff who states he did not have a list and the parts would not be available until April. Agent advised customer of this information and advised him if he did have a concern with his vehicle to take it into the DLR for an inspection for his own safety. Agent advised customer that he would be notified when parts do become available.
Briefly summarize what the customer is expecting: Customer is expecting to complete the N49 Recall.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
SK1029 - N49 is not a part of the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WDTCL2	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/26/2012	
Model Year	2012	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	01/25/2013	***Mileage***	21,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	***Dealer State***	TX	***Dealer Zip***	79605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOULDER CREEK CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall fulfillment request
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Customer calling for recall information because they received the letter in the mail for recall N49 and wanted to schedule an appointment to have the recall completed. Agent called dealer and confirmed the parts were available to order and transferred customer to dealer to schedule appointment.
Briefly summarize what the customer is expecting: Customer calling for recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	03/23/2006	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	05/31/2006	***Mileage***	228,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	54409	LUNT MOTOR COMPANY			
Dealer Address	39 S MAIN ST				
Dealer City	CEDAR CITY	***Dealer State***	UT	***Dealer Zip***	84721

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HILDALE UT[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agen advised owner of recall.
Recall - K01: REPROGRAM ECM - OBD READINESS - Advise Owner/Incomplete Recall	Agent advised owner of recall.
Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they have received a letter for the N62 recall. The customer states that they had already gotten the tire rod fixed and had gotten it assessed by a dealer that it was a good part to keep on the vehicle.
Briefly summarize what the customer is expecting: Customer states that they are seeking reimbursement for the recall part for the N62 recall. Agent advised the customer of the process to file for a reimbursement request. Customer understood. Customer states they will begin to mail their documents within the week. Agent advised the customer of the two remaining incomplete recalls. Customer understood.
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Spoke with Customer.
Agent advised that the Recall applies to vehicles that had a Mopar Steering Linkage installed on a Previous repair visit.
Customer states that the Steering Linkage was original before Upgrading to the Mopar Steering Linkage.
Agent advised that Chrysler will not be able to reimburse for the Upgrade but that the Parts that were installed may need to have the Tie Rod Ends Upgraded as part of the Recall.
Customer states that he is going to have the vehicle taken to the DLR tomorrow to have an inspection completed.
Closed CAIR.
POSTMARK DATE: 011614; DATE RECEIVED: 011614

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/05/2008	
Model Year	2008	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/13/2008	***Mileage***	40,362	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COPPEROPOLIS CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information call

Briefly summarize why the customer is contacting Chrysler: Customer states he received a notice for the N62 recall.
Briefly summarize what the customer is expecting: Customer does not want to bring vehicle to a certified dealership to have recall work completed and is wanting a list of IRF s that customer can bring vehicle into to have recall work completed.
Agent advised customer that this department is not provided a list of IRF s where customer can have recall work completed. Agent advised customer that agent would have to refer customer to a certified dealership to have recall work completed at. Customer got upset and disconnected the call on the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/08/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/24/2005	***Mileage***	91,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GROSSE POINTE MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer is seeking towing reimbursement.
Corporate - Survey By-Pass - Reopen Error - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer reports he received the N62 recall letter on Friday, January 3rd and on Saturday, January 4th, his left tied rod bolt failed.
Briefly summarize what the customer is expecting:
Customer is seeking towing reimbursement.
Customer reports that this is the second time that this has happened where his steering failed. Customer feels that this recall should have been issued 6 months ago.
Customers vehicle was towed to 45531 for repair.
Writer provided customer with reimbursement request process. Writer advised that there is no promise of reimbursement, however it will be considered and a response provided within 60 days.
Customer understood.
Customer contacted Chrysler seeking information regarding the status of his reimbursement. Agent advised customer that we have not received his documentation. Customer stated that he mailed the original in. Agent advised customer that he would have to contact the towing company and see if they can provide him with a copy and resubmit the documentation.
Customer requested a supervisor and disconnected.
Customer states that he submitted information to Chrysler Customer Care Claims department and states he received a letter in the mail today apologizing that Chrysler will not be reimbursing him for his towing cost and that Recall was not covered by the RSA. Reference number [redacted] is for the letter Customer received today which advised him to contact the Chrysler Recall Centre.
Customer was furious due to the fact that the steering broke on his truck twice and the second time his vehicle completely rolled over on the freeway with his family in the vehicle.
Customer is seeking reimbursement for towing cost.
Agent advised Customer that we do not cover towing fees.
Customer was furious and expects a Supervisor Call Back by Monday.
Customer disconnected the call.
Supervisor Call Back Requested.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/05/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/01/2009	***Mileage***	99,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67183	ANDERSON CHRY-JEEP-DODGE			
Dealer Address	3920 N HIGHWAY 95				
Dealer City	LAKE HAVASU CITY	***Dealer State***	AZ	***Dealer Zip***	86404

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PERKINSTON MS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised on open recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken tie rod
Corporate - Survey By-Pass - No Diagnosis - Default - Default	recall -related no diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer called due to being away from home and the tie rod end block. Customer stated he was lucky to be in the dealerships parking lot when it broke. Customer stated they haven t brought the vehicle in to have a look at it at this point. Agent advised would need to have the vehicle diagnosed to see what actually broke. Agent offered case number and advised ounce the vehicle has been diagnosed he could call and have the CM assigned to the file. Agent advised on the open N49 recall for the left tie rod.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to jr1305 for survey by-pass - no diagnosis - possible recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C4	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/02/2006	
Model Year	2007	***Body***	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	03/05/2007	***Mileage***	106,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64321	BUCHANAN & YOUNG INCORPORATED			
Dealer Address	713 E MAIN ST				
Dealer City	BURNSVILLE	***Dealer State***	NC	***Dealer Zip***	28714

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MARSHALL NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer was having issue with vehicle, took to a Non Chrysler Dealership, had repairs completed on tie rod, which pertains to recall N62. Customer goes by [redacted], full name is [redacted].
Briefly summarize what the customer is expecting: Customer seeking reimbursement pertaining to recall N62 LEFT OUTER TIE ROD ASSEMBLY. Agent advised customer to follow reimbursement instructions on recall letter for N62, write a letter stating why vehicle was taken to a Non Chrysler Dealership. Agent apologized and explained customer, reimbursement pertains to vehicle being repaired at a Chrysler Dealership and does not generally cover repairs from a Non Chrysler Dealership. Customer wants to send in for reimbursement and if refused, who will customer be able to contact. Agent explained if refused reimbursement decision has been made and will not be able to change decision. Agent provided customer case[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT5	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	04/27/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	05/31/2010	***Mileage***	70,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT PETERS MO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Dealership advise parts not available

Briefly summarize why the customer is contacting Chrysler: Customer called very IRATE stating that they just called 2 dealerships and they are telling them that they can t get the parts until February. Customer stated that they shouldn t of put it on the letter to make the appointment January 6th if they are not available. Agent apologized to the customer and stated that she was not aware of any issues with the parts and will ensure that she will get it straightened out.
Briefly summarize what the customer is expecting: Customer seeking to have recall completed.
NAPLETON S MID RIVERS CHRYSLER Dealer Phone : 636-928-8000 Agent called the parts department and spoke to Cory who stated the parts are available and they are not restricted. Agent confirmed with the part numbers from the recall. Agent requested to be transferred to Brian. Agent asked him to confirm what is going on. Brian stated that the parts department will not order them. Agent stated that he just spoke with them and they said they can t order with out the order from the service department. Brian stated that they are confused with the recalls. Agent stated that she gave him the recall part numbers. Brian stated that they can t just make an appointment and order the parts. Agent stated she understand that they will need to look at it first. Brian stated they refuse unless there is an open RO. Agent stated she understands that but they can still do that before February and wants to know why they were told to wait. Brian to the customers phone number and information and stated he will order the parts and call them. Brian stated that Chrysler should of given their dealership 20% of their parts a head of time. Agent stated they stopped that since the restriction has been put on.
-
Agent apologized to the customer and advised the customer that she should have no issues with getting the recall completed this week. Customer stated her husband is a truck driver and is on vacation this week. Agent stated that the dealership confirmed that the parts were not restricted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6TD5DT9	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/29/2011	
Model Year	2012	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	01/28/2012	***Mileage***	25,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DFP	6-SPD AUTOMATIC 66RFE TRANSMISSION					

Dealer	43906	TEXAS DODGE LP			
Dealer Address	7800 I-40 WEST				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79106

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAN ANGELO TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler:inquiry about the recall N49 for the left tie rod. Customer stated he was told at the dealership that it would be February before the vehicle can be looked at.
Briefly summarize what the customer is expecting:to have the recall repaired.
Customer advised he goes to school near Amarillo and will take to the dealership in that area.
Agent offered to transfer to the dealership he declined and stated he would call himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C0	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/14/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/20/2005	***Mileage***	170,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	67679	BECK CHRYSLER DODGE JEEP			
Dealer Address	256 HIGHWAY 17 NORTH				
Dealer City	PALATKA	***Dealer State***	FL	***Dealer Zip***	32177

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOLLISTER FL [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating he spoke to the dealership regarding recall N62 and they advised him he should call Chrysler. Customer stated the dealership advised him that they don t have parts. Customer stated the dealership has not inspected the vehicle. Agent advised customer that the recall is on a mopar replacement part and not the factory part. Agent advised customer that the first step is to have an inspection completed to see if the recalled parts are on his vehicle. Agent advised it is possible that no repair will be needed. Customer understood. Agent offered to place customer in contact with the dealer. Customer accepted. Agent also advised of open recall H46 and advised both recalls will be completed at no cost. Agent spoke to Hunter in service and he advised an appointment is not needed. Hunter also stated the parts are restricted and the dealerships can t order any parts at this time. Agent advised customer that he does not need an appointment and he can swing by the dealership for his inspection. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Hunter stated the parts department advised parts are completely restricted and can not be ordered at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL5 C[redacted]	***Open Date***	01/06/2014	***Built Date***	11/13/2012		
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	01/23/2013	***Mileage***	26,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS VEGAS NV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer inquired about available parts for recall N49.

Briefly summarize why the customer is contacting Chrysler: Customer s wife, Barbara, inquired about available parts for recall N49.
Briefly summarize what the customer is expecting: Customer requested that have recall repair completed at DLR Rogers & Rogers (45485). Agent transferred customer to SA, James, in order to set up an appointment.
-
Customer called seeking dealership phone number. Agent offered to contact dealership to help set-up an appointment for inspection to determine the correct parts order for the vehicle. Agent advised customer that there is a restriction on parts and the dealership should put them on a waiting list for the parts for the recall repair. Agent contacted 45485Ù and spoke to SA James. Agent warm transferred customer to SA to schedule appointment to get on the waiting list for parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	7J[redacted]	***Open Date***	01/06/2014	***Built Date***	09/18/2006	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	12/12/2006	***Mileage***	105,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	65247	EDWARDS CHRYSLER DODGE JEEP INC			
Dealer Address	1600 SOUTH DUMAS AVE				
Dealer City	DUMAS	***Dealer State***	TX	***Dealer Zip***	79029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DUMAS TX[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer is issuing a complaint to the dealer.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	The customer is seeking verification on parts status.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they had received the letter for the N62 recall. Customer states that they had visited Edwards DLR (65247) and inquired about the recall. The customer states that the DLR was discourteous and gave them the wrong information pertaining to the process of the recall. The customer states that they spoke with the parts department and that they said that this was not a legitimate recall and that the parts did not exist for this recall.
Briefly summarize what the customer is expecting: Customer is seeking verification on the recall if it is legitimate. Agent advised the customer that this is a legitimate recall. Agent called over to Edwards dealership and spoke with the Owner Garry Edwards. Garry stated that he is told the customer that the parts were unavailable for a while, and that they are trying to get them in as soon as possible. Garry stated that he had sixty plus people on the waiting list for parts. Garry stated that the customer was very rude when he was trying to explain this to the customer. Agent inquired if the customer would be able to be placed on a waiting list. Garry confirmed that the customer would be able to be put on a waiting list. Agent informed the customer of this information. Customer stated they would not be going to that dealership ever again and that they told him completely different information. Agent advised the customer that they would be able to call another dealership and inquire about the parts. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/02/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/13/2005	***Mileage***	30,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44036	TIM MARBURGER DODGE CHRYSLER JEEP			
Dealer Address	287 CONCORD PKWY N				
Dealer City	CONCORD	***Dealer State***	NC	***Dealer Zip***	28027

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHINA GROVE [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall N62

Briefly summarize why the customer is contacting Chrysler: Customer called to find out about recall N62.
Briefly summarize what the customer is expecting: Customer is expecting to find out about recall N62.
Customer is calling to find out if what the dealership told him about the recall N62 is true. Customer stated that the dealership told him that they could only order one unite at a time. Agent verified that dealership is correct. Agent asked customer if the dealership had taken his name and put him on their list. Customer stated that the dealership did take all his information and when his part comes in they will call customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/11/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	05/27/2006	***Mileage***	58,290	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44283	TRUMAN BAKER DODGE INC			
Dealer Address	900 TRUMAN BAKER DRIVE				
Dealer City	SEARCY	***Dealer State***	AR	***Dealer Zip***	72143

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JUDSONIA AR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states she received a recall notice. Customer states she has had the tie rods previously replaced on the vehicle and would like to be reimbursed. Agent advised the customer the recall cover the cost of having the steering linkage replaced. Customer states she will bring her vehicle into the dealership to have the vehicle inspected.
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/16/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/26/2006	***Mileage***	235,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44137	SUNSET CHRYSLER DODGE & JEEP			
Dealer Address	1202 SUNSET DRIVE				
Dealer City	GRENADA	***Dealer State***	MS	***Dealer Zip***	38901

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HUNTLAND TN 37345-2400	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	customer is seeking reimbursement request
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	seeking reimbursement for N62
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that he got the recall on the left tie rod assembly, customer dates that the DLR he called stated that he didn t have a recall on his vehicle. Customer advised agent that he called Chrysler in May and we stated that he doesn t have a recall on his vehicle. Customer states that he went to a private mechanic and he replaced the left tie rod assembly, before the recall letter came in. Customer was looking for money back. Agent advised customer with the address and also advised customer that it will take 60 takes for processing. No further assistance was needed.
Briefly summarize what the customer is expecting: Customer was expecting reimbursement for the left tie rod assembly.
Waiting for documents
Waiting for documents
Waiting for documents
We are waiting on your documentation concerning repairs made to your 2006 DODGE RAM 2500 SLT QUAD CAB 4X4. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
Agent contacted the customer @ [redacted] @ 11:01 AM and left a message pertaining to lines 16 to 23.
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/11/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/11/2008	***Mileage***	45,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41626	CHARLIE'S DODGE INC			
Dealer Address	725 ILLINOIS AVENUE				
Dealer City	MAUMEE	***Dealer State***	OH	***Dealer Zip***	43537

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARMA OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on recall N62

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler regarding the recall N62. Customer called the dealership and they stated that they don t have the part available right now nor did they have a waiting list. Agent called dealership at 440-238-8100 and spoke to Jordan and asked if there was an ETA on the recall part and a waiting list for the parts for the N62 recall. Dealership advised the agent that there was no ETA on the part and that there was a waiting list. Dealership put the customer on a waiting list for the part and they will call them when a part is available.Agent informed the customer that there was no part available right now and no ETA. Agent advised customer that they were put on a waiting list for the part and that they will receive a call when its in.
Briefly summarize what the customer is expecting: Customer is expecting information on the recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU4862 3[redacted]	***Open Date***	01/06/2014	***Built Date***	03/13/2003		
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	03/31/2003	***Mileage***	130,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41337	GULF CHRYSLER-DODGE-JEEP INC			
Dealer Address	3781 S MCKENZIE ST				
Dealer City	FOLEY	***Dealer State***	AL	***Dealer Zip***	36535

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	IRON RIVER MI[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Caller added a new phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Caller seeking possible reimbursement for the recall

Briefly summarize why the customer is contacting Chrysler:
Customer John is calling in as his secretary in Michigan gave him the information that he has a recall N62 on his vehicle.
John stated that he had this work completed at an IRF as there were no Chrysler dealerships near where he had the work completed in Northern Michigan.
Caller is working in Florida now and the vehicle is in Northern Michigan.
Briefly summarize what the customer is expecting:
Caller is seeking a reimbursement for this recall.
-
Caller did not have access to a scanner and e-mail for a document link.
-
Caller said the receipts are in his glove box in Northern Michigan.
-
Agent read the information from the recall letter about possible reimbursement.
-
'If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.'
-
Caller took down the address information and agent gave the customer the Case number.
Caller thanked agent.
Answer ID 24057
86Y
Waiting for documentation
Agent contacted the customer @[redacted] @11:25 AM and explained the N62 recall. Customer did not like the decision but understood
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Customer called back still seeking possible reimbursement for a repair he

had completed in 12/28/10 for the Tie Rod ends. Customer states that the repair was done at an IRF however they got Mopar parts. Agent reviewed the recall letter with customer and advised the following: 'Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.' Customer understood once reading the information. Agent advised the original repair will not be reimbursed as the repair reflected the OEM parts not Mopar Service Parts. Agent advised the vehicle needs to be inspected and if the dealership determines the parts that were put on the vehicle are in fact Mopar Service Parts, they need to be replaced. Customer understood and thanked this agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/10/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/30/2006	***Mileage***	32,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45281	RAINBOW CHRYSLER DODGE JEEP OF	MCCOMB, L.L.C
Dealer Address	2300 DELAWARE AVE		
Dealer City	MCCOMB	***Dealer State*** MS	***Dealer Zip*** 39648

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TYLERTOWN MS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states they got the notice in regards to the N62 recall so they contacted Rainbow Chrysler Dodge 45281 to get further information. Customer states that a service advisor told them they are going to do an inspection first and if everything looks okay the vehicle will be returned back to them with no replacement linkage installed. Customer states that for their safety they feel it should be replaced regardless what the inspection said as they haul things with their vehicle and are concerned for their safety. Agent advised (as per AC ID 24057) Vehicle found with original style steering linkage can be immediately returned to the customer because the recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer states their vehicle is all the original parts they have never had the steering linkage replaced. Customer states they wish the DLR would have advised of that. Agent informed the customer they should still have the inspection done to make sure however that is the only reason the DLR will replace the steering linkage. Customer thanked the customer and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	10/20/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/22/2005	***Mileage***	93,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LITTLETON CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer inquired about recalls
Product - Suspension - Tie Rods / Drag Link - Other - Front	Replaced left tie rod

Briefly summarize why the customer is contacting Chrysler:
Customer states that he had replaced the left outer tie rod 03/03/2010.
Customer states that he is an independent mechanic and that he purchased the parts from a certified dealership.
Briefly summarize what the customer is expecting:
Customer is seeking reimbursement consideration for the N62 recall.
Agent provided customer fax number 877-768-5076
Agent advised customer that the following information is required
CAIR [redacted]
VIN number
Customer name and address
Customer understands that that the request for reimbursement is not guaranteed and that the reimbursement team will need to review the request.
Reassign 86Y
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted].
Agent advised that the Recall applies to vehicles that had a Mopar Steering Linkage installed on a Previous repair visit.
Customer states that the Steering Linkage was original before Upgrading to the Mopar Steering Linkage.
Agent advised that Chrysler will not be able to reimburse for the Upgrade but that the Parts that were installed may need to have the Tie Rod Ends Upgraded as part of the Recall.
Customer thanked and will follow up with the DLR.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7 6[redacted]	***Open Date***	01/06/2014	***Built Date***	07/05/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/02/2005	***Mileage***	117,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44416	BENNY BOYD C-D-J			
Dealer Address	601 NORTH KEY AVE				
Dealer City	LAMPASAS	***Dealer State***	TX	***Dealer Zip***	76550

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	LAMPASAS TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	already had repair completed

Briefly summarize why the customer is contacting Chrysler: [redacted] (wife) stated that the N62 recall notice was received. Caller stated that the recall was already completed.
Briefly summarize what the customer is expecting: Caller is seeking reimbursement.
Writer advised the customer on how to submit for reimbursement consideration per answer id 17420. Writer provided the fax number 877-768-5076 at the customer s request.
Reassigned to 86Y
Waiting for Documentation.
POSTMARK DATE: 012114; DATE RECEIVED: 012114
Customer called in and stated her husband received a recall notice in the mail. Customer stated she faxed in the information that was needed and needed to know if there was more that needed to be done. Writer informed customer we received the fax and the case is being worked on from a case manager. Customer will receive a phone call once a decision has been on the case.
Customer Contact: [redacted]. Agent asked if the they had had the Steering Linkage replaced before the Repair.
Customer states that they had not had any other issues before this repair.
Agent advised that this recall would not apply to the vehicle then as it is for Mopar Upgrade Parts that may have been installed on some vehicles.
Closed CAIR.
POSTMARK DATE: 022114; DATE RECEIVED: 022114
POSTMARK DATE: 032514; DATE RECEIVED: 032514
Customer Seeking Reimbursement.
Reassigned to 86Y
POSTMARK DATE: 042814; DATE RECEIVED: 042814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2	9G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/09/2008	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	02/13/2009	***Mileage***	45,605	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45347	JOHN JOHNSON DODGE, LLC			
Dealer Address	10 FANNY ROAD				
Dealer City	BOONTON	***Dealer State***	NJ	***Dealer Zip***	07005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DOVER NJ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking part to have recall completed
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states Tie rod is broken and requested vehicle be towed. Agent advised we do not offer towing. Customer states the dealership advised that the parts could take anywhere from 1 day to 1 months to come in. Agent offered to co0ntact dealership. Customer declined. Customer states he will repair and send ion for reimbursement. Agent advised customer parts used must be mopar parts. Customer requested part numbers. Agent provided part numbers.
Briefly summarize what the customer is expecting: Customer seeking towing and completion of the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL4	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/03/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/18/2010	***Mileage***	4,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42468	COWBOY DODGE INC			
Dealer Address	1121 EAST LINCOLN WAY				
Dealer City	CHEYENNE	***Dealer State***	WY	***Dealer Zip***	82001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PINE BLUFFS WY [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N49: LEFT TIE ROD - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on parts for the N49 recall (Left Tie Rod). Customer states that he has contacted the Cowboy Dodge INC dealership and they had advised him that the parts has not been released yet to their dealership.
Briefly summarize what the customer is expecting: Customer is expecting to confirm that the parts are not available at the dealership. Agent contacted the Cowboy Dodge INC and spoke to Phil in parts who states that they tried to place the order for the parts but it is not being released at the moment. Agent advised customer of the information and advised customer to continue to work with the dealership in order to get the parts and recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A8	7J[redacted]	***Open Date***	01/06/2014	***Built Date***	02/26/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/03/2007	***Mileage***	74,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MESA AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking recall appointment
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle has the N62 recall on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall appointment.
Agent confirmed customer information.
Agent contacted DLR code 26822 and spoke to PA Frank.
PA put the customer s name down on a list for the part to be ordered.
Agent advised customer of the DLR calling her when the part comes in.
Customer understood.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/01/2004	
Model Year	2005	***Body***	DH8L42	DODGE RAM ST 3500 QUAD CAB PICKUP			
In Service Dt	10/30/2004	***Mileage***	80,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42689	STOKES CHRYSLER CO			
Dealer Address	2003 7TH ST N				
Dealer City	CLANTON	***Dealer State***	AL	***Dealer Zip***	35045

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RANDOLPH AL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N46 information call

Briefly summarize why the customer is contacting Chrysler: Customer states he received the recall notice for the N62 which states that appointments can be scheduled at the dealerships after January 6th 2014 to have recall work completed.
Briefly summarize what the customer is expecting: Customer contacted the STOKES dealership and was advised that they do not have the parts to complete the recall and will not have them until March 2014. Customer is wondering why a notice would go out saying to make an appointment in January if the parts wont be available until March.
Agent advised customer that the notice does state that customers can contact the dealership after January 06th 2014 to schedule a service appointment and at that point to have the dealership either hold the part for the vehicle or to have the part ordered before the appointment is made. Agent advised customer that if the part will not be into the dealership for customer until March 2014 that agent would not be able to speed that process up, customer understood and requested that his file be notated that he called in about the N62 recall today.. Agent did try to contact the STOKES dealership but was put on hold for over 5 minutes.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	11/08/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	07/31/2011	***Mileage***	42,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44444	BRANDYWINE-SMYRNA INC			
Dealer Address	19 S DUPONT BLVD				
Dealer City	SMYRNA	***Dealer State***	DE	***Dealer Zip***	19977

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BETHEL DE [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called because he called dealership 44444 and they stated that it might be a month before the parts come in.
Briefly summarize what the customer is expecting: Recall #N49 information. Customer uses this vehicle for work and wants the part for his vehicle.
Agent called dealership 44444 and dealership parts-Barry advised the agent that they have no parts and are putting customer s on a waiting list and that the order was cancelled by Chrysler. Barry stated that he is going to put the order through again and this customer is second on the waiting list. I advised the customer of what the dealership stated and he will call dealership 44444 back tomorrow to see how long the part will take to come in. Agent called another dealership 55013 and they stated that they can only order one part every 7 days.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/12/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/13/2003	***Mileage***	81,710	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	57769	SORG DODGE INC			
Dealer Address	1811 ELKHART RD				
Dealer City	GOSHEN	***Dealer State***	IN	***Dealer Zip***	46526

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LAWRENCEBURG KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for reimbursement for the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the recall. Customer states they had service for the recall completed last Feburary. Agent advised the customer as per lines 1-9. Customer understood.
Correction, ignore disposition: Closed 29.
Reasigned to 86Y
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Fax Number.
Verified number in 411.com.
01/23/14
[redacted]
LAWRENCEBURG , KY-[redacted]
Reference #[redacted]
Dear [redacted]
Thank you for your recent letter regarding reimbursement consideration for repairs made on your 2004 DODGE RAM 2500 QUAD CAB PICKUP.
Please forward your original repair order and proof of payment receipt to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the

cancelled check, or
cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
William,
Customer Service Representative
****
Disregard lines 22 - 43
****
[redacted]
LAWRENCEBURG , KY-[redacted]
Reference #[redacted]
Dear Ms.[redacted]
Thank you for your recent letter regarding reimbursement consideration for repairs made on your 2004 DODGE RAM 2500 QUAD CAB PICKUP.
Please forward your original repair order and proof of payment receipt to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
William,
Customer Assistance Representative
Letter sent 1/29/14.
POSTMARK DATE: 011614; DATE RECEIVED: 011614
Customer seeking reimbursement for N62 recall.
Reassigned to 86Y.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Customer returning phone call. Agent advised that as per lines 79-86 that at present reimbursement will not be possible as the documentation did not state that the repairs met the guidelines of the recall. Agent advised that if they have additional documentation to submit it for additional review, and to consult a CDJR DLR to look into repair work related to the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL6	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/13/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	12/15/2012	***Mileage***	19,712	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANGELO TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	seeking completion of N49 recall repair
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that they received the notification for the N49 recall repair. Customer stated she noticed a problem with the tie rod ends about a month ago and has been in contact with her dealership(Brian, Owner and Todd,SM)three times a day ever since. Customer states that her business is hauling cattle and livestock with the recalled vehicle. Customer states she is in business with 2 other people, Diane Bolholm and Leo Lechuga
Briefly summarize what the customer is expecting: Customer is expecting to have the recall performed immediately.
Agent contacted Assistant Service Manager CJ at BOERNE DODGE CHRYSLER JEEP #60399 who stated that they have not yet received the parts for the N49 recall. CJ advised that the customer has been placed at the top of their expediting list. CJ advised that the parts should be received soon but could not provide an ETA. Customer was very frustrated and requested a supervisor callback.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer does not understand why she must wait for parts. Customer does not want to put her life in danger. Customer states that the vehicle is her livelihood.
CAIR assigned to: LB546
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
****SUPERVISOR CONTACT****
Customer contacted at phone number [redacted]. Left message stating that we apologize customer is experiencing concerns related to recall.
We are doing all we can to get the customer the part as soon as possible; dealer has listed customer as priority. At this point we are waiting for our supplier and are doing all we can to get the part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D4	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/02/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	10/07/2006	***Mileage***	51,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43531	POWER CHRYSLER JEEP DODGE			
Dealer Address	16406 N 26TH AVENUE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85023

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHOENIX AZ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in to inquire about the N62 recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in to ask if an alignment is done during the warranty work of the N62 recall. Agent checked recall repair information and confirmed an alignment is to be completed as part of the inspection.
Briefly summarize what the customer is expecting:
Customer was expecting information regarding the N62 recall
Customer called in stating that he brought his vehicle in for the inspection for the N62 recall. Customer states that Carl in service checked the vehicle and advised that customer does not need the recall completed. Agent verified in the N62 recall information it is listed that the part will only be replaced if it is required once the inspection is done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T9	9G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/18/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/23/2009	***Mileage***	105,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45160	LANDERS DODGE CHRYSLER JEEP			
Dealer Address	2701 BENTON RD				
Dealer City	BOSSIER CITY	***Dealer State***	LA	***Dealer Zip***	71111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]60
	SHREVEPORT LA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent supplied customer with nearest dealership information
Corporate - CNA Change - Default - Default - Default	Agent updated customer information
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on where to have the recall repair done

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge seeking information on where to have the N49 recall repaired.
Briefly summarize what the customer is expecting: Customer expecting nearest dealership information to have the N49 recall repaired.
Agent supplied customer with nearest dealership information and transfered customer over to Chantee to schedule an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	02/22/2011	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/06/2011	***Mileage***	30,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHOENIX AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer was seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called in inquiring about recall N49. Customer states that she remembers having recall L16 completed already, and this was pertaining to the same part. Customer would like to know if they also need to have N49 completed. Agent advised customer that these were two separate recalls. Agent advised customer that she would need to make an appointment at their local dealership to have this completed. Agent provided caller with contact information to dealer 60023. Agent offered to have the customer transferred over to their dealership, but the customer declined.
Briefly summarize what the customer is expecting:
Customer was seeking recall information.
****

The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24054Ù

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/13/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/29/2004	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45360	TOMMIE VAUGHN CHRYSLER JEEP DODGE			
Dealer Address	4850 I-10 EAST				
Dealer City	COLUMBUS	***Dealer State***	TX	***Dealer Zip***	78934

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBUS TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	cusotmer seeking if work done is under recall

Briefly summarize why the customer is contacting Chrysler: Customer states they received a recall notice on the N62 LEFT OUTER TIE ROD ASSEMBLY. Customer states they may have already gotten this work done on the vehicle. Customer states they were driving and almost lost control. Customer states they took the vehicle to a shop, not a dealership got the front replaced. Customer states the left side was wobbling.
Briefly summarize what the customer is expecting: Customer seeking if the repairs they got done were under the recall.
Agent advised customer I wouldn t know if the same repairs as the recall.
Agent advised customer to contact the dealership for further information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26D6	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/23/2003	
Model Year	2003	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	04/07/2003	***Mileage***	164,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65146	KEENE CHRYSLER DODGE JEEP			
Dealer Address	410 WINCHESTER ST				
Dealer City	KEENE	***Dealer State***	NH	***Dealer Zip***	03431

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SWANZEY NH[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer had left tie rod replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer inquiring about new recall N62
Corporate - Reimbursement - Default - Default - Default	customer seeking reimbursement on part replacement

Briefly summarize why the customer is contacting Chrysler: customer states that he got a letter for the left tie rod recall however customer replaced it 9/28/2013 and he did purchase the part from the dlr then he just recently got this recall letter and took it to the dlr and they told him that it does not have the complete update on recalls and they will schedule him an appointment to do the recall but customer left tie rod snapped right off and customer was pulling into a parking lot.
Briefly summarize what the customer is expecting: customer seeking reimbursement on tow and part purchased
Agent advised: Agent informed customer to mail in original copy of receipt showing what part was purchased from the dlr and proof of payment. Agent also informed customer as per NC603 customer could send in documents of tow however may not be approved due to mileage however now that there is a recall on the vehicle for the same part customer purchased may meet merits. Agent informed customer no guarantee on reimbursement. Agent informed customer of mailing address
Chrysler Group LLC, Roadside Assistance
Attn: Claims Department
P.O. Box 9145
Medford, MA 02155
Agent informed customer to allow time to receive if he wants to call near the end of the month to get an up to date may possibly have received them at that time. Customer referred to the address on the recall letter to submit reimbursement on the part purchase.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Agent called customer at [redacted] and advised of the above. Brian states he did send in the paperwork and also advised the dealer told him the linkage had been changed. Agent advised we will need proof of this.
****

Waiting for paperwork.
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Documents attached for review
Agent called customer at [redacted] and left voicemail for customer to contact us at 800.853.1403.
****
Agent looked at documents and it is only showing the tie rod kit, there are no invoices supporting customers statement that the linkage had been replaced before. The dealer had inspected the linkage for recall H46 but no parts were replaced, customer still has factory linkage on vehicle.
****
**********NEXT AGENT**********
If customer calls(agent does not have voicemail) please advise of lines 42-45 and also advise if customer cannot provide proof the linkage was changed prior to this repair, I will be unable to reimburse and will close the file.
Agent advised customer that he needed paperwork to support his claim that the tie rod was replaced with a mopar part before he replaced his tie rod.
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Agent advised customer of lines 42-45. Writer advised that he went to the Chrysler garage to ask them. The recall H46 had been done to the vehicle and that they showed that the recall was done back in June of 2010. Customer advised that his linkage broke. Customer states parts were replaced as per the dealership records.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C9	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/19/2004	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	02/18/2004	***Mileage***	260,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23295	WHITTEN BROTHERS INC			
Dealer Address	10701 MIDLOTHIAN PIKE				
Dealer City	RICHMOND	***Dealer State***	VA	***Dealer Zip***	23236

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AMELIA CT HSE VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	OUT-OF-PARK ALARM SYSTEM
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called because the left tie rod broke on his vehicle. Customer needs to have his vehicle towed to dealership 23295. Customer stated that he has the recall #N62 on his vehicle. Agent advised the customer that the recall #N62 and recall #H46 are for Mopar replacement parts only. Customer stated that he has original parts on the vehicle. Customer is quite upset that Chrysler will not cover the towing and the left tie rod on his vehicle. Agent advised the customer that the dealership will inspect the parts to see if they are the Mopar replacement parts that the recalls are for.
Briefly summarize what the customer is expecting: Recall #N62 information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46TX 9[redacted]		***Open Date***	01/06/2014	***Built Date***	10/01/2008	
Model Year	2009	***Body***	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	10/03/2008	***Mileage***	40,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45329	PLANET DODGE			
Dealer Address	18555 HIGHWAY 59 N				
Dealer City	HUMBLE	***Dealer State***	TX	***Dealer Zip***	77338

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HUMBLE TX [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Information Request	When parts will be available

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler to determine when N49 recall part will become available. Customer uses this vehicle as an ambulance and cannot drive vehicle with recall on vehicle that states may cause crash without warning. Customer cannot afford to have vehicle off road for very long and calling to determine when part will become available.
Briefly summarize what the customer is expecting: Customer expecting to determine when part will be available.
Agent contacted DLR 45329 and spoke with rusty in parts. Rusty states he should be able to get in both parts required to complete recall in 5 days. Rusty advised to have customer contact Larry in service to book appointment to begin ordering process. Agent thanked rusty. Agent advised customer of this. Customer understood and thanked agent.
Resssign to kg363 for no repair N49
Briefly summarize why the customer is contacting Chrysler: this vehicle is an ambulance and has been of the road since we have got this letter
Briefly summarize what the customer is expecting: called dealer today and they told me another 2 weeks until part comes in, not going to wait for that long since this vehicle needs to be back in service. I want a supervisor call to talk to them and get this taken care of for everyone out there. Other EMS are driving with the part about to fail. This has been inspected and told that its fine to drive but I am not taken that chance, high liability driving this in such a unsafe manner
Agent offered to call dealer but customer declined because that was just told him.
*****next agent please escalate this to TL for supervisor call******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G110452	***Open Date***	01/06/2014	***Built Date***	07/05/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/27/2005	***Mileage***	197,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHILOMATH OR [redacted]7	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Customer (owner of business) states that he received a recall notice in the mail. Writer advised that recall is for the N62 which applies to a mopar service part that would have been installed on the vehicle during a prior service. Writer advised that recall is not on the original equipment that was installed at the time of manufacture. Customer states that the vehicle has never been into a dealership so would not apply to his VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D6	7J[redacted]	***Open Date***	01/06/2014	***Built Date***	04/05/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	04/23/2007	***Mileage***	17,987	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44231	DEMONTROND AUTO COUNTRY INC			
Dealer Address	888 IH 45 SOUTH				
Dealer City	CONROE	***Dealer State***	TX	***Dealer Zip***	77304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MAGNOLIA TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information call

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a notice for the N62 recall.
Briefly summarize what the customer is expecting: Customer is wondering what steps to take next.
Agent advised customer that customer can set up an appointment with the dealership to have vehicle inspected to see if recall work needs to be completed. Agent contacted the DEMONTROND dealership and was advised from Ryan in service that customer can bring vehicle in for an inspection and if parts need to be ordered at that time dealership will look into it. Agent provided customer with dealerships information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C2	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/10/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	11/15/2003	***Mileage***	65,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60213	BILLY CRAFT CHRYSLER JEEP			
Dealer Address	2639 LAKESIDE DR				
Dealer City	LYNCHBURG	***Dealer State***	VA	***Dealer Zip***	24501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FOREST VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking to complete recall N62
Corporate - CNA Change - Default - Default - Default	updated owner's name

Briefly summarize why the customer is contacting Chrysler: Customer seeking to complete recall N62. Agent spoke with Ken in Parts and added customer to wait list for parts. Ken will contact customer when part becomes available to complete recall. Agent provided Ken with customer name, phone number and VIN.
Briefly summarize what the customer is expecting: Customer looking to complete recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48CX	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/22/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/31/2005	***Mileage***	127,071	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42674	NICHOLS DODGE INC			
Dealer Address	988 PLANTATION RD				
Dealer City	BURLINGTON	***Dealer State***	NC	***Dealer Zip***	27216

Owner	FLEISCHER INDUSTRIAL, BUSINESS	***Contact Type***	LETTER
Address	PO BOX 1303	***Home Phone***	[redacted]
	BURLINGTON NC 27216-1303	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: [redacted] called from FLEISCHER INDUSTRIAL asking if she could be reimbursed for the parts used in the repair for the recall of N62
Briefly summarize what the customer is expecting: Customer states some of the parts that were used in the last repair are the same parts in the recall and the customer would like them reimbursed.
Agent called Scott SA at NICHOLS DODGE CHRYSLER JEEP 42674. SA states he will call the customer back when he knows the part numbers and if they are the same ones in the recall. Agent provided the SA the customers phone number and advised the customer to wait on a call back from Scott.
Caller[redacted] contacted Ram back about the reimbursement for the vehicle.
Agent advised caller what needs to be sent in to seek reimbursement and provided the caller with the case number for this. Caller thanked agent for the information and states that she will send in the information in the next few days.
POSTMARK DATE: 010914; DATE RECEIVED: 011514
Agent reviewed documents submitted by customer and found customer had repairs completed at NICHOLS DODGE CHRYSLER JEEP and submitted documentation showing only 1 repair.
Agent called customer and found they were unavailable to speak with due to weather conditions.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49LX	9G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/04/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	07/30/2009	***Mileage***	62,500	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43609	RAZZARI DODGE CHRYSLER			
Dealer Address	1605 AUTO CENTER DR				
Dealer City	MERCED	***Dealer State***	CA	***Dealer Zip***	95340

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CATHEYS VALLEY CA [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Information Request	N49 Inquiry

Customer contacted Chrysler Recall as they were inquiring about the N49 Recall. The customer indicated that they previously had the L16 Recall and had this repaired previously and wondered if this was the same concern. The agent informed the customer that these two recalls are not the same and that as this is a safety recall, we recommend working with their servicing dealership to have this repaired. The customer stated that they did not like dealer 43609, but will work with them on this matter. The agent offered to transfer the customer, but the customer declined and stated that they will contact them on their own.
Customer called because she contacted her dealership and they advised her that there are 53 people ahead of her on the wait list. Customer states that she does not understand why Chrysler would send out a recall if the parts are not available.
Agent advised customer that Chrysler, by law, needs to inform the customer of a recall regardless if parts are available.
Agent offered to call neighboring dealerships to see if the wait list is shorter.
Customer declined. Customer said that she needs to contact a lawyer and get out of the vehicle because it is not safe.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer does not want to wait for the part to have the N49 recall completed.
CAIR assigned to: KG363
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
SUPERVISOR
Supervisor contacted [redacted]
Supervisor spoke with the customer regarding recall N49. Customer is frutrated that Chrysler would release a recall without parts. Supervisor advised the customer that the part is on restriction, and only one part can be ordered every 7 days.
Customer wants to be put on the waiting list at RAZZARI DODGE CHRYSLER JEEP 43609.

Supervisor advised that the dealer will be contacted and the customer
placed on a waiting list.
Please contact RAZZARI DODGE CHRYSLER JEEP 43609 and have the customer
placed on the waiting list for N49.
DEALER CONTACT: RAZZARI DODGE CHRYSLER JEEP 209-722-7407
Agent spoke with SA Debra, provided customer s VIN and contact
information. Debra said that she would put the customer on the list.
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D6	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/19/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	02/11/2006	***Mileage***	149,210	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42283	LOU FUSZ CHRYSLER JEEP DODGE			
Dealer Address	3480 HIGHWAY K				
Dealer City	O FALLON	***Dealer State***	MO	***Dealer Zip***	63368

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HUNTSVILLE AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer repaired the recall before the notice was released.

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for the repairs of their 2006 Dodge Ram 1500.
Briefly summarize what the customer is expecting: Customer stated that he had done the recall repairs (N62) before the recall notice had been released. Agent supplied the customer with the proper information for the reimbursement process. Customer call back number is [redacted]
What has the customer requested? Reimbursement.
If this is a Recall or Extended Warranty, enter the campaign number. N62.
If this is for a previously made goodwill decision, what is that CAIR N/A
Enter the Mileage at the time of the repair. 149210
Enter the Date when the repairs were completed. December 20th 2013.
What is the total cost of the Parts to be reimbursed? $513.06
What is the total cost of the Labor to be reimbursed? N/A
What is the total tax to be reimbursed?
What is the total amount being reimbursed? $513.06
Re-assigned to 86Y
Additional information for line 6: Customer will be mailing in proper information for reimbursement.
Briefly summarize why the customer is contacting Chrysler: Customer called back in to find out if we have any further information on his request for reimbursement for recall cost. Agent advised customer that their was no new information about his case. Customer said that was fine that he would callback next week.
Briefly summarize what the customer is expecting: Customer just expecting new information regarding his case.
Customer called back seeking further information.
Re-assigning to 86Y for further information regarding this case.
Waiting for documentation
Waiting for documentation
Customer calling to see the status of the case.
Agent advised Customer that we are still waiting for the documentation.
Agent advised Customer that we do ask for 60 days for processing.
Agent verified mailing address used. Was correct.
Customer disconnected
Waiting for documentation

POSTMARK DATE: 010614; DATE RECEIVED: 011414
Documents attached for review.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Agent contacted the customer @ [redacted] @ 9:55 AM and left a voice message with all necessary information needed to return call
Customer returned call and agent informed of decision to deny any reimbursement at this time. Customer was informed that in order to reimburse for the repair he would need another invoice showing that the OEM parts have been replaced with Mopar parts prior to the invoice submitted for reimbursement. Customer was very upset and stated that he would keep name and phone number and consult his attorney.
Agent advised customer to take vehicle to a CJD dealer and have parts inspected for the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/12/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/03/2005	***Mileage***	66,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ELMIRA NY[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	H46 recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he received a notice about the N62 recall.
Briefly summarize what the customer is expecting: Customer states that he spoke with the FERRARIO dealership and was advised that the parts to complete the recall will not be in for another 3 to 4 weeks. Customer is concerned that the vehicle could potentially be in an accident before the parts are in to complete the recall.
Agent advised customer that agent can contact over to the dealership to try and gather more information, however that it is stated on the notice that the dealership may have to order the part before the appointment can be scheduled. Agent advised that if customer does get in an accident in regards to the recall not being completed that it would need to be looked into at that time. Agent advised customer to continue working with dealership. Customer stated he was going to contact other dealerships in the area and then disconnected the call on the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4ET0	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/17/2011	
Model Year	2011	***Body***	DD8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	07/18/2011	***Mileage***	89,145	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	NATIONAL GAS & OIL, 17005 -	***Contact Type***	LETTER
Address	P.O. BOX 4970	***Home Phone***	(614) 344-2102
	NEWARK OH 43058	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer is seeking a reimbursement request for the N49
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that he got the left tie rod replaced 2 weeks ago, customer states that he is looking for reimbursement. Agent advised customer with the mailing address and provided the additional information for the customer.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement
Writer contacted customer at [redacted] Writer received recording stating this number has been disconnected & no longer in service.
Writer will close CAIR on 1/20/14 if documents have not been received.
Documents have not been received.
Reassign to TL for survey bypass.
by pass added.
POSTMARK DATE: 010914; DATE RECEIVED: 011414
Documents attached for review
Reassign to MP1067
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 12/10/13
Invoice #: 1733
Labor $185.00
Parts $670.58
Misc. Charges $7.50
Towing $97.50
Tax $0
Total $960.58
Writer is submitting check for approval in the amount of $960.58.
****

Writer verified that address for check matches address on submitted documents.
Writer removed the word 'Business' from the check screen.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	03/10/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/28/2006	***Mileage***	70,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LIVERMORE CA[redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer had the steering linkage replaced in the past.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have N62 recall completed.

Briefly summarize why the customer is contacting Chrysler:
Customer contacted CAC stating that he had contacted dealership 60397 regarding having the N62 recall performed. Customer stated that he had been informed that the part was not available at the time and that he would have to be put onto a waiting list. Customer stated that he is very upset about this as the issue with the recall is a serious safety issue.
Briefly summarize what the customer is expecting:
Customer is expecting information as to why this recall part is not available, and wants to have the recall completed on his vehicle.
Agent referenced AC ID 24057 and found that there was no unavailable parts status for the recall part. Agent contacted dealership 24057 and spoke with SA Brad. SA stated that the dealership currently did not have the part ordered in. SA stated that they had put the customer on the waiting list for when the part does come into the dealership. SA stated that they did not have an ETA for when the part would come in as he had just spoken with the customer this morning, and the order had not been placed yet.
Agent advised the customer to keep working with the dealership to get the part ordered in. Customer was upset as the part was not available as the interim letter had stated that the recall would be available to be completed 01/06/2013. Customer stated that he would wait to hear from the dealership, but would be contacting back if he had not heard back soon.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2860	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/06/2002	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/30/2003	***Mileage***	92,707	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLORADO SPRINGS CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Customer states that she has a recall notice. Writer advised that recall is N62 left outer tie rod assembly. Writer advised that recall applies to a mopar service part that was installed on the vehicle during a prior repair. Writer advised that the recall does not pertain to the original factory installed equipment. Customer states she does not think that any repairs were completed. Writer advised that dealership will inspect the vehicle to determine if mopar parts were installed previously. Writer contacted Perkins and spoke with Jeanette S/A who will further assist customer in having recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL1	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	03/08/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/30/2010	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67387	RALPH SELLERS CHRYSLER DODGE JEEP			
Dealer Address	14215 N AIRLINE HWY				
Dealer City	GONZALES	***Dealer State***	LA	***Dealer Zip***	70737

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAMERCY LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Seeking information on recall part

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that she has recall N49 on vehicle and contacted 2 different dealerships- one didn t have the part until January 16th and the other one didn t know about it. Customer stated her vehicle is driving horribly and the steering wheel vibrates, she relies on her vehicle for work. Agent advised the parts were not available to order until today, so it will take about a week to get the parts in. Customer understood.
Briefly summarize what the customer is expecting: Find out more information on recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5JL1	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	10/19/2011	
Model Year	2012	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/18/2012	***Mileage***	20,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44816	HOBLIT CHRYSLER JEEP DODGE, INC.			
Dealer Address	801 MAIN STREET				
Dealer City	WOODLAND	***Dealer State***	CA	***Dealer Zip***	95695

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LIVERMORE CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Information on ETA on recall N49

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to document his concern with the N49 recall. Customer states that the dealership should have the part to fix the recall. Agent called dealership 44816 and spoke to SM and he stated that there is no ETA on the recall part and that he is number 20 on the waiting list. Agent advised customer what the SM stated. Customer is not happy and he thinks that the part needs to come in if not there will be a lawsuit becuase there should be a part available. Customer states that when the recall notice got mailed out they should have started making the parts for the date stated on the recall notice. Customer is very unhappy with Chrysler. Agent stated that Chrysler looks into all complaints seriously and that she will document his concern.
Briefly summarize what the customer is expecting: A part available on the recall N49.
Customer states that he has called the dlr HOBLIT CHRYSLER JEEP DODGE, INC and they informed him that 'if' they get them it will be maybe 1-2 a month and customer is number 20 on the list. Customer states the letter says could crash without warning and what if something happens and kills someone or his family. Customer feels that the 'part timeframe is unacceptable and wants something done about it. Agent did attempt to call the dlr HOBLIT CHRYSLER JEEP DODGE, INC to confirm it has been put on the list however no answer. Agent checked workbench and seen customers parts has been ordered 1/02/2013 and informed customer that once the part does arrive dlr will call the customer. Agent has no control of when the part will come in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/01/2007	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	04/02/2007	***Mileage***	55,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44621	LITHIA CHRYSLER DODGE OF EUGENE			
Dealer Address	2121 MARTIN LUTHER KING JR BLVD				
Dealer City	EUGENE	***Dealer State***	OR	***Dealer Zip***	97440

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	NORTH BEND OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer stated that they just received notification of the N49 recall repair needed on her vehicle. Customer stated that she has previously has this repair performed on the vehicle.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement of the completed N49 recall repair.
Agent advised the customer of the fax number and case number for reimbursement proposes.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted]). Advised customer the reimbursement is dependent upon verification of all documents requested.
POSTMARK DATE: 010714; DATE RECEIVED: 010714
Agent reviewed documents submitted by customer and found customer purchased parts from LITHIA CHRYSLER JEEP DODGE and had the repairs completed at an IRF. Agent found customer had recall H46 completed in 2009 and no parts were replaced at that time.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer unless they have documentation showing there was a previous repair completed on the steering linkage components listed in recall N62 the repair is not related to the recall and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Agent informed the customer that according to the parts receipt the customer has provided us are not the same as the parts being covered under the recall notification that the recall notification is still active on the customers VIN and the customer would need to go to the DLR to have the recall Done
POSTMARK DATE: 020714; DATE RECEIVED: 020714

POSTMARK DATE: 031114; DATE RECEIVED: 031114
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C2	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/21/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/27/2004	***Mileage***	91,043	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65033	KEY CHRYSLER JEEP DODGE INC			
Dealer Address	2020 N DETROIT STREET				
Dealer City	XENIA	***Dealer State***	OH	***Dealer Zip***	45385

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BUCYRUS OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states he has the N62 recall on his vehicle. Customer states he contacted 2 different dealerships to see if he can have the recall repair completed. Customer states he was advised that the parts will not be available until April 2014. Agent contacted Reineke Motors, Inc 60396 and spoke with Bob from the service department. Bob states they are able to order parts however the parts will not be available until after April 30th, 2014.
Agent advised the customer to see if the dealership can get him onto a waiting list for the part to have the recall completed. Agent advised the customer they are unable to get the part to the dealership any sooner then the dealership can obtain the part themselves.
Briefly summarize what the customer is expecting: Customer is seeking information on the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48AX	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/19/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/25/2007	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24132	JIM SMOLICH MOTORS INC			
Dealer Address	1865 NORTH EAST HIGHWAY 20				
Dealer City	BEND	***Dealer State***	OR	***Dealer Zip***	97701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TERREBONNE OR[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN Update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Left tie rod end

Briefly summarize why the customer is contacting Chrysler: Customer states that he received the recall for the tie rod end and wanted to know what he needs to do.
Briefly summarize what the customer is expecting: Customer seeks information on recall.
Agent advised customer that the recall is for the MOPAR part. Customer stated that he has never had the tie rod replaced on the vehicle; it still has the factory parts.
Agent advised customer that if he still has the factory parts then there is nothing further that he needs to do.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRLL0	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	10/06/2011	
Model Year	2012	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	03/09/2012	***Mileage***	15,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TULSA OK[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent supplied customer with nearest dealership information
Corporate - CNA Change - Default - Default - Default	Agent updated customer-s information
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking nearest dealership for recall repair

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge seeking information on where to get the N49 recall repair done.
Briefly summarize what the customer is expecting: Customer expecting nearest dealership information for recall repair.
Agent supplied customer with nearest dealership information and transferred customer over to Craig to schedule an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/17/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/07/2006	***Mileage***	144,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	58415	SISK MOTOR COMPANY INC			
Dealer Address	4599 FORT CAMPBELL BLVD				
Dealer City	HOPKINSVILLE	***Dealer State***	KY	***Dealer Zip***	42240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CADIZ KY[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broken
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Tie rod broken
Corporate - CNA Change - Default - Default - Default	Updated phone number and email
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to find out if the broken tie rod his vehicle has is related to the recall notice he received in the mail. Agent advised customer that the vehicle would need to be diagnosed at an authorized Chrysler dealer to determine if the repair is related to the recall.
Agent also advised customer of the H46 recall on the vehicle. Agent transferred customer to SISK MOTOR COMPANY INC to schedule an appointment and have his vehicle towed to the dealer for diagnosis, repairs and to have the recalls completed.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent reassigned case for survey by-pass as the vehicle has not been diagnosed and is possibly a recall related concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL8	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	01/20/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	03/18/2011	***Mileage***	24,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-	JEEP LLC		
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOISE ID [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received the recall #N49 and was told to call the dealership 44553 to set up an appointment for the dealership to order the parts. Customer stated that dealership 44553 SA-Shane stated that he will have to call back in a month to see if the part is available. Customer stated that this is unacceptible.
Briefly summarize what the customer is expecting: Recall #N49 information.
Agent called dealership 44553 SA-Shane and he stated that the customer is 100 on his list and that the customer can call back in a few weeks for an update. Agent called dealership 59725 Parts-Ginger and she stated that they cannot order the parts yet and she has a list of 46 people waiting for this part. Ginger stated that Chrysler is just starting to release the parts to LA and New York.
Customer stated that he will be calling the number on the recall #N49 toll-free Vehicle Safety Hotline at 1-888-327-4236 because the dealership has failed to fix the defect in a reasonable amount of time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL3	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/01/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	07/12/2012	***Mileage***	28,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26762	NEW CRANBERRY CHRYSLER JEEP, LLC			
Dealer Address	21145 ROUTE 19				
Dealer City	CRANBERRY TWP	***Dealer State***	PA	***Dealer Zip***	16066

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ZELIENOPLE PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - CNA Change - Default - Default - Default	updated phone numbers

Briefly summarize why the customer is contacting Chrysler: [redacted] called in as he received the recall notice N49.
Briefly summarize what the customer is expecting: N49.
Agent attempted to warm transferred Ryan to speak with the Appointment Coordinator, to make an appointment for recall repair, but was advised by Rob, SA, that the Appointment Coordinator has gone for lunch. Agent provided Rob, SA with [redacted] s name and number and Rob, SA, will have the Appointment coordinator call Ryan to make an appointment. Agent advise Ryan of the conversation with Rob, SA.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C5	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/17/2005	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/16/2005	***Mileage***	67,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26143	ROUND UP CITY DODGE			
Dealer Address	2240 S E COURT				
Dealer City	PENDLETON	***Dealer State***	OR	***Dealer Zip***	97801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONUMENT OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer is seeking recall repair.

Briefly summarize why the customer is contacting Chrysler:
Caller reports he received the N62 recall letter in the mail and could not find the closest dealership to him.
Caller reports that the two he attempted to locate were both out of service despite the fact that their websites remain active.
Briefly summarize what the customer is expecting:
Customer is seeking closest CDRJ dealership.
Writer located Tom s Country.Com website
81143 US Hwy 395
Hermiston, OR 97838
(541) 567-5555
And
Legacy Chrysler Jeep Dodge 10705 Island Ave
Island City, OR 97850
(541) 962-7099 as the two closest dealerships.
Customer chose Tom s Country.Com. Writer attempted to transfer, however customer disconnected prior to transfer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	04/15/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/30/2005	***Mileage***	67,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60085	HAROLD ZEIGLER CHRYSLER DODGE JEEP			
Dealer Address	4200 PARKWAY PL SW				
Dealer City	GRANDVILLE	***Dealer State***	MI	***Dealer Zip***	49418

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JENISON MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeks certified Dealer for recall
Corporate - CNA Change - Default - Default - Default	Update contact preference

Briefly summarize why the customer is contacting Chrysler: Customer requesting information about N62.
Briefly summarize what the customer is expecting: Customer seeking certified Dealer and procedure.
Customer stated receiving letter regarding N62 recall. Requested the best procedure.
Customer requested nearest certified Dealer.
Writer described procedure to Customer.
Writer indicated that parts were back ordered and that another letter would be issued from RAM.
Writer warm transferred Customer to SA Tim at new Dealer HAROLD ZEIGLER CHRYSLER DODGE JEEP at616-532-7000 .
Customer thanked Writer

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	11/27/2009
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4		
In Service Dt	09/18/2010	***Mileage***	62,997	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43906	TEXAS DODGE LP			
Dealer Address	7800 I-40 WEST				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79106

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUCUMCARI NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because he is upset that the dealership had told him that he needs to contact the dealership next week to make the appointment for the N49 recall. Customer stated that he feels that he made the first step to have the recall completed and the dealership should call him back.
Briefly summarize what the customer is expecting: Agent called dealer 43906 and spoke to SA James. SA James stated that there are only two SA and there is abour 1500 recalls coming in the next month and he does not have the time to contact all the customers that are waiting on parts. SA James stated that he had told the customer to call back the middle of next week because that is when the parts should be in. Agent relayed information to the customer. Customer stated that he is upset in the way the dealership is run.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MU48C0	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/09/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	10/11/2003	***Mileage***	205,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	42468	COWBOY DODGE INC			
Dealer Address	1121 EAST LINCOLN WAY				
Dealer City	CHEYENNE	***Dealer State***	WY	***Dealer Zip***	82001

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	ETNA WY [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking recall reimbursement
Corporate - CNA Change - Default - Default - Default	Updated phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

Customer seeking reimbursement for recall repair for N62 recall. Writer provided mailing address at Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Writer advised after your letter is reviewed, we will contact you by phone with a prompt response. Please allow 3-4 weeks for check processing. Customer appreciative of information and assistance.
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 4622 = $1024.67
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had the H46 recall completed in 2009 and no parts were replaced at that time.
Agent was able to locate phone number [redacted] written on the documentation.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer contacted Chrysler because he had received a message as per lines 2-22. Agent advised customer of the information as per lines 24-29.
Agent advised the customer that although he did have a similar repair done the parts that were replaced did not qualify for the N62 recall.
Agent advised customer to take their vehicle into a DODGE DLR to have the

inspection done.
Briefly summarize why the customer is contacting Chrysler: Customer upset that reimbursement was denied. Customer states that the repairs were made at an IRF. Writer advised customer that since the repairs were completed with non-mopar parts was the reason for the reimbursement being denied. Customer states that that the customer was unaware that Mapor parts need to used for repair. Writer advised customer as per Answer ID 24057. Customer unhappy with decision.
Briefly summarize what the customer is expecting: Customer seeking information
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: Customer upset that the reimbursment was not issued for the repairs completed on the vehicle.
CAIR assigned to: (Supervisor NIC)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Reassigned to JL1168
SUPERVISOR CALL
Supervisor attempted to contact customer at [redacted] however there was no answer.
SUPERVISOR CALL
Supervisor attempted to contact customer, there was no answer. Supervisor left a message stating the decision remains the same.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38CX	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	04/20/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/29/2005	***Mileage***	225,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	MELROSE MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he was pulling cattle back in September and his tie rod broke and he had to have it replaced. Customer wants to know if he can be reimbursed for this repair.
Briefly summarize what the customer is expecting: reimbursement.
Writer advised he would need to send in his proof of payment and his repair order so they can review his request for reimbursement. Customer is going to mail in his paper work. Writer provided the customer with the address.
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigning to 86Y.
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Left Message.
Advised that the Documentation has not been received and the File will close in 2 days if the Documents have not been received but will re-open when the Documents have been received.
Customer called in for reasoning on why the reimbursement was declined.
Agent advised customer that we are waiting for documentation.
Agent provided the fax number.
Agent advised customer to fax in the documentation.
Waiting for Documentation.
Customer states he faxed the required documents on 01-23-14 to 877-768-5076
Waiting for Documentation.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
Customer called in and states he wondered if the documentation had been received
Agent advised customer that we have yet to received the documents as of yet
Agent advised customer that we are able to email or submit mailed requests
Agent advised customer he would need a valid email for the link
Customer states he does not have an email
Agent advised customer of the fax number 877-768-5076
Customer states they tried to fax
Agent advised customer of the mailing address again
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007

Customer understood and thanked agent
Customer called but then receieved a call on the other line. He will call back soon.
Briefly summarize why the customer is contacting Chrysler: Customer called wanting to know if Chrysler has received the Receipts for possible reimbursement. Writer called over to the dealers and talked with Lori at dealership# 45444 Phone number 406-533-3634 PERFORMANCE DODGE JEEP CHRYSLER she stated that she has faxed it once already and she will fax another one latter today.
Briefly summarize what the customer is expecting: Possible reimbursement
Correction on line 50. Dealership Code 44824 PERFORMANCE DODGE JEEP CHRYSLER 406-533-3634
by pass added.
Customer called for an update on file.
Agent advised we were able to speak with Lori at dlr and she is going to fax in another copy today. Agent advised once received, we will review for reimbursement.
Customer understood.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 012814; DATE RECEIVED: 012814
Customer Contact: [redacted]. Unable to leave a message.
Customer called in requesting to speak to William. Agent attempted to contact William at 855-675-9291 with extension: 4718140, however was not able to get in contact with William. Agent advised customer that agent would notate the account to prompt a call back from William. Customer confirmed that [redacted]1 is still the best call back number.
CUSTOMER CONTACT: [redacted]Spoke with Customer.
Agent advised that the Recall applies to the Mopar Steering Upgrade and not to the Factory installed Steering Repairs.
Agent advised that the Parts that were installed during the Repair may be part of the Recall and advised to have the vehicle inspected by a DLR.
Customer was not happy but understood.
Closed CAIR.
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C3	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/18/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/23/2007	***Mileage***	185,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67558	KOTBY MOTORS			
Dealer Address	969 NORTH THIRD STREET				
Dealer City	LARAMIE	***Dealer State***	WY	***Dealer Zip***	82070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LARAMIE WY [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement request.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they have received a recall notification letter.
Customer is calling to state that they had their left outer tie-rod assembly replaced two years previous. Customer states they would like to know if they would be able to file for reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for a repair done two years previous. Agent advised the customer of the mailing process for a reimbursement request. Customer stated that they might not be able to get the original receipt. Agent advised the customer that without the proper documentation they would not be able to file for reimbursement. Customer understood.
Documents have not been mailed yet.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Agent called customer at [redacted] and left voicemail advising the case will be closed in 2 days if documents not received.
****
Reassign to JK671 for survey bypass , no docs.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28CX	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/04/2003	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/18/2003	***Mileage***	150,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68898	JOHN HIRSCH'S CAMBRIDGE MOTORS	LLC
Dealer Address	700 S GARFIELD		
Dealer City	CAMBRIDGE	***Dealer State***	MN
Dealer Zip	55008		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ISANTI MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because he was told by his dealership that he needs to come in for an inspection for the N62 recall and then the dealership will order the parts and then have him come in and complete the recall. Customer stated that he would like to make only one trip to the dealership.
Briefly summarize what the customer is expecting: Agent called dealer 68898 and spoke to SA Kasey. SA Kasey stated that the inspection has to be two parts because the first part is the inspection and if the tie rods need to be replaced then the second appointment is made. Agent relayed information to the customer. Customer stated that he is leaving on Feb. 1 2014 and the dealership will not have the part by then. Customer asked if there was any other dealerships in his area. Agent provided Elk River Chrysler 763-441-2300 and Wilcox Chrysler 651-236-6377. Agent advised customer that he can also go to www.ramtrucks.com to find a dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/18/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	10/18/2011	***Mileage***	20,500	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43716	JOHNSONS OF CHICKASHA INC			
Dealer Address	3121 SOUTH 4TH STREET				
Dealer City	CHICKASHA	***Dealer State***	OK	***Dealer Zip***	73018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANADARKO OK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Information on recall N49
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tire rod broke on vehicle
Corporate - CNA Change - Default - Default - Default	Updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer calling to tell Chrysler that his vehicle tire rod broke and had it towed to the dealership. Dealership stated to the customer that he would need to call Chrysler to let us know that the damage was due to a recall on his vehicle. Customer states that the dealership informed him that he might have to pay some money to fix the recall. Agent advised customer that he needs to keep all his receipts to seek possible reimbursement later on down the road.
Briefly summarize what the customer is expecting: To document that his tire rod broke and had to have it towed to the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL3	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	05/23/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	06/11/2012	***Mileage***	38,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	37269	TANNER MOTORS			
Dealer Address	620 W WASHINGTON				
Dealer City	BRAINERD	***Dealer State***	MN	***Dealer Zip***	56401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PALISADE MN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking to get recall complete

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice on the tie rod. Customer states they contacted the dealership they stated they weren t doing anything work for the recall. Customer states the dealership stated they have to wait for the second letter to get the recall complete.
Briefly summarize what the customer is expecting: Customer seeking if they do have to wait for second letter to get the recall complete.
Agent advised customer he would need to wait for the second letter to get the recall complete. Agent advised customer that if they are worried about the vehicle they could contact the dealership to get an inspection done and get a temporality fix until the second letter comes out.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/03/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/03/2010	***Mileage***	62,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45240	KATHY FOWLER CHRYSLER JEEP DODGE			
Dealer Address	4010 MAIN STREET				
Dealer City	KELSEYVILLE	***Dealer State***	CA	***Dealer Zip***	95451

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WILLITS CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called in to get assistance setting up an appoint for recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in because he is having trouble getting an appointment to complete N49 recall. Customer was contacting Sport Chrysler Jeep Dodge, however they advised him there was a waiting list and would not add him to the list. Agent called Kathy Fowler Chrysler Jeep Dodge and spoke to service adviser John. John advised that they could set up an appointment for inspection, and then order the part if need be. Agent warm transferred the customer to Service Adviser John to schedule an appointment.
Briefly summarize what the customer is expecting:
Customer was expecting assistance setting up an appointment to complete N49 recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	7J[redacted]	***Open Date***	01/06/2014	***Built Date***	07/22/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/10/2007	***Mileage***	30,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44629	SWIFT CHRYSLER JEEP DODGE			
Dealer Address	4318 CHILES ROAD				
Dealer City	DAVIS	***Dealer State***	CA	***Dealer Zip***	95616

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DAVIS CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about if recall applies to his vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that he does not believe that N62 recall applies to his vehicle as he has not had the steering linkage replaced before.
Briefly summarize what the customer is expecting: Customer is expecting to find out if recall applies to his VIN. Writer advised that it does appear that he had a recall completed in 2009 for the steering linkage. Writer advised customer to bring the vehicle to the DLR and they can inspect the vehicle to see if they need to complete the recall for him as the recall is showing on his VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	01/15/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	08/23/2010	***Mileage***	26,500	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42957	FLOWER MOTOR CO INC			
Dealer Address	2580 N TOWNSEND				
Dealer City	MONTROSE	***Dealer State***	CO	***Dealer Zip***	81402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONTROSE CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called in to get assitance setting up an appointment for recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in to get assistance with setting up an appointment to have the N49 recall completed. Customer had contacted Flower Motors, however they advised her that they do not have the parts or the tools available until February and would not add her to a waiting list. Agent contacted the next closest dealership at Grand Junction Chrysler Jeep Dodge. Spoke to Service Advisor Mark. Mark advised the dealership did not have the parts or tools; however he would add her to the waiting list.
Agent warm transferred customer over to confirm information with Service Advisor Mark.
Briefly summarize what the customer is expecting:
Customer was expecting assistance setting up an appointment or getting on a waiting list for the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	03/06/2007	
Model Year	2007	***Body***	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB			
In Service Dt	03/29/2007	***Mileage***	35,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68543	LOVE CHRYSLER DODGE JEEP LLC			
Dealer Address	1259 EAST MAIN ST				
Dealer City	ALICE	***Dealer State***	TX	***Dealer Zip***	78332

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LUFKIN TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer called because she has recall #H46 and recall #N62 and she called dealership 68543 and they stated that she would have to drop the vehicle off in the morning and then pick the vehicle back up in the evening. Customer stated that this is a work vehicle and she would need to pull another worker off his job to drive her back to work or take a whole day off for a 30 minute inspection. Agent offered to call another dealership but the next dealership is almost 1 hour away.
Briefly summarize what the customer is expecting: Recall #H46 and recall #N62 information.
Agent called dealership 68543 SA-George who stated that appointments are made but no guarantee that they will get in right away.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	11/10/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/21/2006	***Mileage***	160,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	42751	CHUCK PATTERSON DODGE			
Dealer Address	257 EAST AVENUE				
Dealer City	CHICO	***Dealer State***	CA	***Dealer Zip***	95926

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	YANKEE HILL CA[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer was requesting recall information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called in inquiring about recall N62. Customer states that he is seeking dealership information to make a Service Appointment to have this recall completed. Agent provided customer with contact information to dealer 42751. Agent also transferred customer over to SA Brian to make a Service Appointment. Customer was unsure if he had the steering linkage replaced already, so he is unsure if his vehicle is in need of repairs. Agent explained this to Brian. Brian stated that this is no problem; they will inspect the vehicle under the recall, and determine the issue at that time.
Briefly summarize what the customer is expecting:
Customer was seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/21/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/07/2004	***Mileage***	90,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	***Dealer State***	WA	***Dealer Zip***	98204

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SNOHOMISH WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Looking to schedule an appointment

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to schedule an appointment with DLR 67847 to complete the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting to schedule an appointment for the N62 recall. Agent provided the customer with the phone number for DLR 67847. Agent offered to transfer the customer to the DLR. Customer accepted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	05/15/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/27/2006	***Mileage***	159,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	67339	BATTISON MOTORS INC			
Dealer Address	8703 NORTH HIGHWAY 81				
Dealer City	DUNCAN	***Dealer State***	OK	***Dealer Zip***	73533

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARLOW OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Recall N62 with no parts available
Corporate - CNA Change - Default - Default - Default	Updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer called about recall N62 and is upset that parts are not available.
Briefly summarize what the customer is expecting: Customer advised that he has been in for the inspection and he has two vehicles that need the recall done. Customer has been advised by the Dealership that he goes to that the parts are not available. Agent called over to Battison Motors and spoke with the Service Advisor who said that they do not have a list going for this and that that they have no idea when the parts will be available. Agent then called to the next closest Dealership Lawton Chrysler 215 SE Interstate Dr Lawton, OK 73501(580) 357-2277 and they also advised they don t know when parts will be available and there is no list. Agents advised Customer that the Service Advisor suggested that the Customer call the Parts every week and check and see what the status is on the parts and build a relationship with them. Customer was not pleases as this is costing him money everyday the vehicle is off the road and he doesn t feel safe with the vehicles being on the road.
Customer also wanted the Agent to document that he does feel that Battison Motors is a very good Dealership and they show no loyalty to him and they are very unprofessional. Customer has been there for a lot of maintenance, warranty and still doesn t feel they care about his needs. Customer is very hesitant to go back there and is looking for another dealership. Customer wanted me to document this in the file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRJL9	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/22/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/26/2012	***Mileage***	25,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44678	GLENN POLK AUTOPLEX			
Dealer Address	4330 N INTERSTATE 35				
Dealer City	GAINESVILLE	***Dealer State***	TX	***Dealer Zip***	76240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LONE GROVE OK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	parts delay

1/6/2014 lv119
Why is the customer contacting Chrysler? Customer is trying to import the vehicle into Canada and there is recall N49 and no parts available. customer wants to know when parts are available
Vehicle Metrage: 25000 kms
Does customer have a Service Contract? no
What are the customer s expectations? recalls
When and at what metrage did this concern start? NA
Purchased New or Used? New
If Used, date purchased? NA
If used, metrage at time of purchase? NA
If used, where was the vehicle purchased? NA
Who has possession of the vehicle? (Owner/Dealer name or code/Other)
Have there been previous related issues? No
When and at what metrage were previous repairs? NA
Was vehicle physically diagnosed at a Chrysler dealer (within 30 days)?
No
If yes, when was it diagnosed? NA
What was the diagnosis? NA
Has the customer spoken to the Service Manager or Advisor? No
What has the dealer informed the customer? NA
Has the dealer provided any type of offer?
What additional information did agent advise customer?
Writer advised customer to talk to dealer to order parts for recall N49 and when parts arrived dealer will notify the customer. Writer advised that because vehicle is registered in US for further inquiries to contact US CAC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39CX	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/02/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/11/2006	***Mileage***	104,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68561	CLARK CHRYSLER DODGE, INC			
Dealer Address	1358 HWY 5 NORTH				
Dealer City	CAMDENTON	***Dealer State***	MO	***Dealer Zip***	65020

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LAKE OZARK MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	Updated secondary phone number

Briefly summarize why the customer is contacting Chrysler: [redacted] called in to see if he needed to get the recall N62 completed as he has never had the steering linkage replaced.
Briefly summarize what the customer is expecting: N62
Agent advised [redacted] that he had a recall H46 for the steering linkage completed in 2009. Agent offered to transfer [redacted] to the dealership to make an appointment for recall N62. Richard states he will call the dealership himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D0	7J[redacted]	***Open Date***	01/06/2014	***Built Date***	04/02/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/09/2007	***Mileage***	83,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AMMON ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler:Recall N62 information
Briefly summarize what the customer is expecting:Customer s wife called for recall information. Writer advised customer that this recall is on the MOPAR replacement service parts not the factory parts. Customer said she understood and thanked writer for her assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/18/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/26/2007	***Mileage***	68,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60313	CRYSTAL CHRYSLER, JEEP, DODGE	CENTER
Dealer Address	36-444 AUTO PARK DRIVE		
Dealer City	CATHEDRAL CITY	***Dealer State*** CA	***Dealer Zip*** 92234

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LA QUINTA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called regarding the N62 recall. Customer states that the recall letter said to make sure the dealer has the parts prior to the inspection and that the inspection would take a half an hour.
Customer states that he called the dealership and they said the inspection would take 2 and a half hours and would not order the part until the inspection is completed.
Customer feels this is horrible customer service.
DEALER CONTACT: CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557
Agent spoke with SA Pat. Pat said that the parts are replaced no matter what and that the inspection can be completed at the time of the appointment.
Pat said that there are no parts in the pipeline as of Friday so they are unable to schedule any appointments at this time.
Pat said that the whole appointment should take 2.5 hours approximately.
Agent informed customer of what the dealership said.
Briefly summarize what the customer is expecting: Customer is expecting recall procedure clarification.
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A9	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/20/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	04/26/2007	***Mileage***	127,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	***Dealer State***	OK	***Dealer Zip***	74361

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	S COFFEYVILLE OK [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	Customer called for address for reimbursement for N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called for address for reimbursement for N62 - LEFT OUTER TIE ROD ASSEMBLY.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for N62 recall that they had fixed at a IRF.
Agent: Gave adddress for reimbursement for N62 recall - LEFT OUTER TIE ROD ASSEMBLY - Chrysler Recall Assistance Center, P. O. Box 21-8007, Auburn Hills, MI 48321-8007. Told customer to send in original repair order and proof of payment.
Image Queue Search Selection - no documents
Status update provided via email to the following email address:
[redacted],
We are waiting on your documentation concerning repairs made to your 2007 DODGE RAM. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can contact 1-800-853-1403.
Have a great day!
End of Status Update
****Waiting for documentation.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-16 @ 12:08
Briefly summarize why the customer is contacting Chrysler: Customer calling for information on documents for reimbursement. Customer states she will fax them tomorrow as well as send an email with the proper documentation,
-
Briefly summarize what the customer is expecting: Customer seeking information on reimbursement status.

-
Agent advised: Agent advised customer that her case will be updated and to fax and email her documentation tomorrow.
Agent received message. Awaiting documents.
***** Customer Document Received *****
Agent has reviewed documents, they do not support the N62 Recall.
H46 was inspected as per Claim 944071 DealerÙ 60179 QUINN CHRYSLER DODGE, LLC
Completed 08/21/2009 at 65883 M.
NOTE: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
Inform customer that he still has the incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY, contact CDJ to have previous repair inspected so they can update file.
Status update provided via email to the following email address:
[redacted]
I have had a chance to review your documents. Please contact us at 1-800-853-1403 in regards to your reimbursement consideration.
Have a great day!
End of Status Update
*****
NEXT AGENT: PLEASE ADVISE CUSTOMER AGENT HAS DENIED REIMBURSEMENT CLAIM, INFORM CUSTOMER AS PER LINES 43-51. IF THIS IS THE REPAIR TO THE ORIGINAL PARTS, CLAIM IS DENIED. IF CUSTOMER HAS SUPPORTING DOCUMENTS OF A PRIOR REPAIR HE WOULD HAVE TO SEND THESE IN AS WELL TO BE CONSIDERED.
customer contacting back agent advised as per lines 43-51 and that it was the replacement part recalled they will have to have that inspection done on the vehicle, customer states it may have been replaced more than once she will ask her husband and be back in contact.
***No further action required.
POSTMARK DATE: 010714; DATE RECEIVED: 011514
Concern addressed. No action necessary.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A2	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/17/2007	
Model Year	2008	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/02/2007	***Mileage***	160,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58424	REAGLE DODGE			
Dealer Address	ROUTE 512				
Dealer City	BANGOR	***Dealer State***	PA	***Dealer Zip***	18013

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EFFORT PA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN Update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	REPROGRAM ECM - REGENERATION STRATEGY

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had received a recall on his vehicle but he had the vehicle repaired awhile ago for the tie rods.
Briefly summarize what the customer is expecting: Customer seeks reimbursement.
Agent advised customer that in order to receive possible reimbursement for the recall he would need to send in the invoice and proof of payment.
Agent provided the customer with the case number and advised that a documentation request will be sent to him. Once the request has been submitted it will be reviewed for possible reimbursement.
Email address: [redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-06 @ 13:21
***** Customer Document Received *****
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
****
Agent called customer at [redacted] left voicemail for customer to contact us at 800-853-1403.
*****
*****Next Agent*******
If customer calls, (agent does not have voicemail) please advise of lines 15-21 above.
Customer called back in to return a call from DA706. Writer advised customer of lines 15 21 above. Customer states that he does not have any other form of documentation and would like further explanation as to why he would not receive reimbursement if he could not provide further documentation. Writer advised customer that the recall he has submitted

for reimbursement, N62, is related to a previous recall that was on the vehicle in 2009, H46. Writer advised customer that according to our records when the vehicle was brought in for the H46 recall it was only inspected and did not have those components replaced, and therefore still had the original factory parts on them. Writer advised customer that because when recall H46 was completed and the parts were not replaced at that time, recall N62 would not apply to his vehicle due to the fact that it still had the original factory parts on it, until recently when he had those components replaced as per the documentation that he sent in. Customer was dissatisfied with this response, and is requesting that DA706 contact him back to further discuss the matter and send him a letter stating it is denied. Writer made no promises or guarantees but said it would be documented for DA706.
Agent called customer at [redacted] and customer disconnected the call.
Customer requested denial in writing.
****

January 16,2014

[redacted]
EFFORT , PA-[redacted]
Reference [redacted]
Dear Mr [redacted]
Thank you for your recent letter regarding a recall on your 2008 DODGE RAM 3500 LARAMIE QUAD CAB 4X4.
We regret you experienced a problem with your vehicle. Unfortunately, the repair order which you submitted to our office does not show replacement of parts or services involved in a recall on this particular vehicle.
Therefore, we are unable to accommodate your request for reimbursement.
As discussed earlier,and as per recall letter to you: Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts. Unless you can send in documents that support the steering linkage was replaced prior to this repair, we are unable to reimburse. The recall is still open on your vehicle and we recommend to take to a Ram dealer to have inspected.
Thank you for writing and giving us the opportunity to review this matter with you.
Sincerely,
Debbie
Customer Assistance Representative
****

Disregard lines 50 - 74
****

January 16, 2014

[redacted]
EFFORT , PA-[redacted]
Reference [redacted]
Dear M[redacted]
Thank you for your recent letter regarding a recall on your 2008 DODGE RAM 3500 LARAMIE QUAD CAB 4X4.
We regret you experienced a problem with your vehicle. Unfortunately, the repair order which you submitted to our office does not show replacement of parts or services involved in a recall on this particular vehicle.
Therefore, we are unable to accommodate your request for reimbursement.
As discussed earlier, and as per recall letter to you: Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts. Unless you can send in documents that support the steering linkage was replaced prior to this repair, we are unable to reimburse. The recall is still open on your vehicle and we recommend to take to a Ram dealer to have inspected.
Thank you for writing and giving us the opportunity to review this matter with you.
Sincerely,
Debbie
Customer Assistance Representative
Letter sent 1/21/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/05/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/28/2008	***Mileage***	124,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45319	LITHIA CHRYSLER JEEP DODGE OF		BRYAN COLLEGE STATION	
Dealer Address	301 N EARL RUDDER FWY				
Dealer City	BRYAN	***Dealer State***	TX	***Dealer Zip***	77802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GEORGE WEST TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called because he is trying to get the recall #N62 done but the dealerships are saying it could be awhile before the parts are available. Customer stated that he will be leaving town for a month and wanted to have this recall done before he left town.
Briefly summarize what the customer is expecting: Recall #N62 information. Agent called a dealership in the area that the customer will be in. Agent spoke with dealership 45319 SA-Mike who stated that they are not making appointments for another week to do the inspections and there is no list that the customer can be added to. Mike suggested that the customer call them next week when he is in their area and they will set up an appointment and then they can order the parts.
Lithia Chrysler Jeep Dodge of Bryan College Station
301 N Earl Rudder Fwy
Bryan, TX 77802
(877) 360-6568

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/18/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/02/2006	***Mileage***	140,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLORADO SPGS CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking information about the recall N62

Briefly summarize why the customer is contacting Chrysler: Customer is seeking information about the recall N62. Customer states that he got a recall letter in the mail about the left tie rod ball. Agent called DLR PERKINS MOTOR COMPANY, INC at 719-475-2330. DLR advised agent that the parts were on back order. Agent advised customer to wait for the second recall letter to come in, no further assistance was needed.
Briefly summarize what the customer is expecting: Customer was expecting additional information about the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2860	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/07/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/02/2003	***Mileage***	70,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45338	JOHN L. SULLIVAN DODGE CHRYSLER,		INC.	
Dealer Address	529 5TH ST				
Dealer City	MARYSVILLE	***Dealer State***	CA	***Dealer Zip***	95901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARYSVILLE CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called in regarding recall N62. This recall has been repaired out of pocket by the customer, and is expecting reimbursement. Agent gave Ms. Bounds the Customer Recall Assistance Center address to send her documentation in.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for repairs done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C0	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/16/2005	
Model Year	2006	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	01/19/2006	***Mileage***	144,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41080	CARL BURGER'S DODGE WORLD
Dealer Address	HWY 8 AT JACKSON DR	
Dealer City	LA MESA	***Dealer State*** CA ***Dealer Zip*** 91942

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	TUCSON AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement on tie rod assembly.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Tie rods replaced

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement on tie rod assembly. Customer does not know if it was the right or left that was replaced. Customer is expecting to send in his information by fax or mail. Agent provided fax and mailing address.
Briefly summarize what the customer is expecting: Customer is expecting to submit his repair order and receipt.
POSTMARK DATE: 010714; DATE RECEIVED: 010714
NOTE: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
Inform customer that he still has the incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY, contact CDJ to have previous repair inspected so they can update file.
OUTBOUND CONTACT to MR[redacted], caller does not take unsolicited calls, agent unable to continue.
****
SHOULD THE CUSTOMER CONTACT US PLEASE ADVISE AS PER LINES 8-16.
OUTBOUND CONTACT to[redacted] caller does not take unsolicited calls, agent unable to continue.
Agent is unable to reach customer. Agent is sending form letter.
****
1/24/14
[redacted],
TUCSON , AZ-[redacted]
UNITED STATES
Reference[redacted]
Thank you for your recent letter regarding your 2006 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-853-1403, to discuss your letter.
The Recall N62 LEFT OUTER TIE ROD ASSEMBLY is on file as incomplete.
Please contact your Chrysler Dealership to have previous repair inspected so they can update your file.
Please refer to the reference number above or have your Vehicle

Identification Number (VIN) available when you call.
Sincerely,
Kelly
Customer Assistance Representative
****
NEXT AGENT PLEASE ADVISE AS PER LINES 8-13.
Letter sent 1/29/14. _
Customer called back.
Agent notified customer of lines 8-16 .
Customer stated that he did have previous work done on the front end of the vehicle but is not sure if it was for the steering linkeage.
Customer stated he would look for his paper work in order to confirm.
Agent notified if this was not a second repair , they still need to bring the vehicle in for an inspection.
Customer understood.
POSTMARK DATE: 020714; DATE RECEIVED: 020714
POSTMARK DATE: 031114; DATE RECEIVED: 031114
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG1[redacted]	***Open Date***	01/06/2014	***Built Date***	01/21/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	04/10/2010	***Mileage***	38,750	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	DELPINO, RONALD S	***Contact Type***	TELEPHONE
Address	11858 CAMPO SECO RD	***Home Phone***	[redacted]
	SONORA CA 95370-8712	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking parts information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he spoke with the dealership about open recall N49 and they advised him it would be 17 weeks before the parts are in. Agent advised customer that the dealership would be contacted to obtain more information. Customer understood and stated someone in the service department advised him approximately 15 minutes ago that they could only order one per week and he is number 17.
Called dealership at 1:22 (209-526-3300) spoke to Jason (parts advisor) who stated the parts are restricted to one per week. Jason stated they just started to be able to order parts today. Jason confirmed that customer is number 17 on their list.
Agent advised customer that the dealership was spoken to and they provided the same information. Agent offered to call another dealership to see if they have any parts available or to see if there waiting list was shorter. Customer declined. Customer was frustrated with Chrysler because they can t get parts. Customer asked what he is suppose to do if something happens to his truck before the seventeen weeks. Agent advised customer to call Chrysler so we can look in to this issue. Customer understood but stated he would be filing a complaint with the NHTSA.
Briefly summarize what the customer is expecting: Customer seeking recall information
Reassigning case to JK671 for bypass - no repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	12/22/2009	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	01/29/2010	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65686	HEBERT'S TOWN & COUNTRY DODGE		CHRYSLER JEEP	
Dealer Address	1155 EAST BERT KOUNS				
Dealer City	SHREVEPORT	***Dealer State***	LA	***Dealer Zip***	71105

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HAUGHTON LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer requesting reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Recall N49 reimbursement
Briefly summarize what the customer is expecting:Customer called and said he received the N49 recall notice and has already had this repair completed and wanted to know if he could be reimbursed. Writer gave customer the address to send his parts in for reimbursement consideration. Customer said he paid cash for this repair.
Writer verified name and address with customer.
Reassiging to 86y.
Documents have not been received.
Reassign to JK671- No documents.
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, no answer left message stating if he has not yet sent in the documents to fax or mail them. Agent stated that the case will be closed in 2 days if they do not arrive.
Reassigning to JK671 for Survey Bypass - No Documents.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/22/2004	
Model Year	2005	***Body***	DH7L42	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	12/15/2004	***Mileage***	160,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	63920	RUEL TEAGUE MOTOR CO OF BURNS			
Dealer Address	82 S HARNEY				
Dealer City	BURNS	***Dealer State***	OR	***Dealer Zip***	97720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BURNS OR [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states right tie rod came off and he repaired it
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall Inquiry

Customer contacted Ram Customer Assistance as they had their N62 Recall inspected and were told that they do not require the recall and they also informed the agent that their right tie rod had came off and they repaired it them self. The agent informed the customer that based on available information, we do not have a recall for the right side. The customer understood and just wanted this notated.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/24/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/23/2005	***Mileage***	100,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ARLINGTON HEIGHT IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking recall information for the N62

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler seeking information about the N62 recall. Customer states he called Friday and an agent advised him to call on Monday, Agent advised customer that we are working with the DLR ships and we are trying to get the parts in as fast as possible as they are on back order.
Customer understood and no further assistance was needed.
Briefly summarize what the customer is expecting: customer was expecting information about the left tie rod recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	01/27/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	08/01/2011	***Mileage***	28,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45349	COLORADO SPRINGS DODGE			
Dealer Address	7455 AUSTIN BLUFFS PKWY				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONUMENT CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Part for the recall completion.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received the recall notice for the N49 LEFT TIE ROD recall. Customer stated he called his local Chrysler dealer (COLORADO SPRINGS DODGE 45349) to setup an appointment. Customer stated he was advised they are not able to order the parts and he should call back in a week. Customer stated he and his family is due to leave Jan 28, 2014 and would like to have the recall completed. Customer stated he was advised to call Chrysler for expediting to have the part sent sooner.
Agent called the dealer and spoke with Greg who advised the part is restricted and is only able to order 1 a week. PA stated they would check and see where the customer is on the list and would make sure they have a part for him by the 28th when ready to leave.
Agent advised the customer to work with the dealer to expedite the part for the recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to jr1305 for survey by-pass - recall no parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/08/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	11/23/2007	***Mileage***	120,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	24064	YORK MOTORS INC			
Dealer Address	500 PRESCOTT LAKES PARKWAY				
Dealer City	PRESCOTT	***Dealer State***	AZ	***Dealer Zip***	86301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUBA CITY AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called and was exteremly hard to hear the phone was choppy. Customer stated he had the recall completed before and was wanting reimbursement agent explained that its a mopar recall and would need to be replaced before then had the tie rods fail. Customer stated he is going to get the documents and send it in. Agent stated to mail it to the address on his recall notice.
Briefly summarize what the customer is expecting: customer seeking reimbursement.
Reassign to 86y
Waiting for Documentation.
Waiting for Documentation.
Status update provided via email to the following email address:
[redacted]
Hi, my name is Bill and I am your Case Manager. I Have not received the Documentation that was requested and wanted to follow up with you. I will leave your File open for 2 days while I am waiting for the Documents to come in and then I will temporarily close the file. The File will automatically re-open when the Documents arrive.
If you have any questions or concerns please call 1-800-992-1997 and provide the File Number or have the VIN number available.
Thank-you,
William,
Customer Service Representative
End of Status Update
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	03/22/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/22/2006	***Mileage***	70,828	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONUMENT CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer Dealer not holding a part as per letter

Briefly summarize why the customer is contacting Chrysler: Customer concerned with recall N62 and parts unavailable. Dealer Colorado Springs 45349 advised customer they will not book them an appointment until Chrysler sends them parts.
Briefly summarize what the customer is expecting: Customer seeking assistance with the recall. Agent called customer selling Dealer Perkins 38356 for information. Agent advised customer that the Dealer Service Manager TJ stated he is able to diagnose customer s vehicle this week. Dealer will then book an appointment if the repair is necessary and once the part is available.
Customer will call Dealer at their convenience.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	6G1[redacted]	***Open Date***	01/06/2014	***Built Date***	07/04/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/27/2005	***Mileage***	97,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26354	CARL BURGER'S CHRYSLER-JEEP WORLD			
Dealer Address	8333 HERCULES STREET				
Dealer City	LA MESA	***Dealer State***	CA	***Dealer Zip***	91942

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GUATAY CA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customer-s information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer received a letter for recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge stating they received a recall letter for the N62, and would like to know what to do.
Briefly summarize what the customer is expecting: Customer expecting information on how to get the N62 recall repair done
Agent supplied customer with dealership phone number and transferred customer over to Melissa to schedule an appointment.
Agent reassigned to TL SJ 372 for survey by-pass per email

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/28/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/25/2007	***Mileage***	75,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	23204	BERGER CHRYSLER JEEP & DODGE			
Dealer Address	RR 3 BOX 3436				
Dealer City	HAZLETON	***Dealer State***	PA	***Dealer Zip***	18202

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SUGARLOAF PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer calling regarding recall on VIN
Corporate - Reimbursement - Default - Default - Default	customer seeking reimbursement on recall done
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer called stating that he got his ball joints replaced a while back and has now gotten this recall letter and wants to know what he can submit for reimbursement. Customer states that he did have it done at an IRF and it was about 1300$ worth of work and he did have brakes and stuff done so not all of it was tie rods
Briefly summarize what the customer is expecting: customer seeking reimbursement
Agent advised: Agent informed customer that he can submit for reimbursement however may just be parts but customer would like at least 50/50 deal. Agent informed to submit the proper documentation in to the address on the letter and customer will be contacted once it has been received. Customer is not happy with this truck at all and feels that if RAM wants to keep him as a customer to be fair in this decision. Agent informed customer have no say on what he gets back or not it does go to another department and then it is reviewed. Customer states that every time he went to the dlr he felt they were making him spend more and more money that s why he started going somewhere else because it was costing to much. Agent apologized and informed customer to submit the work in and see what can be done.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D2	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/14/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	02/24/2006	***Mileage***	150,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45365	LUCAS-SMITH AUTOMOTIVE, INC.			
Dealer Address	10623 W STATE HWY E				
Dealer City	POTOSI	***Dealer State***	MO	***Dealer Zip***	63664

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RICHWOODS MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that he already replaced the tie rod himself and it took him 2 days.
Briefly summarize what the customer is expecting: Customer seeking reimbursement
Agent advised that we can submit for reimbursement for parts only and to mail receipts or fax. Agent provided FAX: 877-768-5076 and mail in Answer ID: 17420. Agent advised to attach case number.
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Unable to leave a Message.
01/23/14
[redacted],
RICHWOODS , MO-[redacted]
Reference [redacted]:
Thank you for your recent call regarding reimbursement consideration for repairs made on your 2006 DODGE RAM 1500 SLT MEGA CAB 4X4.
Please forward your original repair order and proof of payment receipt to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
William,
Customer Service Representative
Letter sent 1/29/14.
[redacted]
Please disregard line 35 - entered in error.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	04/13/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	10/08/2011	***Mileage***	36,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PALMETTO FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information
Corporate - CNA Change - Default - Default - Default	updated information

Briefly summarize why the customer is contacting Chrysler: called regarding information on the N49 recall.
Briefly summarize what the customer is expecting: Customer would like to get the recall handled
Customer took his vehicle to a dealership for repair and was informed that the parts were unavailable. Agent informed customer that when parts are available Chrysler would inform with another letter. Customer requested an email.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/09/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	06/29/2006	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64490	CRENWELGE MOTOR SALES INC			
Dealer Address	413 WEST MAIN				
Dealer City	FREDERICKSBURG	***Dealer State***	TX	***Dealer Zip***	78624

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JOHNSON CITY TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall N62 information

Briefly summarize why the customer is contacting Chrysler:N62 recall information
Briefly summarize what the customer is expecting:Customer called and said he received the N62 recall notice and he had these parts replaced last year and wanted to know if he could be reimbursed for his cost. Writer advised customer that this recall is on the MOPAR replacement parts not the factory parts. Customer said this was the first repair so he said he would not qualify for reimbursement. Writer advised customer he should take his vehicle to his dealership to have them inspect the parts he had put on his vehicle last year to see if they needed to be replaced.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS19D3	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/30/2006	
Model Year	2006	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/03/2006	***Mileage***	24,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26550	BOB BAKER CHRYSLER JEEP			
Dealer Address	5555 CAR COUNTRY DR				
Dealer City	CARLSBAD	***Dealer State***	CA	***Dealer Zip***	92008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DEL MAR CA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customer-s information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer stated he received a recall letter in the mail for N62

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge stating he is upset by the way the dealership is handling this recall letter he received. Customer stated the dealership doesn t know anything about this recall
Briefly summarize what the customer is expecting: Customer expecting to get the N62 recall repair done.
Agent contacted the service department and spoke with SA Victoria.
SA Victoria stated she will see if the part is available.
Agent transferred customer over to SA Victoria to schedule an appointment

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D8	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/19/2003	
Model Year	2004	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	01/26/2004	***Mileage***	19,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	07236	REEDMAN CORPORATION			
Dealer Address	1700 LINCOLN HIGHWAY				
Dealer City	LANGHORNE	***Dealer State***	PA	***Dealer Zip***	19047

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LEVITTOWN PA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Add phone number
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised of open recall
Corporate - Survey By-Pass - No Repair - Default - Default	N62
Corporate - Dealer Information - Default - Default - Default	Provide another dealer
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Seeking information

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle has the N62 recall and was told by dealer #07236 that it could be a couple of months before they could complete the recall. Customer calling to see if this is true. Agent advised the customer that the dealers can only get a couple of parts each week till the supplier has enough parts. Agent informed the customer that he could try another dealership agent provided
Dodge Chrysler Jeep City
4395 Route 130 S
Burlington, NJ 08016 (888) 279-6495. Agent informed the customer of the other open recall (H46). Customer states he will call them later.
Briefly summarize what the customer is expecting: Seeking recall information
Reassigned to KG363-survey bypass-no parts for recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D2WX38C9	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	03/14/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/31/2006	***Mileage***	64,800	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PARK CITY UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler:Customer called seeking information about recall N62. Customer stated he spoke to the dealership and they stated the parts may not be available for a month so they didn t want to do the inspection. Agent advised customer that the recalled parts are not the factory parts but they are mopar replacement parts. Agent advised customer that it is possible that the recalled parts are not on his vehicle and this would be determined through an inspection that Chrysler dealerships must completed. Customer understood. Agent advised customer the only way the recalled parts would be on the vehicle is if he had a prior steering linkage repair. Customer understood. Agent offered to place customer in contact with a dealership but customer declined.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C3	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/15/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	07/17/2006	***Mileage***	156,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44970	CROSSROADS SUPERSTORE			
Dealer Address	1701 SOUTH MISSISSIPPI				
Dealer City	ATOKA	***Dealer State***	OK	***Dealer Zip***	74525

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	STRINGTOWN OK [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they had replaced their whole tire-rod assembly recently. Customer states that they have received the safety recall notification and are looking to seek reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the tire-rod assembly named in the N62 recall. Agent advised the customer of the reimbursement process and advised them of what steps to take. Customer understood. Customer states the documents will be mailed by 07/01/2014.
Image Queue Search Selection - no documents.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2006 DODGE RAM. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. You may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach us at 1-800-853-1403.
Have a great day!
End of Status Update
Performed Image Queue Search Selection - no documents.
***Reassigned to JK671 for survey by-pass, no documents.
by pass added.
***No further action required.
POSTMARK DATE: 011514; DATE RECEIVED: 011514
Documents attached for review
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair and the N62 recall being completed at the dealer.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.

****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called in to get an update on case. Agent advised of lines 37-42. Customer then got upset and demanded Chrysler reimbursed them. Agent advised we are not declining them just asking for more paperwork to further look into their request. Customer states they will send in that paperwork they are requesting however they would like GG467 to call them back directly as they would like to speak with the agent who is working on the case. Customer states they want a call back at 9 AM tomorrow morning. Agent advised they can not guarantee they will get a call back at that time however will put their request on file. Agent provided customer with our fax number to send in the rest of the paperwork. Customer thanked the agent and disconnected the call.
POSTMARK DATE: 012914; DATE RECEIVED: 012914
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and the N62 recall is for Mopar service parts and not factory parts, unless the customer has documentation showing there were Mopar parts put onto his vehicle during a service appointment at a Chrysler dealer or an IRF and those parts were also replaced then Chrysler is not willing to reimburse the customer for the repairs because the recall is only for Mopar service parts.
Briefly summarize why the customer is contacting Chrysler: Customer was seeking further information regarding reimbursement for recall N62.
Briefly summarize what the customer is expecting: Agent advised customer of lines 58-64.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/20/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/03/2005	***Mileage***	130,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43609	RAZZARI DODGE CHRYSLER			
Dealer Address	1605 AUTO CENTER DR				
Dealer City	MERCED	***Dealer State***	CA	***Dealer Zip***	95340

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MERCED CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer concerned about delivery dates of parts
Corporate - CNA Change - Default - Default - Default	Updated method of contact

Briefly summarize why the customer is contacting Chrysler:Customer concerned about long delivery dates of required Recall Parts.
Briefly summarize what the customer is expecting:Customer expecting solution to required parts.
Customer expressed concern about lengthy delivery period and safety issues of the N62 Recall.
Customer requested assistance in expediting delivery.
Writer reviewed AC N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM Answer ID 24057 and discuss issues with Customer.
Writer proposed to Customer to search nearby Dealers for better delivery dates.
Writer contacted nearby Dealer and was told by SA Tim that delivery limited to 1 per week initially.
Writer stated to Customer current situation.
Customer stated that no diagnosis had taken place.
Writer offered to transfer Customer to his certified Dealer.
Customer stated that he had an appointment next day.
Writer stated that real condition will be unknown until diagnosis.
Customer agreed.
Writer reinforced that customer call back for additional information.
Customer thanked Writer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C0	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/21/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	01/08/2003	***Mileage***	17,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44001	DON DAVIS CHRYSLER DODGE			
Dealer Address	214 WEST HWY 332				
Dealer City	LAKE JACKSON	***Dealer State***	TX	***Dealer Zip***	77566

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROSHARON TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information regarding the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information regarding the N62 recall.
Briefly summarize what the customer is expecting: Agent supplied the customer with the needed information regarding the recall. Agent offered to warm transfer the customer to the dealership (44001) to set up a time for diagnoses. Customer declined and said they would call on their own convenience.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A4	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/19/2007	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	09/29/2007	***Mileage***	65,001	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68648	ATASCOSA CPDJE LTD			
Dealer Address	110128 IH #37				
Dealer City	PLEASANTON	***Dealer State***	TX	***Dealer Zip***	78064

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NEW BRAUNFELS TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer concerned with failure of right side tie rod.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeks why repairs were not conducted.

Briefly summarize why the customer is contacting Chrysler:
Customer s Father contacting offices upset their Son brought vehicle to Dealer today for recall N62 and it was not performed. Further states in September 2013 Son was driving over a railroad track and right side tie rod failed. Son bought replacement part and installed himself. Father is upset that this was not recalled and that nobody appeared concerned that a tie rod broke on the vehicle.
Briefly summarize what the customer is expecting:
Agent contacted Dealer 45020 and spoke with Brent-SA. SA outlines the vehicle was inspected as per the recall guidelines, repairs were not necessary as the steering dampener was equipped with a single bolt going through tierod end thereby negating any repairs required. Condition met specification.
Agent advised Customer of this information. Customer was advised the concerns raised regarding the failure of the right side tie rod end would additionally be documented. Customer was advised to recontact offices going forward should any concerns arise with this or any other condition of vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	01/08/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	08/04/2010	***Mileage***	15,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24132	JIM SMOLICH MOTORS INC			
Dealer Address	1865 NORTH EAST HIGHWAY 20				
Dealer City	BEND	***Dealer State***	OR	***Dealer Zip***	97701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	REDMOND OR [redacted]-	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek assistance with N49 recall parts. Customer states that he spoke to the SMOLICH CHRYSLER dealership today and they are said that the parts are restricted. Customer states that the dealership is getting 1 part per week and there are 40 people in front of him.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall performed in a reasonable amount of time. Agent called the dealership twice and was not able to speak to anyone in service. Agent advised customer to continue to work with the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	03/14/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/31/2005	***Mileage***	110,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BEND OR [redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Jumps Out of Gear/Park - Default	Customer states that the vehicle is slipping out of park.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was seeking recall information.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he is seeking information about recall N62. Customer states that he wants to know what this pertains to. Agent advised customer that this was in regards to a recall on the Mopar replacement part. Agent advised customer that it is an inspection to see if any repairs are needed. Customer states that he does not remember having this part replaced, but he will bring the vehicle in to be inspected to make sure everything is fine. Customer then stated that he is having problems with the vehicle slipping out of park. Customer states that his vehicle came equipped with the OUT-OF-PARK ALARM SYSTEM from the factory. Customer states that at times, the horn goes off because the gear is slipping. Customer states that this is very annoying. Customer states that he read that in order to repair this, the module would need to be replaced, customer wants to know if this is correct. Agent advised customer that the vehicle would need to be diagnosed by their local dealership to determine the cause of the problem. Agent offered to have the customer transferred over to make a Service Appointment, but the customer declined.
Briefly summarize what the customer is expecting:
Customer was seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/26/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/08/2005	***Mileage***	100	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	57889	DESKINS MOTOR CO INC			
Dealer Address	100 DESKINS DRIVE				
Dealer City	PIKEVILLE	***Dealer State***	KY	***Dealer Zip***	41501

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	HUEYSVILLE KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Part not available
Recall - H46: STEERING LINKAGE - Reimbursement	Recall reimbursement

Briefly summarize why the customer is contacting Chrysler: no parts for the recall and the vehicle lost steering last night.
Briefly summarize what the customer is expecting: the steering broke and can t drive it anywhere
Agent called Tim Short CDJ and no parts available, and also called Deskins Motor Company and put the customer on the waiting list.
Agent gave customer CAIR.
Customer states the vehicle was almost in a accident due to the recall
Customer calls seeking recall information. Advised the customer of incomplete recall recall # E17 OUT-OF-PARK ALARM SYSTEM Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer states the part is restricted for the N62 LEFT OUTER TIE ROD ASSEMBLY
Customer seeks to bumped up the list and be provided a rental.
Customer seeks rental
Agent declined
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer contacted Chrysler seeking information regarding the status of recall reimbursement. Customer stated that she has mailed in receipts and proof of payment for N620 and H460 recalls. Customer stated that she will fax in documents tomorrow to ensure they are received.
Waiting for Documentation.
POSTMARK DATE: 013014; DATE RECEIVED: 013014
Customer Contact: [redacted]. No longer in Service.
CUSTOMER CONTACT: [redacted] Unable to leave a Message.
CUSTOMER CONTACT: [redacted] Unable to leave message.
Next Agent
Please see Answer ID 24057
Recall applies to Mopar Steering Linkage Upgrade Parts Failure not

Factory Parts Failure.
Please advise that the Recall applies to vehicles that have had a Mopar Upgrade Steering Linkage installed on a Previous Service Appointment and then needed to have the Tie Rod Ends Repaired. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
*****
If the Customer states that they had a Mopar Steering Linkage installed in the vehicle Before the Repair Please advise that the Customer needs to send in that Documentation as well.
*****
If the Customer is unsure or does not have the Documentation then advise the Customer that we will not be able to reimburse for the repair at this time.
Please Document Customer s Response to the Recall issue below.
CUSTOMER CONTACT: [redacted]. Spoke with Customer.
Agent asked if the vehicle had a Mopar Steering Upgrade - Customer states that after he spoke with the DLR that he was advised that the Parts were not available for the recall and that he had the parts replaced with Moog Parts at the IRF.
Agent recommended that the Customer have the vehicle inspected by a DLR to see if the vehicle has the recall parts on the vehicle now.
Chrysler will not be able to reimburse without Documentation showing that the Mopar Steering Linkage Kit was installed.
Closed CAIR.
Customer s wife called because she stated that they had not heard from the CM. Agent advised customer that her husband was contacted on Feb. 3 2014 and was advised that Chrysler would not be reimbursing for the repair. Agent advised customer that because the original parts were replaced rather then the replacement parts that is why the reimbursement does not apply. Customer stated that she is going to contact legal council.
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29C0	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/16/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/31/2006	***Mileage***	155,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer was provided the dealer location in his area and provided dealer s phone number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38C4	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/29/2002	
Model Year	2003	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	09/20/2002	***Mileage***	114,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP			
Dealer Address	3987 W TENNESSEE ST				
Dealer City	TALLAHASSEE	***Dealer State***	FL	***Dealer Zip***	32304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CRAWFORDVILLE FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 recall information

Briefly summarize why the customer is contacting Chrysler: Customer states he received a notice for the N62 recall.
Briefly summarize what the customer is expecting: Customer is wondering if this is a safety recall.
Agent advised customer that yes the N62 is a safety recall that has been issued on this vehicle. Customer understood and stated he would speak with a dealership to make an appointment to have vehicle inspected for the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KU28DX	3J[redacted]	***Open Date***	01/06/2014	***Built Date***	05/23/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/04/2003	***Mileage***	163,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	***Dealer State***	CO	***Dealer Zip***	80234

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	THORNTON CO [redacted]5	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he replaced the steering linkage himself and wants to be reimbursed.
Briefly summarize what the customer is expecting: reimbursement.
Writer provided the customer:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigning to 86y
Customer states that he had the inspection done on his vehicle at the DRL and they advised that if his steering linkage does not have the bolt that goes through a bar then it needs to be replace. Customer states that his part was a clamp on and not the part the one with the bolt. Customer wanted to know if he can get a reimbursement as the parts he replaced was with a Mopar.
Agent advised that he can submit the information now and our recall reimbursement department will review the information and be in contact him with him.
Waiting for Documentation.
Waiting for Documentation.
Customer Contact: [redacted]. Left Message.
Advised that the Documentation has not been received and the File will close in 2 days if the Documents have not been received but will re-open when the Documents have been received.
Briefly summarize why the customer is contacting Chrysler:customer states he is returning a call from Bill who called him earlier. Customer states he mailed in the papers for reimbursement on 01/06/2014, VIA USPS and according to his tracking it was received by us on 01/17/2014. Customer requested a FAX number to send in the papers once again since first set he sent have not been received yet.
Briefly summarize what the customer is expecting:Customer returning call;l from Bill regarding reimbursement.
Agent advised customer the agent had contacted him to inquire if he sent in his papers for reimbursement yet.
Agent advised customer papers were not received and supplied customer with the fax # 877-768-5076 .

Waiting for Documentation.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
POSTMARK DATE: 011514; DATE RECEIVED: 012314
Customer seeking reimbursement for N62 recall.
Documents received and attached.
Case reassigned to 86Y.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer Contact: [redacted] Left message.
Next Agent - Please advise that the recall does not apply to the Factory Parts that were removed and that the Customer had Upgraded.
Chrysler will not be able to Provide a Reimbursement because the Upgrade Parts May be involved in a Recall but will replace the Parts that are affected by the recall at no cost - if required.
Please advise the Customer to have the vehicle inspected by the DLR to see if the Parts that are in the vehicle are part of the recall.
Customer called because a message was left for him. Agent advised customer of lines 47-53. Customer stated that there is conflicting information and when the recall is preformed he will be requesting to have the parts he had purchased returned to him.
Customer has been informed of the information.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/05/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	03/16/2007	***Mileage***	10,600	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall completed
Corporate - Dealer Information - Default - Default - Default	Located a dealership close to his location
Corporate - CNA Change - Default - Default - Default	Updated owner information

Briefly summarize why the customer is contacting Chrysler: Customer called because he had purchased the vehicle and he would like to know if the recall for the tie rods is on his vehicle.
Briefly summarize what the customer is expecting: Agent advised customer that he does have recall N62 on his vehicle. Agent provided and transferred customer to 281-421-6000 for further assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C4	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/16/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/16/2006	***Mileage***	122,298	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42842	DOTSON BROTHERS INC			
Dealer Address	1010 CARSON DRIVE				
Dealer City	PARIS	***Dealer State***	KY	***Dealer Zip***	40361

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARIS KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called stating he got the recall letter for the tie rod end. Customer states he already replaced his. Customer wants to know what he can do to get his money back. Agent advised he can send his receipts to Chrysler Customer Care po box 21-8007 Auburn Hills Mi 48321. Agent advised to have the vehicle inspected to make sure nothing needs to be replaced under the recall. Customer states he took the truck to the dealership a couple days ago and they told him the right parts were used and the truck is fine. Customer states he had to ve towed to the dealership and was wondering if he would be reimbursed for his towing costs too. Agent made no guarantees. Customer states he will send the information in.
Briefly summarize what the customer is expecting: Recall reimbursement information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C6UD5FLX	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/16/2011	
Model Year	2012	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/30/2011	***Mileage***	1,500	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24105	JEEP CHRYSLER OF ONTARIO, INC.			
Dealer Address	1202 AUTO CENTER DR				
Dealer City	ONTARIO	***Dealer State***	CA	***Dealer Zip***	91761

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]DR	***Home Phone***	[redacted]
	LA VERNE CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Product - Electrical - Power/Engine Control Module - Other - Default	REPROGRAM POWERTRAIN CONTROL MODULE
Recall - N40: REPROGRAM POWERTRAIN CONTROL MODULE - Advise Owner/Incomplete Recall	REPROGRAM POWERTRAIN CONTROL MODULE
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking N49 recall fulfillment.
-
Briefly summarize what the customer is expecting:
-
Customer calls seeking recall information. Advised the customer of incomplete recall N40, N49Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
-
Agent contacted dealer 24105Ù to get customer on the priority list for parts for the N49 recall. Agent asked for parts. Agent spoke to Parts Advisor. Agent was informed there are 2 packages available and that the vehicle would have to be inspected to determine which package must be ordered before customer is put on priority list. Agent asked to be transferred to Service. Agent spoke to Concierge Chelsea. Agent informed Chelsea of the recalls on the vehicle. Agent warm transferred customer to schedule an appointment for service.
-
Reassign to 861 (SG893). Recall - no repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	01/08/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	09/07/2010	***Mileage***	42,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67183	ANDERSON CHRY-JEEP-DODGE			
Dealer Address	3920 N HIGHWAY 95				
Dealer City	LAKE HAVASU CITY	***Dealer State***	AZ	***Dealer Zip***	86404

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WADSWORTH NV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	N49

Briefly summarize why the customer is contacting Chrysler: Customer called regarding the N49 recall. Customer states that Anderson Chrysler said that he is 20 on the list and it would take 20 weeks for the recall part to come in.
Customer states that his is in Arizona (85344) until the beginning of April.
Agent offered to research and contact local dealeships to try and find a smaller wait time.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall completed. Customer does not feel safe driving the vehicle.
Agent will contact dealers on 01/09/14.
DEALER CONTACT:
68682 Larry Green Chrysler Jeep Dodge (760) 921-8900
PA Matt said that he has a list of 50 people waiting.
-
60521 Jones Chrysler Dodge Jeep Ram (602) 258-1611
PA Jason states that they have 16 parts on order.
-
66692 Fisher Chrysler Jeep Dodge (928) 344-2650
PA Ryan not aware of list. Ryan said that he has 1 but it is for a customer. SA Ken order 60-70-100
-
68146 Swanty s Chrysler Jeep Dodge (928) 704-2222
PA states that they have 14 people on the wait list.
60115 Lithia Chrysler Jeep of Reno (877) 363-1735
PA Rob said that they have 8 customers waiting.
CUSTOMER CONTACT: [redacted]
Agent advised customer of the wait list of each dealership. Customer decided on going to Lithia Chrysler when he comes back from Arizona.
-
DEALER CONTACT: 60115 Lithia Chrysler Jeep of Reno (877) 363-1735
Agent spoke with PA Josh and provided customers VIN and contact number.
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48D8	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/10/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	12/20/2003	***Mileage***	90,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44890	PROGRESSIVE DODGE			
Dealer Address	7966 HILLS & DALES ROAD NW				
Dealer City	MASSILLON	***Dealer State***	OH	***Dealer Zip***	44648

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LORE CITY OH[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer advised of open recall-directed to dealer
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall: N62 repair information

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Briefly summarize why the customer is contacting Chrysler: seeking recall information
Briefly summarize what the customer is expecting: seeking recall information
The customer, [redacted] provided writer with his VIN and stated that he received a recall notice in the mail and already performed some steering component repairs and wanted to know if he could be reimbursed for the completed repairs.
Writer confirmed that he does have the N62 recall on the vehicle and explained the recall parameters to him.
Writer consulted with ACDoc#24057 and advised the customer of the recall parameters and the fact that the recall covers Mopar replacement parts and not the factory/manufactured parts. Writer further advised him that ultimately, he would have had two repairs completed to the steering & tie-rod components and the second repair would fall under the recall parameters.
He understood and thanked writer for the recall information. Writer also advised him to visit any dealership at his convenience to have the components inspected to ensure that they are operating as designed and he again thanked writer for the added information and the assistance today.
---
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - customer referred to dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A4	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/18/2007	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	11/23/2007	***Mileage***	78,772	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68574	NAPA CHRYSLER JEEP DODGE			
Dealer Address	333 SOSCOL AVENUE				
Dealer City	NAPA	***Dealer State***	CA	***Dealer Zip***	94558

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SONOMA CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -

Customer states dealer has told her parts for the N62 recall will not be in until February.
Agent contacted dealer at 707-224-3166. Agent spoke with PA Richard. PA stated when he places an order for the tie rod recall it is telling him parts are not available until April. Agent advised PA to reorder as of today and order should go through. PA will inform his service department. Customer did not wish to remain on hold for dealer call and stated she would call dealer later to schedule an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	03/24/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/02/2006	***Mileage***	155,728	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43417	OXENDALE CHRY-DODGE-JEEP			
Dealer Address	792 E HWY 89A				
Dealer City	COTTONWOOD	***Dealer State***	AZ	***Dealer Zip***	86326

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHINLE AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received a notice for the N62 LEFT OUTER TIE ROD ASSEMBLY recall and wanted to know what to do. Agent advised to call his local Chrysler dealer to have the recall completed.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D4	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/11/2007	
Model Year	2007	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	06/22/2007	***Mileage***	280,160	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66340	GARY MILLER CHRYSLER JEEP, INC.			
Dealer Address	5746 PEACH STREET				
Dealer City	ERIE	***Dealer State***	PA	***Dealer Zip***	16509

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ERIE PA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Dealer locate
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received a recall notice for the tie rod.
Briefly summarize what the customer is expecting: Customer seeks what he needs to do.
Agent advised that there are 2 recalls on the vehicle. Agent advised customer that agent can locate a dealership and transfer customer.
Agent provided customer with dealership information and transferred to SA Chris at dealer code 66340.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	10/27/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	08/15/2011	***Mileage***	20,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	09226	WOODSTOCK GARAGE INC			
Dealer Address	601 NORTH MAIN STREET				
Dealer City	WOODSTOCK	***Dealer State***	VA	***Dealer Zip***	22664

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROMNEY WV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	information

Briefly summarize why the customer is contacting Chrysler: Customer is calling about recall N49.
Customer states that he thought he had done one recall for the issue already.
Briefly summarize what the customer is expecting: Customer expects to know if this is a new recall or not.
Agent advised Customer that it is a new recall that he needs to have completed.
Agent advised Customer that he needs to contact his local DLR to book an appointment.
Customer declined transfer.
Customer called in regarding recall part N49 not available, customer is very annoyed that he can not get his truck fixed before he goes to Florida.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	03/31/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	06/25/2011	***Mileage***	86,512	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HUNTINGTON AR[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Recall N49 - tie rod - Reimburse Dealer

CAR6: Dealer 45182 installed the OEM tie rod in this vehicle over the Christmas Holiday. Owner s vehicle broke the tie rod end involved in Recall N49 on Christmas Day. Owner have vehicle towed to an independent, then was informed of the recall and had towed to the nearest dealer. Parts were not available for the recall - dealer 45182 installed the normal part due to the parts availability issue. This reimbursement is to the dealer for the tie rod repair and the tow bill. Recall will have to be perfomred when part comes in. Owner cpould not be without vehicle for an extended time and the recall part was not avail. tot amount of the reimbursement is $473.86.
POSTMARK DATE: 010714; DATE RECEIVED: 010714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	07/30/2010	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/21/2011	***Mileage***	20,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MISSION TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer called because the recall letter he received for the N49 recall told him to call on or after 01/06/2014 to schedule an appointment. Agent confirmed customer has this recall and advised he would need to speak to the service department of a local dealer about bringing the vehicle in. Agent advised they would likely need to order the parts first before bringing the vehicle in for service. Customer stated the closest dealer Burns Motors is not one he is willing to go to anymore. Agent advised of the next closest dealer Payne Rio Chrysler, Dodge, Jeep, Ram in Rio Grande City, TX. Agent got customer in touch with their service department to schedule the appointment to have the recall completed or parts ordered to have the recall completed.
**

Briefly summarize what the customer is expecting: to have recall N49 complete

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MU48C8	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/17/2003	
Model Year	2004	***Body***	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	11/25/2003	***Mileage***	209,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	67906	ABERDEEN CHRYSLER CENTER INC			
Dealer Address	901 AUTO PLAZA DRIVE				
Dealer City	ABERDEEN	***Dealer State***	SD	***Dealer Zip***	57401

Owner	[redacted]	***Contact Type***	LETTER
Address	1[redacted]	***Home Phone***	([redacted]
	GREEN BAY WI[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer advised of incomplete recall: H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall: N62 repair/reimbursement process
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Tie rods replaced

---
Briefly summarize why the customer is contacting Chrysler: seeking recall information
Briefly summarize what the customer is expecting: seeking recall information
The customer, Mr. [redacted] provided writer with his VIN and stated that he was inquiring about the N62 recall and if he can submit the previous repairs for reimbursement consideration.
Writer consulted with ACDoc#24057 and advised him of the fact that the recall entails the Mopar replacement parts and not the factory/manufactured parts which he understood, and stated that he did have two repairs completed.
Writer advised him to mail in both repair invoices and proof of payment and we will review them to determine if reimbursement can be granted to him.
He thanked writer for the added information and the assistance today.

Reassigning to 86Y for further review.

Image Queue Search Selection - no documents.
OUTBOUND CONTACT TO MR[redacted], line was busy. Agent will contact customer at a later time.
Image Queue Search Selection - no documents.
OUTBOUND CONTACT TO MR[redacted], line has busy signal.
Agent feels there maybe something wrong with the number always busy signalÙ.
Case is over time frame.
Agent sending form letter.
Performed Internet Search - www.411.com - showing another number at [redacted]
OUTBOUND CONTACT TO MR[redacted], line has busy signal.
Internet Search - via - DA706

****
01/20/13
[redacted]
GREEN BAY , WI- [redacted],
UNITED STATES
Reference #[redacted]
Dear Mr [redacted]
Thank you for your recent contact regarding reimbursement consideration for repairs made on your 2004 DODGE RAM 3500 QUAD CAB PICKUP.
As the previous agent advised you, a Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If you have had a repair prior to this repair, you must provide documentation for both repairs.
Please forward your original repair orders and proof of payment receipts to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
Any further questions please contact us at 1-800-853-1403.
Sincerely,
Kelly
Customer Assistance Representative
****
Disregard lines 34 - 59
****
[redacted]
GREEN BAY , WI- [redacted],
UNITED STATES
Reference #2[redacted]
Dear Mr [redacted]
Thank you for your recent contact regarding reimbursement consideration for repairs made on your 2004 DODGE RAM 3500 QUAD CAB PICKUP.
As the previous agent advised you, a Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If you have had a repair prior to this repair, you must provide documentation for both repairs.
Please forward your original repair orders and proof of payment receipts to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
Any further questions please contact us at 1-800-853-1403.
Sincerely,
Kelly
Customer Assistance Representative
Letter sent 1/24/14.
POSTMARK DATE: 010714; DATE RECEIVED: 011514
CLAIM[redacted] - H46 Steering Linkage completed on 08/17/2009 at 136710 M - no parts replaced.
NOTE: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
*****
Agent has reviewed documents submitted. Claim is denied at this time.
Customer does need to contact Chrysler Dealership to have previous repair inspected so they can close the recall and update file.

OUTBOUND CONTACT to MR DAVID FARIS at 920-498-2636, line was busy. Agent is sending form letter. Customer was not able to be reached prior, due to the same issue with the phone being busy.
****
1/28/14
[redacted]
GREEN BAY , WI- [redacted],
UNITED STATES
Reference #[redacted]
Dear M[redacted]:
Thank you for your recent letter regarding your 2004 DODGE RAM 3500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-853-1403 to discuss your reimbursement. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.
Recall N62 LEFT OUTER TIE ROD ASSEMBLY is still incomplete. Please contact the Chrysler Dealership to have your previous repair inspected to update your file.
Sincerely,
Kelly
Customer Assistance Representative
*****
NEXT AGENT PLEASE ADVISE AS PER LINES 93-100.
Letter sent 2/3/14. _
Customer called in regards to reimbursment.
Agent advised Customer of lines 93-100. Agent explained that because the repair was done at 08/17/2009 we would not be able to reimburse. Customer undertsood and thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39A2	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/10/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/23/2007	***Mileage***	81,543	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEXINGTON KY[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Tie rod broke, told it was not caused by recall.

Briefly summarize why the customer is contacting Chrysler. 2008 Ram 3500 calling about the N62 recall. In the process of going to the dealership for oil change a week ago. They told him then the parts are not available. 3 days ago he was going down the highway and there was a loud noise, there was a lot of traffic and he couldn t get over to right away. He pulled over and the tie rod was dangling. He got the vehicle to the dealership on Saturday, they told him this was not a recall item that broke. They told it were the tie rod connects to the steering box that caused the failure not the recall.
Briefly summarize what the customer is expecting. Calling to see why his tie rod issue was not covered under the recall. Advised I would contact the dealership for further information regarding which repairs were completed. Customer said he worked with Dave Bakker and Scott Mahan. Calling dealership and both customer and dealership call were dropped. Calling dealership back for further information and will call customer.
Dealer Name: CHRYSLER ON NICHOLASVILLE Dealer Phone: 859-885-3367: Called dealership back to speak with Scott, they said the phones have been cutting out a lot in their area.
The steering assembly connected to the pitman arm, it was not the tie rod. He was going to get the N62, the technician diagnosed the repairs are not needed, vehicle still had original steering assembly installed. The installed original steering linkage is not compatible with the replacement pitman arm. He had an appt to repair a pinion seal; they gave him assistance with the leak as the customer was going to get the steering linkage repaired and not the pinion seal.
Steering repairs cost: $898.30
Customer Phone: [redacted]: Called customer and explained the information from Scott Mahan at the dealership. Customer understood and since it is not part of the recall he is going to contact his IRF that specializes in heavy duty vehicles, he would like to know more on why this happened.
Reassigned to KG363 for survey bypass, N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	07/30/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/10/2010	***Mileage***	66,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42355	MELLOY DODGE			
Dealer Address	9621 COORS BLVD NW				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GALLUP NM[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer said he had the tie rod end replaced once in 2012 and it broke again. He says his vehicle is now at the Chrysler dealership getting repaired
Briefly summarize what the customer is expecting:He wants some sort of assurance that this tie rod end will not break again. Agent advised the only assurance we can give him is the fact that we were not aware that the parts were bad when we did the initial recall now that we know that we issued another recall so that we can install non defective parts..

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2862	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/28/2003	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/19/2003	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42617	MARTY FRANICH CHRYSLER DODGE		JEEP INC	
Dealer Address	555 AUTO CENTER DRIVE				
Dealer City	WATSONVILLE	***Dealer State***	CA	***Dealer Zip***	95076

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BEN LOMOND CA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealership information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called because the dealership she had spoken to about the N62 recall was rude and she would like to have the recall completed at another dealership.
Briefly summarize what the customer is expecting: Agent provided customer with Stevens Creek 408-248-1800, Normandin Chrysler 408-266-9500, Cal s Chrysler 831-394-6666. Agent advised customer that if she has anymore questions or concerns to call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/09/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/03/2003	***Mileage***	88,060	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23234	ALL AMERICAN JEEP, DODGE, CHRYSLER			
Dealer Address	9 ROUTE 309 NORTH HWY				
Dealer City	TAMAQUA	***Dealer State***	PA	***Dealer Zip***	18252

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HAZLE TOWNSHIP PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer states they have an open recall.

Briefly summarize why the customer is contacting Chrysler: Customer states that they have received a letter pertaining to the N62 recall. Customer states that he took his vehicle to All American dealership to get the recall fulfilled, however in their system it stated that the recall had been completed on 12/20/2013. Customer states that he had not even heard of the recall at this time. Customer states that the dealership told them that the recall had been completed at Gray DLR (09825). The customer states that they have never heard of this dealership.
Briefly summarize what the customer is expecting: Customer is expecting answers as to why the recall is showing up completed on the system. Agent called over to All American DLR who verified that the VIN was correct, and that it belonged to said customer. All American DLR said that without the recall uplifted, they would not be able to perform the recall. Agent called over to Gray DLR, who verified the VIN but in a different customer s name. The DLR had a different customer s vehicle on the VIN. VIP showed that John Jennings is the original owner. Gray DLR stated that they would have to bring the customer in that they placed the recall completed on to verify their registration and ownership. Then if it proves to be false, the recall completion date would have to be uplifted through a different department. The Gray DLR could not provide an ETA. Agent advised the customer of this information. Customer stated that this wasn t right. Customer stated that if something happens to their family they will blame Chrysler. Customer requested the DLR s contact information. Agent provided the customer with the information they requested. Agent is waiting to hear a callback from the Gray DLR to update the agent on the situation and what is going to happen. Customer stated they would call Gray DLR themselves to asses what is going on and what they are going to do to fix it.
Customer called in about the reversal. Customer states DLR code 23234 had to cancel his appointment for this inspection until the system gets updated. Customer states the DLR 23234 told him the parts are unavailable to order until April.
Agent contacted Gray DLR and spoke to Brenda. Brenda states it will take one to two business for the system to be updated.
Agent advised customer of this. Customer is upset about the part being unavailable. Agent advised customer that it is undetermined whether the part needs to be replaced on his vehicle. Agent advised customer that his vehicle very well may be in the clear as it is a certain part number and angle of the part. Customer requests to be called when the reversal is done in the system.

Agent tried to call DLR code 23234 but the line was busy. Agent was calling to confirm the part unavailability.
Customer called regarding the status of the recall update. Agent advised on our end it shows as an open recall on his VIN and on 01/06/2013 Brenda from the DLR advised it would take 2 business days to update in their system. Agent advised customer that the recall involves inspection and possibly replacement. Agent advised the recall is in relation to the previous recall on his VIN and that too was an inspection and possibly replacement. Agent advised customer the DLR can inspect the vehicle and at that time verify if replacement is necessary. Customer s focus was safety, and what if . Agent advised customer that if it was that much of a concern the vehicle would be VOR, agent advised we understand the concern but the liability involved is far greater. Customer repeatedly asked what if the tie-rod snaps and I crash my truck agent advised if worst case scenario that does happen his file would be escalated and another department would be addressing his concerns at that point. Customer was not impressed and states so much for all American vehicles then disconnected the call

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL2	CG1[redacted]	***Open Date***	01/06/2014	***Built Date***	02/10/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/14/2012	***Mileage***	24,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WEST VALLEY CITY UT [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Corrected spelling Name and Address
Recall - N49: LEFT TIE ROD - Information Request	Customer concerned about long delivery dates

Briefly summarize why the customer is contacting Chrysler:Customer concerned about long delivery dates of required Recall Parts.
Briefly summarize what the customer is expecting:Customer expecting verification of delivery date of required parts.
Customer expressed concern about lengthy delivery period and safety issues of the N49Recall.
Customer requested assistance in expediting delivery.
Writer reviewed N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054 and discussed issues with Customer.
Writer proposed to Customer to have Dealer diagnose vehicle.
Customer stated that no diagnosis had taken place but had an arranged appointment with certified Dealer.
Writer stated that real condition will be unknown until diagnosis.
Customer agreed.
Writer indicated that rate of delivery of parts may increase in rate.
Writer reinforced that customer call back for additional information in the future if she had any concerns.
Customer thanked Writer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/09/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/26/2006	***Mileage***	45,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PIOCHE NV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer wanted to confirm recall N62
Corporate - CNA Change - Default - Default - Default	Updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer received recall N62 and had some questions
Briefly summarize what the customer is expecting: Customer called and wanted to know if they have never had any service work on the vehicle for this tie rod do they need to still have it looked at. Agent advised the customer that they should still take it in for the inspection to see if they need the recall or not. Customer will go ahead and take it in and have it looked. Customer did not need any further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2863	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/06/2002	
Model Year	2003	***Body***	DR7L42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	07/23/2003	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DENVER CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called for N62 recall information

Briefly summarize why the customer is contacting Chrysler:called to inquire the procedure regarding the N62 recall
Briefly summarize what the customer is expecting:recall information
Agent advised customer to make an appointment with any CJD dealer and have the vehicle repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C6	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/16/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	07/20/2005	***Mileage***	70,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OLYMPIA WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE -	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: James called asking for the reason why he got the notice for the N62 and H46 recall
Briefly summarize what the customer is expecting: Customer wnated to know why his vehicle got the recalls.
Agent advised the customer the recalls are vin specific and his vehicle has the two recalls and he stated he does not want to complete the third recall E17
Agnet offered to transfer the call to the dealership and customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/16/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/31/2005	***Mileage***	55,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43414	ZANGARA DODGE INC			
Dealer Address	8528 LOMAS BLVD NE				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BELEN NM[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - H46: STEERING LINKAGE - Information Request	seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler about the recalls on his vehicle H46 and N62. Agent stated that someone at dealership Melloy Dodge (866-963-5569) stated that it is very dangerous to be driving with this recall. Agent reassured customer that his vehicle was fine and agent contacted dealership and spoke with SA Allan who stated that he would call the customer and explain the recall and reassure the customer that the vehicle is fine. Briefly summarize what the customer is expecting: to get his recall repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	01/06/2014	***Built Date***	08/02/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/08/2007	***Mileage***	118,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44198	GREENBRIER DODGE OF CHESAPEAKE INC			
Dealer Address	1717 S MILITARY HWY				
Dealer City	CHESAPEAKE	***Dealer State***	VA	***Dealer Zip***	23320

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ONANCOCK VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Never had anything replaced does he need to have the recall complete

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he is confused after reading the recall letter because he states it says that if you have had the steering linkage completed that you don t need the to have the recall done.
Agent has advised the customer that he should be getting that recall checked out as this is a safety recall.
Customer will call his dealership and get an appointment to have the recall taken care.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/08/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/14/2011	***Mileage***	104,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP		INC	
Dealer Address	1035 NORTH CHURCH ST EXT				
Dealer City	SPARTANBURG		***Dealer State***	SC	***Dealer Zip*** 29303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESNEE SC [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking to complete recall N49
Corporate - CNA Change - Default - Default - Default	updated customer's phone number

Briefly summarize why the customer is contacting Chrysler: Customer seeking to have recall N49 completed. Agent advised parts are currently on restriction for dealers. Agent called dealership, Spartanburg Chrysler (44264) and spoke with Roger (ext 5). Agent provided Roger with customer s name, phone number and VIN. Roger has one ordered today and will order customer s part next. Roger will call customer when part is available. Customer had vehicle into service and spoke with Andy. Vehicle was inspected and needs recall completed. Customer states front end is popping.
Briefly summarize what the customer is expecting: Customer looking to complete recall N49.
Customer is calling back very upset saying dealership gave his part away to another customer. There is no one named Roger that works there. Parts Parrish transferred agent over to service.
As above on lines 4-7 no part ordered for this customer according to the dealership today.
Parts Ronnie states 14 are on order right now (getting 3 a week).
SM Robert was not there and agent left message for SM Robert asking that he return the phone call regarding customers repair order and part ordered.
Agent called dealership back and asked to speak to SM Robert again.
SM Robert stated that customer as of yesterday was put on the waiting list.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	09/07/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	12/22/2010	***Mileage***	40,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SEDALIA MO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer is seeking information about the N49 Recall
Corporate - Survey By-Pass - Unable To Reach - Default - Default	left voice mail message

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that his left tie rod broke, customer states that he had a recall letter and wants to get the part fixed, customer states that he went to a DLR and they stated that they can t get the parts. Agent advised customer that the parts won t be available until April. Customer is advising a supervisor. Agent asked customer if he wanted us to get in touch with another dealership to see if they have the part available. No further assistance was needed.
Briefly summarize what the customer is expecting: customer is expecting a supervisor call back and was expecting parts to be available.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request:
CAIR assigned to: (jc1305)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor
Supervisor called customer @ [redacted]. Supervisor advised that another call back will occur within 1 business day.
Supervisor
Supervisor called customer @ [redacted] Supervisor left voice mail message stating that another supervisor call back will occur within 1 business day.
Supervisor
Supervisor called customer @ [redacted] . Left voice mail message stating that recall n49 has been completed 01/08/2014. Supervisor advised should customer have any further questions or concerns they could call customer assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C7WDSBLXCG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/19/2011	
Model Year	2012	***Body***	DD3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS		
In Service Dt	11/17/2011	***Mileage***	54,354	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FREMONT CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Tie Rods
Recall - N49: LEFT TIE ROD - Information Request	N49 Recall
Corporate - Company Information Contact - Default - Default - Default	Reimbursement contact information

Briefly summarize why the customer is contacting Chrysler: Customer contacted agent seeking reimbursement for tie rod repair. Agent advised customer of contact information for seeking reimbursement and advised would take 30-60 days for processing.
Briefly summarize what the customer is expecting: Customer contacted agent expecting reimbursement for tie rod repair.
Writer acknowledges assignment. Writer acknowledges there are no documents present to review.
No documents.
no documents.
No documents.
No documents.
No documents.
CUSTOMER CONTACT: Writer called [redacted]. This is a work number, receptionist has no way to contact with him. Writer will research for alternate.
Writer notes there is email address in account; [redacted]. Writer will try contacting that way.
Status update provided via email to the following email address:
[redacted]
Dear Mr [redacted],
I have been unable to reach you. Could you please contact Chrysler Customer Service in regards to your 2012 Dodge Ram 3500. Your Case # is [redacted]. You contacted us in [redacted] have not received any documents. Your case will close in two days but can be accessed as needed.
Regards,
Charlene
Customer Service Representative
End of Status Update
No documents.
No documents, no contact from Customer. Writer will send letter.
January 28, 2014
Manual Isles
AVAR/SAS Construction
47375 Freemont Boulevard,
Fremont, CA 94538
Reference [redacted]
Dear Mr [redacted]:
Thank you for your recent letter regarding your 2012 Dodge Ram 3500.
I have attempted to contact you by phone but have been unable to do so.

Please contact me at
1-800-992-1997, to discuss your letter. Please refer to the reference
number
above or have your Vehicle Identification Number CG[redacted] available when
you call.
Sincerely,
Charlene
Customer Service Representative
Letter sent 2/3/14.
Customer called back in inquiring how to go about submitting for
reimbursement if the company mechanic completed the repair and there is
no invoice for labor. Agent advised the customer that we would only
reimburse for the parts that were used not the labor cost. Agent advised
the customer to submit his information into us for the parts that were
used and we will look into reimbursement for the parts. Customer
understood and will submit his invoice for the parts.
POSTMARK DATE: 020614; DATE RECEIVED: 021314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/24/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/02/2006	***Mileage***	35,705	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68993	ALL AMERICAN CHRY-JEEP-DODGE OF	ODESSA		
Dealer Address	2510 EAST 8TH STREET				
Dealer City	ODESSA	***Dealer State***	TX	***Dealer Zip***	79761

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ODESSA TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Book appointment
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler to book appointment for N62 recall. Customer received letter in the mail
Briefly summarize what the customer is expecting: Customer is expecting to book appointment for N62 recall.
Agent advised customer of H46 recall to also be completed. Customer contacted DLR 68993 to book appointment for both recalls. Everyone in service was busy. Agent left message for customer to be contacted back.
Agent advised customer of this.
Customer was still unable to get a hold of someone from the dealership.
Agent called over and talked to Shona in service and warm transferred the customer through.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C4	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/17/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	08/27/2003	***Mileage***	200,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68748	PARKWAY CHRYSLER-JEEP, INC			
Dealer Address	21560 HALL RD				
Dealer City	CLINTON TOWNSHIP	***Dealer State***	MI	***Dealer Zip***	48038

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESTERFIELD MI[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer was advised of the recall and said he replaced this already.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Customer was advised of the recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was inquiring on the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding the N62 recall. Agent informed the customer that there are 3 recalls that are incomplete. Agent informed him on which ones they are. Customer said he has already replaced the steering linkage (N46) and agent gave him the information to send in for a reimbursement. Customer will call the DLR to book an appointment to have the other recalls completed.
Briefly summarize what the customer is expecting: Customer was inquiring on the N62 recall.
Anthony called back to confirm the address to submit for recall reimbursement.
Writer provided the address per answer id 17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/12/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/12/2007	***Mileage***	160,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67650	WALLY ARMOUR CHRY-DODGE-JEEP INC			
Dealer Address	1950 WEST STATE STREET				
Dealer City	ALLIANCE	***Dealer State***	OH	***Dealer Zip***	44601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LOUISVILLE OH [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	information for the N62
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Writer verified the customer s information to be correct.
******
Briefly summarize why the customer is contacting Chrysler: Customer is calling in reference to the N62 recall for the 2006 Ram. Customer stated the left inner tie rod had broken before and he purchased the parts from the dealership to repair the vehicle. Customer stated he order the entire replacement kit at the time and the entire steering linkage had been replaced. Customer stated he told the dealership he had completed that and it was suggested the problem had been taken care of then. Customer stated he did not order an after market part and the recall notice does say it is for a replacement part.
Briefly summarize what the customer is expecting: Customer seeking information.
Writer advised the customer the recall is for a replacement part not the original equipment. Customer stated he did the repair himself. Customer stated today the SM said he has to look to see if the original equipment is still on the vehicle as the recall is for original equipment.
Customer has an appointment tomorrow morning to bring the vehicle in and would like to have this straightened out. Customer stated he purchased the replacement part a year ago.
******
Writer will call WALLY ARMOUR CHRY-DODGE-JEEP INC @ 330-823-3556.
Writer spoke with SA Brent who stated the N62 recall is for an inspection for the left outer tie rod assembly, there are two different tie rod assemblies and if it is one particular style that is to be replaced it will be completed under the recall. Writer advised the customer had purchased the parts at this dealership a year ago would these parts be the replacement part under recall. Brent stated they have to inspect it to see if the parts he purchased are the replacement parts or not.
Writer thanked Brent for his time.
******
Writer advised the customer the vehicle has to be inspected to see if the parts he had purchased are the replacement parts. Writer supplied the customer with the cair number advising a call back should further assistance be required.
******
Writer will reassign to the TL for the addition of a survey by pass as the vehicle has not been diagnosed at this time.
Customer contacting Chrysler because they received a recall notice in the mail. Customer states they took the vehicle to the dealership and took it

in on the 6th or 7th. They told the customer it needed to be replaced but the part is on back order. Customer states they have been working with the SM but they are worried about driving. Customer states it still has not been fixed. Agent contacted dealer and was told by SA that customer was about number 7 on the waiting list. Agent apologized to customer but they would have to continue working with the dealer to obtain the part. Agent advised once an order has been placed specifically for them the part could be expedited.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A8	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	01/30/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/18/2008	***Mileage***	120,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42468	COWBOY DODGE INC			
Dealer Address	1121 EAST LINCOLN WAY				
Dealer City	CHEYENNE	***Dealer State***	WY	***Dealer Zip***	82001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORTER TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall part inquiry
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to find out when the N62 recall part would be available.
Briefly summarize what the customer is expecting: Customer states the dealership told him the part will not be available until Febuary. Agent advised customer that when the part is made available the dealership will contact him. Agent advised customer that it may be mid February. Customer understood.
The part required to provide a permanent remedy for recall ###Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Did not provide one
Reassigned to 961
reassigned CAIR to 96L to follow up on the N62 recall with customer, refer to dealer for recall completion and close out CAIR.
CUSTOMER UPDATE: Agent called the customer to advised him of the mistake that the Parts are available but with this recall They need to just do an inspection first to see if parts are even needed to be replaced. Customer understood and requested and to call the dealership to confirm this. Agent stated she would.
42468 COWBOY DODGE INC CHEYENNE 307-634-5887: Agent called the dealership and spoke to Richard who transferred to Darwin SM- Agent asked why they are not inspecting the vehicles when a large portion of these vehicles only need an inspection. SM stated he doesn t want to open that can of worms and then have the customer get upset stating that they aren t driving the vehicle until the parts are available. SM wanted agent to call the customer back and make sure that he completely understands that if by chance that his vehicle needs the parts that he will need to wait.. Agent stated that its been like this on other recalls but will let him know.

CUSTOMER CONTACT: Agent called the customer back and left message stating that she wants to make him aware that the dealership is willing to do an inspection as long as he is aware that if it does need parts that they are on restriction and make take some time to come in and he will need to drive his own vehicle until then.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/15/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/17/2004	***Mileage***	86,550	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43942	MINOT CHRYSLER CENTER INC			
Dealer Address	3615 SOUTH BROADWAY				
Dealer City	MINOT	***Dealer State***	ND	***Dealer Zip***	58701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MINOT ND [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	inquiry

Customer states dealer told him that parts for N62 recall will not be available until March or April.
Agent contacted dealer at 701-852-0151. Agent spoke with SA Jennifer and informed her that customer will be calling to schedule an appointment to have the N62 recall completed.
SA transferred agent to parts department. Agent spoke with PA Regan.
Agent informed PA that parts are available for the N62 & N49 recalls and any orders put through prior to today should be reordered.
Agent informed customer that dealer has been made aware that parts are available & customer will be scheduling an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	03/01/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	10/22/2010	***Mileage***	16,318	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	65309	STONES TOWN & COUNTRY MOTORS			
Dealer Address	615 S YELLOWSTONE				
Dealer City	REXBURG	***Dealer State***	ID	***Dealer Zip***	83440

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IDAHO FALLS ID[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer told parts delayed till mid April
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer received letter for N49 and had appointment booked at Dealer Ron Sayer. Customer heard from a friend that parts not available till mid April so they cancelled their appointment. Briefly summarize what the customer is expecting: Customer seeking confirmation on parts availability. Agent called selling Dealer Stones and spoke to Logan. He confirmed earliest parts available is mid April however he can inspect the vehicle anytime. Agent advised customer and customer stated they will decide what Dealer they will go to for inspection.
Survey by-pass - restricted parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D1	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/16/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	08/18/2008	***Mileage***	77,070	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60292	DON NESTER AUTO COLLECTION			
Dealer Address	7566 W HOUGHTON LAKE DR				
Dealer City	HOUGHTON LAKE	***Dealer State***	MI	***Dealer Zip***	48629

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PRUDENVILLE MI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler looking for more information on her Recall N49. Customer states she called the DLR to inquire about her recall notice and was told that she could bring it in for an inspection but it doesn t quite mean that they will replace the tie rod, but only if they are deemed to be defective. Agent advised customer to trust in the DLR and they would do a thorough check of her vehicle and if the tie rods need to be replaced then they will of course do that, but if they are not defective they would not be replacing them. Customer asked if she has lifetime warranty on her vehicle and wanted the tie rods replaced if she was able to do so. Agent responded with yes. Customer also asked why her husband s vehicle was not included in the recall. Agent stated that NHTSA sends out all of the Recall notices on the vehicles that they feel to be affected by the certain product. Agent double checked on customer s husband s VIN and confirmed that his vehicle was not a part of the recall. Agent offered to get over to a DLR to make an appointment to complete the recall. Customer states she will do it on her own time.
Briefly summarize what the customer is expecting: Customer is expecting information about recalls and warranties.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRGL2	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	04/10/2012
Model Year	2012	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	05/15/2012	***Mileage***	247	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43585	RAMSEY MOTOR COMPANY			
Dealer Address	502 HWY 62-65				
Dealer City	HARRISON	***Dealer State***	AR	***Dealer Zip***	72601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BERRYVILLE AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 information call
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a notice for the N49 recall.
Briefly summarize what the customer is expecting: Customer states he spoke with RAMSEY dealership and was advised it will be 4 to 5 months before part will be in to complete the N49 recall.
Agent contacted the RAMSEY dealership and spoke with Jennifer in service who advised the dealership can only order 1 part a week and that the list is now up to a 22 week wait. Agent advised customer of timeframe dealership advised. Customer understood.
Agent sent for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/11/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	01/29/2008	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68134	HATCH BROTHERS INCORPORATED			
Dealer Address	1623 THATCHER BOULEVARD				
Dealer City	SAFFORD	***Dealer State***	AZ	***Dealer Zip***	85546

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VIRDEN NM [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent informed customer of H46 and J35 recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information regarding the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information about the N62 recall. Customer states that he has already had the recall repaired but would like a diagnoses performed to determine if the vehicle is still safe.
Briefly summarize what the customer is expecting: Agent updated the customer on the information regarding the N62 recall. Agent also notified the customer of the two other open recalls on the vehicle, the H46 and J35. Agent provided a warm transfer to the dealership (68134) Hatch Brothers to have a diagnoses performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D8	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	12/09/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	02/27/2006	***Mileage***	120,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43167	LANCASTER DODGE INC			
Dealer Address	1475 MANHEIM PIKE				
Dealer City	LANCASTER	***Dealer State***	PA	***Dealer Zip***	17601

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	FELTON PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement.

Briefly summarize why the customer is contacting Chrysler: Agent advised customer of incomplete recall. Customer states he had the left tie rod assembly repaired before recall was issued. Agent advised customer to send in repair order and receipt to mailing address.
Briefly summarize what the customer is expecting: Customer is expecting to be contacted by mail when a decision is made regarding reimbursement.
Waiting for documents
Waiting for documents
Waiting for documentation
Waiting for documentation
We are waiting on your documentation concerning repairs made to your vehicleÙ. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
Agent contacted the customer @[redacted] @ 10:41 AM and received a message that the voice message system was not set up
Agent is forwarding a please contact letter as imaging que does not have documents related to this customer.

[redacted]
FELTON , PA-[redacted]
Reference [redacted]:
Thank you for your recent letter regarding your 2006 DODGE RAM 1500 SLT MEGA CAB 4X4.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-855-675-9291, extension 4718272, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.

Sincerely,
Gerry
Customer Service Representative
Letter sent 1/29/14.
Customer called to say that he did not have the required paper work to submit for reimbursement consideration. Agent reviewed the N62 recall parameters with the customer and customer will take his vehicle to the CJD dealer for inspection of the H46 and N62 recall. Agent advised that no reimbursement was available at this time since customer did not have any Mopar service parts replaced

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/22/2010	
Model Year	2010	***Body***	D28P91	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	07/30/2010	***Mileage***	40,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE			
Dealer Address	316 116TH AVENUE N E				
Dealer City	BELLEVUE	***Dealer State***	WA	***Dealer Zip***	98004

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SEATTLE WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - CNA Change - Default - Default - Default	added phone number

Briefly summarize why the customer is contacting Chrysler:
Customer called for some information about the N49 for the left tie rod, agent referred to AC doc #24054. Customer just called AutoNation CJD and the parts are not yet available yet, customer wanted to get an oil change and the recall performed all at the same time. Customer stated the suspension, is fine on the vehicle. Agent contacted the parts department at AutoNation CJD and there are 18 on order, Billy PA stated that there is a restriction on the part (1 per week can be ordered). Agent advised to keep working with the dealership and apologized for his inconvenience.
Briefly summarize what the customer is expecting:
Recall information for the left tie rod.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48D2	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/11/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/28/2005	***Mileage***	72,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ATASCADERO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer has a recall and would like to search a new dealership
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she recieved a letter for a recall N62. Customer would like to search for a new dealership as she is not happy with the current dealership. Customer also wanted to know if she could use a private dealer
Briefly summarize what the customer is expecting: Customer is expecting recall information and a new dealership. Agent advised customer that we prefer the customer to use a Chrysler dealership. Customer asked for help in searching new dealerships. Agent gave customer 3 dealerships. Santa Maria Chrysler Dodge Jeep in Santa Maria 805) 925-9545. Rockettown Chrysler Dodge Jeep in Lompoc, CA 93436. (805) 617-3000. My Jeep Chrysler Dodge Jeep in Salina s (831) 442-1000. Agent offered to contact the dealerships. Customer declined. Agent offered to put customer on a special tracking system. Customer was happy.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
SS2078 - N62 is not included in the 961 process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	01/06/2014	***Built Date***	03/31/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/29/2006	***Mileage***	138,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45104	ELK GROVE DODGE			
Dealer Address	8575 LAGUNA GROVE DRIVE				
Dealer City	ELK GROVE	***Dealer State***	CA	***Dealer Zip***	95758

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DRYTOWN CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer asking about recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called in stating that he has received a recall notice in the mail. Customer stated that the recall is for the left tie rod. Customer stated that a few months ago his vehicle s left tie rod broke while in the drive way. Customer stated his brother owns a junk yard and that he took a tie rod from a junked 2500. Customer states should he bring vehicle in for the recall or not. Writer advised customer to bring vehicle in for the recall for the fact that the junked 2500 may have also had the recall on it. Customer thanked writer and asked to be transferred to his dealership Holton dodge 9163559999. Writer transferred customer to SA Marie at dealership. Writer released.
Briefly summarize what the customer is expecting:Customer asking about recall
Reassigning to BR379 for survey bypass recall on VIN

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D4	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	04/07/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/17/2004	***Mileage***	40,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26202	FRANKLIN CHRYSLER INC			
Dealer Address	484 WILTON ROAD				
Dealer City	FARMINGTON	***Dealer State***	ME	***Dealer Zip***	04938

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MEXICO ME[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking information about the N62

Briefly summarize why the customer is contacting Chrysler: customer is seeking information about his recall. Agent advised customer that the left tie rod parts are on back order. Customer understood and no further assistance was needed.
Briefly summarize what the customer is expecting: customer is expecting additional information about his recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C0	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	04/04/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/01/2005	***Mileage***	116,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60178	ARCADIA MOTORS	CHRYSLER-DODGE-JEEP, LLC
Dealer Address	757 WEST MAIN STREET		
Dealer City	ARCADIA	***Dealer State*** WI	***Dealer Zip*** 54612

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALMA WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer upset parts not available
Corporate - CNA Change - Default - Default - Default	Updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer has recall N62 and has been advised but the Dealership that the parts are not available.
Briefly summarize what the customer is expecting: Customer wanted to see if there is anything we can do about the unavailable parts. Agent confirmed that the N62 shows on her vehicle and that the recall just started today and that there was a delay in the parts getting out to the dealership. Customer advised that she has called twice to see abotu the parts and she also advised that the Dealership is does not have a waiting list for the parts. Agent offer to call the Dealership and see if they have a list but the Customer declined. Agent suggested to the Customer to keep in touch with the Dealership and that hopefully the parts will be in soon. Customer needed no further assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C1	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/26/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	04/22/2004	***Mileage***	80,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MURPHYS CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer called regarding the N62 and H46 recall.
Customer states that his selling dealership is no longer in business.
Agent advised customer of the closest dealership and transferred the call.
Briefly summarize what the customer is expecting: Customer is expecting dealer information to have the recalls completed.
-
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48AX	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/18/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/15/2007	***Mileage***	94,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67494	NORMAN CHRYSLER JEEP DODGE			
Dealer Address	481 NORTH INTERSTATE DRIVE				
Dealer City	NORMAN	***Dealer State***	OK	***Dealer Zip***	73069

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUTTLE OK[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall N62 information. Agent contacted dealership David Stanley (405-321-8228) and spoke to parts. Cameron in parts stated that customer would need to go in, get an RO and be put on list. Currently there are 6 on list. Cameron has no estimate on time when parts will be in.
Briefly summarize what the customer is expecting: to get his recall repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3MLX	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	04/19/2012	
Model Year	2012	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/11/2012	***Mileage***	34,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROOSEVELT UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer was inquiring about the recall.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler inquiring about the N49 recall. Agent informed the customer that they are on backorder and he needs to have his name added to the list at the DLR. Customer said he had already talked to the DLR and they told him to call here to see if there was anything we could do. Agent told him he would have to be put on the list at the DLR.
Briefly summarize what the customer is expecting: Customer was inquiring about the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2862	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/30/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/30/2003	***Mileage***	123,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DGP	4-SPD. AUTOMATIC 47RE TRANSMISSION					

Dealer	67416	WESTPORT AUTO SALES INC			
Dealer Address	RURAL ROUTE 2 BOX #39				
Dealer City	LAWRENCEVILLE	***Dealer State***	IL	***Dealer Zip***	62439

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VINCENNES IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information request
Corporate - CNA Change - Default - Default - Default	Updated phone number and email

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to find out about being reimbursed for the N62 recall because he had similar repairs completed on his vehicle about a year ago. Agent advised customer that the recall is on Mopar replacement service parts and that the parts that were installed on his vehicle may be subject to this recall. Agent advised customer that he would need to take the vehicle into the dealer to have the recall performed. Agent called WESTPORT CHRYSLER DODGE JEEP RAM but there was no answer at this time.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	07/29/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/13/2010	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AXTELL TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called because he is quite concerned when a safety recall #N49 comes out and he is told by the dealership that it could be a couple months before the parts become available.
Briefly summarize what the customer is expecting: Customer wants to know when the recall parts will be available. Agent advised the customer that the parts are starting to hit the dealerships this week and he should make sure that the dealership put him on the list for parts.
Sending to TL-JL1168-survey bypass-no diagnosis.
Briefly summarize why the customer is contacting Chrysler:
Customer calling re: status update on N49 Recall.
Briefly summarize what the customer is expecting:
Customer calling re: status update on N49 Recall.
-
N49 (inspection Answer ID 24054)- N62 (inspection Answer ID 24057)
Via CODE RED email.
Agent advised as of 02/28/2014
N49 and N62 parts are no longer available for dealer order.
For customer calls, advise we are producing a new part again and apologize they received a 2nd letter. We can send to 961 for special tracking if the customer is adamant
If a dealer calls with questions, tell them to refer to the Dmail they received which advises to return the parts, and do not attempt to order additional parts at this time
-
Customer dissatisfied.
-
The part required to provide a permanent remedy for recall N49Ù
is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is 2[redacted]
Customer email address for case updates: n/a
Reassigned to 961
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6 8[redacted]	***Open Date***	01/06/2014	***Built Date***	06/26/2008		
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/22/2008	***Mileage***	96,400	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESLEY AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he had called the dealership to book the appointment to get the N49 recall completed. Customer stated that the dealership advised him that they would have to check the vehicle first to make sure the part is needed for the recall. Customer is inquiring if this is the procedures needed to get this recall completed.
Briefly summarize what the customer is expecting: Recall information
Writer advised customer that the inspection is part of the recall procedures and if the part is needed then the dealership will order the parts to complete it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KU28C3	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	04/10/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	05/20/2003	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WASILLA AK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking local IRF to get recall repair completed at
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she had received a recall letter but is unable to take the vehicle all the way to Anchorage for the repair.
Briefly summarize what the customer is expecting: Customer is seeking local IRF were she could get warranty repairs completed at.
Agent stated she would have to escalate the case for more information as the closest DLR the Agent could find was in Anchorage and it was quite a stretch to go.
Agent re-assigned to 88F, for local IRF in WASILLA, Alaska to do recall repair.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
Three (3) vehicles - 2-new & 1-used
NO SC
Tech Connect - Recall N62 only listed
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
CM left message for customer to provide instructions that the vehicle needs to be taken into the dealer for further evaluation on the recall that needs to be completed and provided callback number, case number, extension 66093 with another call will be placed on Wednesday Jan. 8th, 2014.
2nd attempt made to contact customer. [redacted]
CM spoke with customer to discuss what is going on with vehicle. Customer alleges that she would like the local Chevy dealer to complete recall on the vehicle since in the past power steering repair was completed when vehicle was still under warranty. CM advised that closest dealer is in Anchorage, AK and the vehicle should be taken to them since the recall would require inspection first before any parts are replaced so call was placed to dealer 64793 to check on having non- Chrysler complete recall N62.
CM called dealer 64793 and spoke with WA Debbie to confirm if recall can be completed at Chevy dealer in Wasilla, AK. WA stated they have worked with them before as sublet work but would recommend if the vehicle is driveable to bring into the dealership.
Customer alleges that her expectations are to make sure the recall is completed and paperwork has been submitted so CM advised another call will be placed on Friday Jan. 10th 2014.
3rd call was made to contact [redacted]

CM left message for customer to confirm if inspection per recall N62 has been completed and provided callback number, case number, extension 66093 with another review to be done on Monday Jan. 13th 2014 and if no information is available, the case will be closed until completion information can be submitted.
4th call was made to contact customer.[redacted]
CM left message for customer to verify when vehicle will be taken for diagnosis on the N62 recall. CM also advised that the case will be noted, closed today and provided instructions once the diagnosis has been completed if any other assistance is needed to contact CAC back at 1-800-763-8422 with case number at extension 66093.
CM received call from customer to confirm what is going on with the vehicle. Customer alleges that dealer 64793 have been very helpful and explained to look for straight bolt or clamp so her husband looked and it seems to be fine so they will not be having it done until they are in Anchorage, AK in the future. CM advised that recall will indicate incomplete until the dealer has cleared it from inspecting the vehicle but instructed customer to contact CAC back if they need any further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/11/2004
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	07/07/2005	***Mileage***	47,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	43665	LEWIS CHRYSLER-DODGE INC			
Dealer Address	3311 NORTH COLLEGE AVENUE				
Dealer City	FAYETTEVILLE	***Dealer State***	AR	***Dealer Zip***	72703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPRINGDALE AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	wants to book appointment

Briefly summarize why the customer is contacting Chrysler: Customer is calling about recall N62.
Customer states that spoke with SPRINGDALE and their list for the recall was 31 long.
Briefly summarize what the customer is expecting: Customer is expecting to get the recall completed sooner.
Agent contacted 4 closest DLRs.
Agent advised Customer that the LEWIS has only 10 customers on a list right now. Customer agreed.
Agent transferred Customer to SA Jen at the DLR to get on the list.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/30/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/12/2006	***Mileage***	72,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44435	HUDSON CHRYSLER LLC			
Dealer Address	1200 CARMICHAEL RD SOUTH				
Dealer City	HUDSON	***Dealer State***	WI	***Dealer Zip***	54016

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HUDSON WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Corporate - CNA Change - Default - Default - Default	coin update
Recall - H46: STEERING LINKAGE - Information Request	seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall information on their vehicle. Customer stated that N62 recall had been repaired on their vehicle and were seeking reimbursement. Agent provided the information. Agent offered to call a dealership in regards to recall H46 but customer stated that she would call when she talked with her husband.
Briefly summarize what the customer is expecting: to get her recalls repaired
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: H46 N62
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for $1149.46
Reviewed previous files:Yes, No concerns
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and only submitted documentation showing 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer returning call. Agent advised customer of lines 23-28 to customer. Customer states she was not aware there was going to be a recall or she would ve had the repairs done at a Chrysler dealership with Mopar parts. Customer states she only had the tie rod replaced. Customer is expecting to have the response e-mailed to her and further explained as she does not understand why she is not being reimbursed. Customer provided her e-mai[redacted]
Status update provided via email to the following email address:
[redacted]

My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C3	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/02/2002	
Model Year	2003	***Body***	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/28/2002	***Mileage***	80,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	06018	KAMAAINA MOTORS			
Dealer Address	400 EAST KAWILI STREET				
Dealer City	HILO	***Dealer State***	HI	***Dealer Zip***	96720

Owner	PEST CONTROL LTD, HILO TERMITE &	***Contact Type***	TELEPHONE
Address	28 POOKELA ST	***Home Phone***	
	HILO HI 96720-5113	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler:Recall N62 information
Briefly summarize what the customer is expecting:Customer called and said they received the N62 recall information and wanted to know what they have to do. Writer advised her they should contact the dealership to make an appointment to get the recall completed. Writer checked and located the closest dealership for the customer as being Kamaaina Motors at 808-935-3741. Writer offered to transfer customer to the dealership to make the appointment but customer said she would call as she needs to see when the vehicle is available to take to the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LU38CX	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/22/2004	
Model Year	2004	***Body***	DR8L42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	09/21/2004	***Mileage***	178,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLUMBIA TN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiry about the N62 recall

Customer contacted Chrysler Recall Assistance Center as they had the N62 Recall and were inquiring why their 2005 Ram 1500 didn t have the recall. The agent looked into this for the customer and determined that the 1500 s were not included in the recall. The customer was very thankful for the information and thanked the agent for their time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU26C4	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	02/12/2004	
Model Year	2004	***Body***	DR7H62	DODGE RAM 2500 REG. CAB PICKUP			
In Service Dt	07/15/2004	***Mileage***	37,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44347	JENKINS CHRYSLER SOUTH INC			
Dealer Address	RT 53 WINCHESTER RD				
Dealer City	CUMBERLAND	***Dealer State***	MD	***Dealer Zip***	21502

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUMBERLAND MD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Brought in for inspection and DLR did not do it properly
Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	Did not inspect Recall properly

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler with a complaint with their DLR. Customer states she had scheduled an appointment with DLR 44347 to inspect her vehicle for the N62 recall. Customer states she arrived to her appointment today and a lady and a man came out into the parking lot, looked under her vehicle by the tires and said nothing was wrong and that she did not need to replace the tie rods for her vehicle. Customer feels like that was a poor inspection and is worried for her safety. Customer states she wanted the SM to sign her recall notice to assure that the vehicle did not need new tie rods. SM supposedly stated she would send customer a letter tomorrow. Customer contacted Chrysler to see if that was what the inspection was supposed to be like. Agent advised customer that that was definitely not a proper inspection. Agent called over to DLR 44347 and spoke with Sales who stated that service was closed. Agent asked Sales about the inspection that supposedly took place at his DLR and if he felt that it was proper. Sales stated that we all know that is not a proper way to do an inspection. Agent advised sales that Chrysler would be contacting DLR tomorrow during open hours. Agent advised customer of what Sales stated. Agent advised customer that we would be contacting DLR tomorrow during open hours and if she did not receive a call back from Agent then to call Chrysler back with Case Number Provided and another agent would read notes and be able to assist further.
Briefly summarize what the customer is expecting: A proper inspection on her vehicle.
Reason for Dealer Contact:
Dealer Code: 44347
Dealer Personnel Required: SM or SA
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address: N/A
Reason for assigning to Resolution Team: DLR was closed
Assigned to 86T
Writer called BILLY BENDER CHRYSLER JEEP DODGE Dealer Phone : 301-729-4890 and left a message for the SM to call back regarding a complaint against the dealership. Contact information 855.675.9291 EXt 4718136 case [redacted]
Writer called BILLY BENDER CHRYSLER JEEP @ 301-729-4890 and asked to

speak to the SM Mike writer advised Mike that the customer went to the dealership for an inspection for the N62 recall someone came out checked by the tire and told the customer she did not need the recall done, Mike said that is proper procedure for the inspection. Mike said if the steering linkage has a stud to hold it together recall is not needed, if the steering linkage is clamped together than the dealership has to order parts for the recall to be completed, Mike said his employees were following procedure and the dealership did what they are expected to do.
Writer called [redacted] and spoke with her, writer advised the customer of lines 38-46, customer understood and thanked writer for the help, she wants to make sure her vehicle does not fail and leave her stranded. Writer advised the customer that her case will be close, but if she has any other issues please call back, customer understood.
CLOSED LOOP UPDATE - outbound call complete.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/27/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/17/2005	***Mileage***	71,041	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68680	PHILLIPS CHRYSLER JEEP INC			
Dealer Address	3440 S PINE STREET				
Dealer City	OCALA	***Dealer State***	FL	***Dealer Zip***	34471

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OCALA FL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	N62

Briefly summarize why the customer is contacting Chrysler: Customer called regarding the N62 recall. Customer states that he is not experiencing any problems with the vehicle.
Agent provided customer with the contact information to the closest dealership and transferred the call to schedule an appointment.
Briefly summarize what the customer is expecting: Customer is expecting to have the recall completed.
-
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28C0	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	04/22/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	06/30/2003	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALBUQUERQUE NM [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer called to schedule an appointment for the N62 recall.
Agent provided dealer information to dealer code 44503 and transferred the call to the Service Department.
Briefly summarize what the customer is expecting: Customer is expecting to schedule an appointment.
-
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C4	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	11/18/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/07/2006	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JERO ME ID[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	Customer is looking to get recall repaired.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer is looking to get recall repaired.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state they have received a recall notification letter regarding the N62 recall.
Briefly summarize what the customer is expecting: Customer is seeking to get recall repairs done. Agent advised the customer that we would be able to make a call to their nearest DLR. Agent found that Jones DLR was the closest to the customer s current location. Agent called the DLR and spoke with service agent Tabitha. Tabitha confirmed that they would be able to complete all the recall repairs the customer had. Agent transferred the customer to the DLR to book an appointment for their recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	07/26/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/12/2005	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PITTSBURG TX[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N62 reimbursement for alignment
Corporate - CNA Change - Default - Default - Default	Updated address
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	agent advised customer of recall H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement for recall

****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-01-06 @ 17:08
Briefly summarize why the customer is contacting Chrysler:customer called stating that he had the recalls repaired last year and replaced the tie rods and was looking for reimbursement. Agent advised the customer that he can send in his documentation for reimbursement consideration to either the mailing address which the customer stated he had already or agent offered to send him the link that he can scan and send in his original receipts along with the case number [redacted]) and his vin number on the documents he is sending in so that it can be put together with the correct case and processed more expediently.
Briefly summarize what the customer is expecting: Customer is expecting to find out about being reimbursed for the N62 recall that he claims was replaced previously.
POSTMARK DATE: 010714; DATE RECEIVED: 011414
Agent reviewed documents submitted by customer and found customer had purchased the Mopar tie rod ends from ELLIOTT CHRYSLER DODGE JEEP and had an alignment completed on the vehicle in January of 2011. Agent found customer had the parts replaced at no cost under the Mopar warranty and had the vehicle aligned again. Customer did not provide proof of payment for the alignment done after the parts were replaced.
Agent called IRF owner Mark and asked him about the customer s invoice. Mark states the customer paid the invoice in full.
Agent called customer and confirmed his mailing address and advised him that he will be reimbursed $50 for the cost of the alignment performed on the vehicle. Customer understood.
Agent advised customer to have the recalls performed at an authorized dealer. Customer understood.
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: N62
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 10/26/2011
Invoice #: 42756
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 50.00 (alignment)
Tax $ 0.00

Total $ 50.00
Writer is submitting check for approval in the amount of $ 50.00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63D3JL9	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	10/19/2012	
Model Year	2012	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/18/2012	***Mileage***	8,956	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBU	TRUE BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43231	RON TONKIN DODGE INC			
Dealer Address	19300 MCLOUGHLIN BLVD				
Dealer City	GLADSTONE	***Dealer State***	OR	***Dealer Zip***	97027

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAPPY VALLEY OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating he is concerned that the N62 parts are only being sent to DLR 1 every 7 days. Customer is calling to have a complaint documented on file that he may be 6 months to getting a part for his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to contact local DLR for inspection as a safety percaution.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C8	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/23/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	10/07/2005	***Mileage***	191,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SACRAMENTO CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall
Product - Suspension - Tie Rods / Drag Link - Other - Front	customer states tie rod on passanger side broke

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle s passenger side tie rod had snapped earlier this morning (01/06/2014) and when he got home he had seen he received a letter for the recall on the left tie rod. Customer inquired if the 2 were related and if the repair would be covered under the recall repair.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent stated she was unsure if the DLR would fix the right tie rod under the recall as it was for the left tie rod. Agent inquired where the vehicle was currently located. Customer stated he had possession of the vehicle and had not yet taken the vehicle to a DLR. Agent advised the customer to take the vehicle to a Chrysler certified DLR and have them diagnosis the vehicle. Customer stated he would do so at his convenience.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/26/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/19/2008	***Mileage***	44,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59548	STOCKTON DODGE INCORPORATION			
Dealer Address	3333 AUTO CENTER CIR				
Dealer City	STOCKTON	***Dealer State***	CA	***Dealer Zip***	95212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JAMESTOWN CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called about recall N62
Corporate - CNA Change - Default - Default - Default	Updated COIN

Briefly summarize why the customer is contacting Chrysler: Customer called about recall N62 and needed help finding a Dealership in his area. Briefly summarize what the customer is expecting: Customer called and wanted to confirm the recall N62 and needed to find a Dealership. Agent confirmed the customer did have the recall. Agent found Central Valley Chrysler 4460 N McHenry Modesto, CA 95356 (209) 526-3300. Agent called Dealership and confirmed they need to inspect it before ordering the parts and that the parts were on back order. Agent advised the Customer and advised that they do have a waiting list for the parts if he does require them and to have his name added once he knows. Customer did not need any further information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	06/09/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/31/2010	***Mileage***	43,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68527	SOUTH STAR CHRYSLER INC			
Dealer Address	327 WEST 23RD STREET				
Dealer City	OTTAWA	***Dealer State***	KS	***Dealer Zip***	66067

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BALDWIN CITY KS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called in to get information on N49 recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in because he had received the N49 recall notice and had contacted his dealership. Dealership had advised him that there is already a 7 week waiting list for the tie rod for recall. Customer is irate because Chrysler does not have parts ready for a recall to be completed for the dealership. Agent advised customer that as of today, January 6th, 2014, this is the first day customer can get the recall work scheduled. Dealerships were unable to order parts prior to today. Customer is upset at waiting times and inconvenience of recall. Agent advised customer of process of recall, including the inspection, and that not all vehicles will require the tie rod. Customer states that this is incorrect information, and that a person cannot tell whether a tie rod is bad just by inspecting it. As agent was suggesting that he could call the dealership on behalf of the customer, customer hung up.
Briefly summarize what the customer is expecting:
Customer is expecting that when a recall is released, parts should be ready to accommodate them.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/12/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/30/2005	***Mileage***	218,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	63570	M & L MOTOR CO INC			
Dealer Address	406 PIEDMONT DRIVE				
Dealer City	LEXINGTON	***Dealer State***	NC	***Dealer Zip***	27295

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DENTON NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information request

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that she has recall N62 and she took to dealership 63570Ù, was told they visually inspected vehicle and stated she does not need part replaced. Customer stated when she hits a bump she loses her steering and feels they cannot just visually diagnose the vehicle, they should have actually physically diagnosed it. Customer stated she was told that front end tech will not be in until next week. Agent advised her best option would be to take to a different dealership for a second opinion and go from there. Agent located another dealership for customer in Asheboro, NC . Customer stated she will contact dealership tomorrow.
Briefly summarize what the customer is expecting: Find out about recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A1	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	09/20/2007	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/04/2008	***Mileage***	182,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIMS FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking possible reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer stated that they received notification of the N62 recall repair. Customer stated that they had previously had a repair performed on the tie rod end, but is unaware if it was the recalled part.
Briefly summarize what the customer is expecting: Customer is seeking an inspection at dealership level to determine whether the recall repair is needed on his vehicle. Customer is seeking possible reimbursement. Agent advised the customer that the vehicle will need an inpection completed at the dealership to ensure that the recall repair is not needed on the vehicle. Furthermore, if the previously completed repair falls under the exact repair needed for the recall, the customer was provided with their case number and relevant information concerning a possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU2866	3G[redacted]	***Open Date***	01/06/2014	***Built Date***	03/27/2003	
Model Year	2003	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	09/12/2003	***Mileage***	110,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDR	GRAPHITE METALLIC CLEAR COAT					
Engine	ETC	5.9L I6 CUMMINS 24V DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	91104	CHRYSLER LLC		PAINT	
Dealer Address	800 CHRYSLER DRIVE				
Dealer City	AUBURN HILLS	***Dealer State***	MI	***Dealer Zip***	48326

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HILLSBORO IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states she already had the recall repair done.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she recieved a recall notice for the N62.
Briefly summarize what the customer is expecting: Customer is requesting reimbursement for the recall that she had repaired. Agent provided the customer with the fax number 1-877-768-5076 and the information on AC #17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/24/2006	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	12/06/2006	***Mileage***	75,775	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66917	UNIVERSITY AUTO CENTER			
Dealer Address	1817 NORTH SR 97				
Dealer City	ELLENSBURG	***Dealer State***	WA	***Dealer Zip***	98926

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLE ELUM WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she received a recall notice about the N62 recall they received Writer advised customer that it is available. Writer got customer through to UNIVERSITY AUTO CENTER to get the recall done. Briefly summarize what the customer is expecting: wants to get the N62 recall done

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL2	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/30/2012	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	02/02/2013	***Mileage***	5,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68640	WILLIAMS CHRYSLER DODGE JEEP			
Dealer Address	1015 FORT WORTH HIGHWAY				
Dealer City	WEATHERFORD	***Dealer State***	TX	***Dealer Zip***	76086

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HASLET TX[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Recall - N49: LEFT TIE ROD -	Customer seeking recall fulfillment for N49

Briefly summarize why the customer is contacting Chrysler: Customer states when he contacted dealer this afternoon to schedule appointment for recall N49 fulfillment, SA stated customer would need to schedule an appointment for inspection before recall repair kit could be ordered.
Briefly summarize what the customer is expecting: Customer seeking to have recall N49 repair kit ordered before vehicle appointment scheduled. Customer does not feel he should have to spend time at dealership to have vehicle inspected for parts he knows are going to be replaced. Agent reached out to dealer and was able to get dealer to place repair kit order and to schedule customer in for repair and recall N49 fulfillment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KU28D1	4G[redacted]	***Open Date***	01/06/2014	***Built Date***	06/23/2004	
Model Year	2004	***Body***	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	10/29/2004	***Mileage***	87,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L V8 HEMI ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23224	MILLER'S INC			
Dealer Address	300 BALTIMORE PIKE				
Dealer City	SPRINGFIELD	***Dealer State***	PA	***Dealer Zip***	19064

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PROSPECT PARK PA [redacted]	***Country***	UNITED STATES

Product - Suspension - Unknown - Other - Front	Customer states the front left wheel wobbles.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Writer advised customer have the recall completed.
Corporate - CNA Change - Default - Default - Default	Writer updated customer phone number.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he is having an issue with the left front wheel wobbling. Briefly summarize what the customer is expecting: Customer is expecting assistance with having the issue corrected. Customer states he brought the vehicle to the DLR 23224 MILLER S INC 610-544-5300 previously for the issue but they were unable to correct the issue. Customer states he then went to an IRF for the issue and had all front end parts replaced and the issue is still present. Customer states he is aware of the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Writer advised customer it is possible the issue is related to the recall. Writer advised customer contact the DLR when they reopen the next business day to have the recall appointment scheduled. Writer advised customer if the issue is still present after the recall is completed to phone back for further possible assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	12/17/2009	
Model Year	2010	***Body***	DJ7P92	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	05/14/2010	***Mileage***	65,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MI WUK VLG CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall parts backorder

Briefly summarize why the customer is contacting Chrysler: what is Chrysler doing about the backorder for the recall on the tie rod ends
Briefly summarize what the customer is expecting: this is a liability and how much is Chrysler going to pay my family if I get killed?
Agent states that there is many ETA s going on but the part is being released under a restriction and there should be a waiting list that your name should be on. Customer states there is and we are but no repair until April as of now.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	7G8[redacted]	***Open Date***	01/06/2014	***Built Date***	06/08/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/16/2007	***Mileage***	200,500	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42648	TUTTLE-CLICK DODGE			
Dealer Address	14 AUTO CENTER DRIVE				
Dealer City	IRVINE	***Dealer State***	CA	***Dealer Zip***	92618

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LADERA RANCH CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer inquiring to have recall completed.
Corporate - CNA Change - Default - Default - Default	Update primary phone number and added email address.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer states he received a recall notice for the N62 recall and states he s called Orange Coast Chrysler Jeep Dodge of Capistrano and that they have told him Chrysler does not have the parts available and wants to know if this is true. He states he would like for the agent to contact them as well as Tuttle Click dealership in Irvine, phone number (949) 472-7400 to see if they have the parts to do the recall as he states he is nervous driving his truck.
Briefly summarize what the customer is expecting: The customer seeks to have the recall completed.
Agent called Tuttle Click dealership in Irvine, phone number (949) 472-7400 and spoke with Kevin in the parts department whom states he will order the part for the customer and that someone from that department will be in touch with the customer when the parts come in.
Agent advised the customer of what Kevin stated and offered to call around to other dealerships to inquire if they have the parts but the customer declined and stated that was fine, that he d wait for someone from Tuttle Click to call him back and thanked the agent for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/15/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/27/2007	***Mileage***	22,445	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45329	PLANET DODGE			
Dealer Address	18555 HIGHWAY 59 N				
Dealer City	HUMBLE	***Dealer State***	TX	***Dealer Zip***	77338

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KINGWOOD TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeks to recoup funds for out of pocket expenses for repairs.
Corporate - CNA Change - Default - Default - Default	Updated email address
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Reimbursement	recall reimbursement
Corporate - E-Reimbursement - Default - Default - Default	
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer received recall notice for N62. States they previously had issue occur on vehicle and have already had it repaired at their buddies shop. Customer seeks reimbursement.
Briefly summarize what the customer is expecting:
Customer was provided reimbursement guidelines as per recall notice. Customer inquired if they would be reimbursed labor. Agent advised labor is commonly not reimbursed for work conducted through an IRF. Customer will still submit for it anyway. Customer was advised of other outstanding recall(s). Customer had no further questions.
Reassigned 86Y - waiting on documentation.
Agent waiting for documentation.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-18 @ 11:36
Agent called customer and advised no documentation has arrived at this time and sent the customer a document request link.
Customer called in asking for the part number for the recall part. Agent suggested to the customer that he send his receipts and the agent looking after his file will look at it. Customer stated he will send the information this afternoon.
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found customer purchased parts from PLANET DODGE CHRYSLER JEEP and had the H46 recall completed in 2010 and had no parts replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second

repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?Texan Dodge Chrysler Jeep Ram - DC 63-45587
Customer called in asking about his case for reimbursement. He says he bought the part at planet Dodge Chrysler Jeep part # 52122362-AG and says that it is a Mopar part Dodge upgraded steering linkage kit.
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW: yes by time and miles
MVP : no
Ownership history: 0 new, 1 used
Status update provided via email to the following email address:
[redacted]
My name is Laura and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66085
My hours in the office: 8:00 am to 4:30 pm
I will review your case and contact you by the end of business today.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]7. Writer contacted customer and left a voicemail advising an attempt to reach customer would be made on 1/28/2014. Writer left contact information.
Customer contacted writer and advised writer that customer would like reimbursement on the recall N62 that was completed at an IRF. Customer alleges that recall parts were bought from Planet Dodge and would like to get reimbursement for those parts. Writer advised customer that only parts could be looked into if they are mopar parts. Writer advised a follow up would occur once information was attained regarding reimbursement.
Writer contacted Jason in parts who confirmed to writer that all the parts that were in documentation are parts that are needed for the N62 recall. Jason confirmed they were mopar parts.
Writer contacted customer. Customer agreed on the reimbursement on part cost. Writer advised reimbursement would be $585.60. Writer confirmed mailing address, phone number, and email address. Writer advised check can take up to 30 days to be received. Customer approved to have case close once check is sent.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for recall
If this is a Recall or Extended Warranty, enter the campaign number.
recall n62
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
22445
Enter the Date when the repairs were completed.
n/a
What is the total cost of the Parts to be reimbursed?
$585.60
What is the total cost of the Labor to be reimbursed?
$0.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$585.60
****End structured narrative T2 - eReimbursement
MR [redacted] accepts and verifies the check should be mailed to the following name and address:

[redacted]
KINGWOOD,TX 7[redacted]
Writer contacted customer requesting proof of payment. Customer advised documentation would be sent.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	7G[redacted]	***Open Date***	01/06/2014	***Built Date***	08/28/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/16/2007	***Mileage***	57,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BATTLE GROUND WA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent supplied customer with nearest dealership information
Corporate - CNA Change - Default - Default - Default	Agent updated customer's information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge stating he received a letter for the N62 and wanted to know if he needs to bring the vehicle to the dealership.
Briefly summarize what the customer is expecting: Customer expecting to bring vehicle in for inspection.
Agent called the dealership and spoke with SM Dave who stated to have the customer just bring the vehicle in for an inspection, because the parts will not be available until 02/2014
Agent supplied the customer with the information.
Agent reassign to inbasket TL SJ372

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29CX	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	03/01/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	06/28/2006	***Mileage***	156,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45083	MAC HAIK DODGE			
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE				
Dealer City	TEMPLE	***Dealer State***	TX	***Dealer Zip***	76504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOLLAND TX [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised owner of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called wanting information on the N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called wanting to know information on the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting information on N62 recall.
Customer contacted agent stating that she had received a letter in the mail regarding the N62 recall. Customer states that she called the dealership to make an appointment to have her vehicle looked at. Customer states that the dealership stated that they don t know the parts for the recall or the part numbers so they were not able to make an appointment for the customer. Agent looked up the recall for the customer and advised the customer of the information for the N62 recall. Agent also advised the customer of recall H46 for the steering linkage and that the customer can go to the dealership as well to have them look at it. Customer understood.
Reassigned to RO188 for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3C63DRKL8	CG[redacted]	***Open Date***	01/06/2014	***Built Date***	08/31/2011	
Model Year	2012	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	12/11/2011	***Mileage***	43,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TEHACHAPI CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he took his vehicle to the Dodge dealership for recall N49 on the 23rd of December and was told to bring it on the 6th of January. Customer stated he took the vehicle back in and was advised it would be February or March before he could have the repair completed. Customer stated he feels Chrylser misled him about the timing have the recall fulfilled.
-
Briefly summarize what the customer is expecting: Customer is seeking to have his complaint documented.
-
Agent contacted dealer 52979Ù. Agent spoke to PA Paul. Has the customer been added to the waiting list for the parts?
Agent transferred to PA Diego. PA Diego stated that the customer is in the order. PA stated that the customer is within the top 10 on the list.
-
Agent advised customer that he has been added to the list of customers waiting for the parts for the recall.
-
Reassigned to 861 (SG893). No repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	01/06/2014	***Built Date***	03/30/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	09/06/2011	***Mileage***	10,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	***Dealer State***	CA	***Dealer Zip***	95661

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROSEVILLE CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Fixed owner name on file
Recall - N49: LEFT TIE ROD - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer states she received a recall notice for the left tie rod (N49). Customer states that she called Autonation CJD (42947) and was advised that her vehicle does not require the tie rod be replaced. Customer states that she thought they had to replace the tie rod because it was a recall, customer would like to verify this information.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent referred to answer ID 24054 for recall N49 and advised customer that the recall does state the tie rods must be replaced, not just inspected.
Agent contacted Autonation CJD (42947) and spoke with Service receptionist who advised that they were recently given information that they need to inspect the vehicle first to determine if it requires the repair. Agent advised customer of this information and verified that the dealership does need to inspect the vehicle. Agent advised customer that the dealership will be able to determine if her vehicle is at risk or not. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/06/2014	***Built Date***	05/02/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/01/2005	***Mileage***	160,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS CRUCES NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	N62

Briefly summarize why the customer is contacting Chrysler: Customer contacted Lithia Dodge (45567) to see about getting recall N62 completed on their vehicle and customer was advised by dealership that they would not get parts until April. Agent contacted service department and was advised that the SM told them that the parts will not be available until April.
Briefly summarize what the customer is expecting: Customer was expecting to find out if they could get recall N62 completed or not and agent advised customer that the dealership does not have the parts to do the recall at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29D8	6G[redacted]	***Open Date***	01/06/2014	***Built Date***	10/26/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/31/2006	***Mileage***	94,978	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60337	RAIRDON'S CHRYSLER JEEP OF	KIRKLAND		
Dealer Address	12828 NE 124TH ST				
Dealer City	KIRKLAND	***Dealer State***	WA	***Dealer Zip***	98034

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CARNATION WA [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Defective - Default	Customer requires steering linkage replacement due to right tie rod snap
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance

Escalation Override approved by TL Je779Ù.
Briefly summarize why the customer is contacting Chrysler: Customer contacting in about a recall issue with his vehicle. Customer states while driving the vehicle s right tie rod snapped off and the customer lost control of vehicle. Customer states no one was hurt, and had vehicle towed to DLR. Customer was advised of the recall, but would have to pay $1100 for the repair as he does not have the right type of steering linkage.
Briefly summarize what the customer is expecting: Repair to be covered.
Agent contacted DLR 60337 and spoke with SA Brennan who was working with the customer, who advised for the inspection part of the N62 recall, they are required to check if it is 1 of 2 different types of steering linkages, SA advised as per letter detailing repair that he has the more updated part and will not require steering linkage replacement. Agent put customer through Goodwill Escalation Matrix as followed:
1.Does the customer have prior history with current issue? YES
2.Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? YES
3.Is the customer the original owner of this vehicle? NO
4.Does customer have previous vehicle purchase history (new and used, household)? YES 3, 1 ORIGINAL
5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? Must be a MVP contract, not an aftermarket. NO
Agent built case with TL JE779 and advised customer we would be sending up to a CM for further review however no guarantees or promises could be made.
Who has possession of the vehicle? DEALER
Has an authorized dealer diagnosed the vehicle? YES
If a CDJR dealer has diagnosed, what is the dealer name and code? RARIDON CJD 60337
Customer advised a call back will take place within one busines[redacted]
Preferred Afternoon/Evening call back number is: [redacted]

Customer email address for case updates: N/A
Reassigned to: 88F
Brendon contacted Ram for an update on the file. Brendon confirmed that it was the right hand tied rod that broke right on the steering point of the wheel. Brendon states that for the N62 recall, they were to inspect the steering linkage to see if they need to replace it or not. Brendon states that the vehicle had three bolt style for the steering stabilizer rather then the U-bolt which was what needed to be replaced. Agent advised Brendon that information would be updated to the file, and it had been escalated off for case management.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Writer contacted dealership and attempted to contact Brendon. Writer left a message.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer stated that while pulling out into traffic, going about 10 MPH there was a pop and customer lost power to vehicle. Customer stated that the tire rod went into the pavement and made a dent into the ground. Customer stated that the right side ball joint needs to be replaced but the recall is for the left side. Customer would like cost assistance if the repair is customer pay. Writer advised needing to talk to the dealership to verify information. Writer advised no promises but would like to look into concern for customer. Writer advised calling customer back tomorrow.
Customer advised email address as [redacted].
Status update provided via email to the following email address: [redacted]
My name is Ashley and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Chrysler Case Management telephone- 800-763-8422
My direct extension is 66378.
My work hours are from 10 am-6:30 pm Mountain Time.
Thank you for speaking with me today. I will do everything I can to take care of this concern. Don t hesitate to call me if you have any questions or concerns.
End of Status Update
Mr. Brennan Bassett, Service Writer (SW) from dealer 60337, calling to speak with CM AM1777. Writer found AM1777 was not currently available, therefore Writer warm-transferred SW to available CM RR964 for further assistance.
Writer received a call from Brendan (SA) at dlr 60337 states the vehicle was towed in and not drivable, the diagnoses indicates that vehicle is going to need the recall N62 performed and vehicle has the factory original steering linkage tie rod parts, 1 tie rod snapped but dlr can only order parts in a complete kit that comes with both sides, the parts department has attempted to order the Part # CBUEN491AA listed in the recall but showing this part number does not exist and appears part is not released at this point. The SM is Cindy. Dlr SA said the customer is paying for their own rental at this time since 01/06/2014, no goodwill offers on rental has been approved. Writer informed dlr that CAC would research on the matter with making sure assigned CM follows back up with dlr tomorrow, in the meanwhile writer asked dlr SA to get with SM to contact Area Manager if can help on this matter.
Writer attempted to contact customer and left a message.
Customer contacted writer; Writer advised lines 73-85. Writer advised following up with custome concerns tomorrow with dealership and to get most updated information. Writer advised calling customer on Friday at the latest with more information.
Caller Mr Rumel requesting to speak with Case Manager.
transferred to nic AM1777
Customer contacted writer; Customer stated that after speaking to dealership they informed customer that they spoke to District Service Manager and he has been denied any goodwill. Customer inquired as to who has the final say in any goodwilll assistance. Writer advised that at this time CM will need to contact the dealership to get further information. Writer advised looking into concern. Writer advised calling customer back after speaking to the dealership. Customer stated that the dealership has said nothing in regards to the part information.
Writer attempted to contact dealership and was not able to leave a message. Writer disconnected call.
Writer contacted SM Cindy; SM Cindy did not have all the information but

stated that the vehicle did not qualifty for the N26 recall. SM Cindy transferred call to SA Brendon; SA stated that the vehicle was in a parking lot and the tire rod literally just snapped. SA stated that they see this happen all the time and more so on the right side. SA stated that the customer takes care of the vehicle and that he is loyal to the dealership. Writer advised wanting to help the customer with repairs. Writer advised sending CM warranty pricings on repair and updated mileage on vehicle.
Writer contacted customer and advised lines 103-111. Writer advised waiting for information from dealership and once that is recieved looking into goodwill for customer. Writer advised extending goodwill tomorrow once speaking to dealership.
Writer recieved email from SA Brennon; SA stated that total repairs will cost $1010.74. Parts for repair will cost $573.24 and labor will be $437.50.
SA Brennon advised updated mileage is 94978.
Writer sent email to SA Brennon advising CAC covering for parts and customer be responsible for labor.
Writer recieved confirmation email SA Brennon stating CAC will be covering Parts and customer will be responsible for labor.
Writer attempted to contact customer and left a message.
Writer contacted customer at [redacted] Writer left message and requested customer contact CM to discuss case. Writer provided CM s contact info and stated follow-up no later than 01/15.
[redacted] called to return TT434 s call. Customer stated that he does not have any questions for CM. Writer advised customer that writer will request CM call him back at [redacted].
Writer attempted to contact SA Brennon and left a message.
Writer sent SA Brennon an email regarding customer vehicle.
Writer recieved voicemail from SA Brennon stating that the vehicle is repaired and gone. SA stated that they also covered $100 of rental fees for the customer.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $573.24
Labor = $437.50
Total = $1010.74
Co-pay = $437.50
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 70 60337 01/15/14 16:46 C[redacted]0
Writer attempted to contact customer and left a message stating that case will be closed in two days if no contact from customer.
Scott, warranty administrator at dealer 60337, called to speak to CM AM1777. Writer warm transferred dealer to CM AM1777.
Warranty administrator Scot contacted writer; WA stated that the SA gave the wrong pricings. WA stated that parts are $444.72 and Labor is $151.03. WA stated that that they are going to give a check to the customer for the difference in amounts. Writer advised sending the claim through again.
Writer attempted to contact customer and advised lines 156-160. Writer advised closing case on Monday if no contact from customer.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $444.72
Labor = $151.03
Total = $595.75
Co-pay = $151.03
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still

apply. When submitting for pre-authorizations include this case number.
When repairs are completed, submit your claim as you would normally and
update this case and return it to Customer Care.
##################################
1-16 customer should be satisfied with the dealer handling. psh
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	01/06/2014	***Built Date***	01/12/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/14/2010	***Mileage***	93,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44578	RIVERSIDE AUTOPLEX LLC			
Dealer Address	916 SO. GEORGE NIGH EXPRESSWAY				
Dealer City	MCALESTER	***Dealer State***	OK	***Dealer Zip***	74501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TALIHINA OK[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	customer called to inquire about getting towed

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: Customer contacted Chrysler about getting a tow to the nearest dealerships because his left tie rod broke. Writer transferred the customer to roadside assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	01/07/2014	***Built Date***	02/25/2005	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	03/25/2005	***Mileage***	185,530	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43348	FREMONT MOTOR COMPANY			
Dealer Address	555 E MAIN STREET				
Dealer City	LANDER	***Dealer State***	WY	***Dealer Zip***	82520

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEWISBURG KY [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer was seeking recall information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they are seeking further information about recall N62. Customer states that about four months ago he was driving down the road, and the tie rod broke. Customer states that he purchased the parts and repaired this himself. Customer states that he wants to know if he still needs to have this recall completed. Agent advised customer that recall N62 was only in regards to the replacement part for the steering linkage. Agent advised customer that recall H46 also had not been completed. Agent advised customer that at this point, he should bring his vehicle into the local dealership to have it inspected to see if anything does need to be repaired under the recall. Agent advised customer that if it is determined the parts he replaced were covered under the recall, we can also look into reimbursement at that time. Customer was happy and thanked agent for this information. Agent offered to have the customer transferred over to the dealership to make a Service Appointment, but the customer declined.
Briefly summarize what the customer is expecting:
Customer was seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS46C4	5G[redacted]	***Open Date***	01/09/2014	***Built Date***	05/05/2005	
Model Year	2005	***Body***	DH8H62	DODGE RAM SLT 3500 REG. CAB PICKUP			
In Service Dt	05/24/2005	***Mileage***	0	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44433	BONHAM CHRYSLER			
Dealer Address	1522 W SAM RAYBURN DRIVE				
Dealer City	BONHAM	***Dealer State***	TX	***Dealer Zip***	75418

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	BECKVILLE TX[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Broken/Cracked - Default	Customer disappointed with prior engine performance.
Product - Suspension - Unknown - Worn - Unknown	Customer disappointed with prior suspension performance.
Corporate - No Longer Own Vehicle - Default - Default - Default	
Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2005 Dodge 3500 5.9 diesel engine
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I bought an 05 dodge diesel 3500 4x4 in Bonham, TX in about 06 or 07. When I bought it, it had a straight exhaust pipe with no catalytic converter or muffler that I specified I wanted fixed. Also, the flatbed was barely welded on. I live over 100 miles away from this dealership & when it was delivered to me, the problem wasn t fixed. Then I made an agreement with them to take it to a local shop have it fixed and they would
reimburse me. They only partially reimbursed me. Soon after this issue, the truck would not crank easily. After holding the key in the on position
and trying to crank it, it would still take several tries to get it to crank. I took it to Jack O Diamonds in Longview (no longer in business) and paid $100 to get it 'fixed.' Didn t improve the situation. I took it back to Jack O Diamonds because something in the 6 speed transmission area
was banging when you disengaged the clutch. They replaced the transfer case with another $100 fee. It still made the banging noise. My next problem came about when the steering arm popped out while I was exiting a major road. I almost ran over a car at a red light and a pole and had to drive straight into a parking lot across from the exit, as I couldn t steer
my truck. I was pulling a 16 foot trailer with a 4000lb glycol tower on it
and had just been going about 65 mph. before exiting. Luckily no one was hurt or killed. I had to have the truck towed to a repair shop to have the

steering arm replaced. Since Jack O Diamonds wasn t available anymore, the
nearest dodge dealership was in Marshall, and they said I would have to
have it towed to them at my expense. With it being a 1 ton and Marshall
being over 20 miles away, it wasn t something I could afford. I had it
towed directly across the highway from where it originally broke down and
had it fixed there. My mom, at the time, had a similar truck, which was an
05 dodge diesel 4x4, but single wheel. She received a recall notice for
this steering arm problem about a week after my steering arm popped out,
but I never received a notice. I called the Chrysler corporation to get it
reimbursed (since it WAS a recall issue) but I just got the run-around. So
basically, I paid for a recall issue all on my own. Not too long after
that, the engine started missing and using large amounts of oil like it had
blow-by and was puffing white smoke, this at about 75,000 miles. I took it
to the dealership in Marshall to have it looked at and they called me back
and said it needed a new $13,000 engine. I asked them what was wrong with
it and they said that the K&N air filter was letting sand in the engine and
had ruined the engine. On the box of the K&N air filter, it said 'OEM
replacement, will not void warranty.' It was a new air filter with less
than 10,000 miles on it. I called K&N, and they told me to take pictures
of the turbo and the cylinder walls of the block. I explained to K&N that
the dealership would not tear the engine down until I paid the $13,000,
because they weren t covering the problem under the extended warranty that
I was paying extra money for, but they needed proof. So I was kind of
stuck and didn t know what to do. I couldn t send pictures to K&N, and the
dealership wouldn t work on my truck without money that I definitely didn t
have, seeing as at that point we were in the middle of a recession. I had
to let the truck go back and I surrendered it to the dealership. It also
had a fuel related problem, that potentially washed the cylinder walls out
and created the blow-by. I am a STICKLER for vehicle maintenance and
always always always changed the oil and maintained my vehicle. When I
purchased the truck, there was not a power programmer on the truck and I
did not put a programmer on the truck, just so you know. I had a friend
that had a truck identical to mine, and had to replace the engine two
different times for the EXACT SAME PROBLEM. I had several other friends
with the same truck, same story, same problem. 2005 must ve been a bad
year for diesel trucks, because the 5.9 dodge diesel engine and 6.0 ford
diesel engine barely would make it to 100,000 miles without blowing up.
Now I have this debt hanging over my head with Citibank (the truck
financier) who has a lien on my home because my extended warranty didn t
warranty anything and the dealership just wanted money, not to help me
resolve the problem. No one wanted to fix, everyone just wanted to point
fingers and give excuses and I m stuck with all the bills. I recently
scrapped my 95 ford powerstroke with a perfectly good 7.3 diesel engine
that I had just spent $1400 to fix front end problems, and it would still
go into an uncontrollable deathwobble. The truck was too dangerous to
sell to an individual, because of the deathwobble, but the engine, with 2x
the miles of the dodge engine, was in perfect running condition. Im
telling you this because you may think that I can t maintain a vehicle, but
that is incorrect. I don t think I need to tell you that the 5.9 diesel
engine was a problem and frequently went out on people, especially people
here in the southern oilfield, who actually put the truck to work like it s
advertised to be able to do. Instead of fixing the problem or even
recalling it, you left the customer with the bill.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]

Thank you for contacting the Ram Assistance Center. Your email is important to us.
I am sorry to learn of the concerns raised regarding the issues experienced with your prior vehicle. I appreciate the time taken to bring this matter to our attention.
Any component can be subject to a defect, and often times, failure is an isolated incident that is not indicative of a part design problem.
Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.
Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
If at some future date, we can be of assistance to you in some other area, please let us know.
Thanks again for your email, [redacted].
Sincerely,
Jeff
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T8	9G[redacted]	***Open Date***	01/07/2014	***Built Date***	09/11/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/07/2009	***Mileage***	55,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	***Dealer State***	OK	***Dealer Zip***	74361

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALINA OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer requesting reimbursement for tie rod
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states his left tie rod broke, causing vehicle to go into ditch 2 and a half weeks before receiving letter for recall n49. Customer is requesting information on how to apply for reimbursement.
Customer states he is a mechanic and did the repair himself so he is requesting reimbursement for purchase of parts.
Customer states his computer scanner does not work so agent gave customer fax#877-768-5076 and mailing address: Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8004.
Briefly summarize what the customer is expecting:
Agent instructed customer on documents he would need to send in and told customer it would take up to 60 days to process request.
Agent gave customer CAIR# for future reference.
Reassigned to 86Y.
Status update provided [redacted]
We are waiting on your documentation concerning repairs made to your 2009 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. You may fax the documents to 877-768-5076. Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/07/2014	***Built Date***	10/08/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	07/05/2011	***Mileage***	21,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	***Dealer State***	AR	***Dealer Zip***	72908

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOKOSHE OK [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added cell phone
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	tie rod end

Briefly summarize why the Customer is contacting Chrysler: Customer has recall N49 and dealership has told Customer they cannot get parts until February. Agent called BREEDEN DODGE CHRYSLER JEEP INC., 479-646-4731.Agent spoke to SA Randy. SA Randy has ordered the part; it will take four to five days as they are coming out of Denver. Customer will be called when part comes in. Agent relayed information to Customer. Customer is happy.
N49
Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2012 model year RAM 1500/2500/3500 series Trucks.
The problem is. The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.
What your dealer will do...Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.
Briefly summarize what the customer is expecting: Customer would like recall taken care of as soon as possible.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/07/2014	***Built Date***	06/21/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	11/06/2010	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA			
Dealer Address	4320 BROADWAY ST				
Dealer City	EUREKA	***Dealer State***	CA	***Dealer Zip***	95503

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLOW CREEK CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer wants recall completed as he feels that this is dangerous
Dealer - By-Pass - Default - Default - Default	

Customer called stating that he received a recall notice and is especially concerned as he lives in rugged mountainous area and is concerned about safety.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
Customer states that the dealership has told him that he would be about 15 weeks before he could get the recall done. Customer states that this is unacceptable in light that
the left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: prefers phone contact
Who has possession of the vehicle? Owner
If a CDJ dealer has diagnosed, what is the dealer name or code? LITHIA CHRYSLER DC 45235
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
New-4
Used-0
Service contracts- 0
OOW- 1 year 2 months, and 4000 miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Writer attempted to contact Service Manager. Left message in regards to time frame on recall for customer.
Writer spoke with customer who stated that the dealer informed him the part that is needed for the recall is a restricted part. Customer stated he lives in a rugged terrain and does not want this to affect his vehicle because of the recall. Writer advised customer to call other dealers in the area to see if they can get the part in sooner and to contact us back

if he finds a dealer that will work. Writer also advised customer if we do not hear from him before hearing from LITHIA CHRYSLER JEEP DODGE, we will contact him with any updates.
Dealer (SM) Joe calls to speak with their Case Manager.
Transferred the customer to SV594 at ext 66219.
Service Manager Joe called in stating that they are out 25 weeks for the part required for the recall the vehicle needs. Service Manager stated they are limited to 1 order per week. Service Manager stated that by the end of next week they will be out 52 week, and the week after that, they will be out 3 years. Service Manager stated that they do not come close to being able to order enough parts for how many vehicles need the recall. Service Manager stated that the customer probably got put on the list when they were 15 weeks out but currently are at 25 weeks and there is nothing that he can do.
Writer contacted dealership at 707-442-3781, writer spoke with parts manager Mike, parts manager Mike states that customer would at least have to wait another 12 or15 weeks till he gets the part.
Writer contacted customer [redacted] left message.
Writer contacted customer [redacted], left message stating that parts are 12 to 15 weeks out, case will close if no response in 2 days.
writer contacted customer at [redacted]. Writer adivised customer that his case would be closing due to their CM not being able to contact them. Customer stated he went to the dealership to get parts but they advised him that they cant do anything for him because they are only taking one truck per week and to 'stand by'. Writer advised customer that the agent will note the case for the CM to call the SM to see what is going on with parts. Writer advised customer of follow up 1-24-14.
Writer contacted dealer 45235 and spoke with Willy in parts. Writer inquired about parts ETA. P Willy advised there is no ETA on the tire rod recall because the manufacture only lets gives out 1 part a week which backs up the dealership. Writer advised will note the concern and will follow up 1/31/14 for a parts ETA.
Writer contacted customer at [redacted] Writer informed customer that a CM will contact customer regarding parts information on Monday 1/27/14.
2nd attempt made to contact customer. Left message.
Writer contacted dealer 45235 and spoke to Willy in parts. Writer inquired about what number the customer is regarding tire rod part. Willy in parts advised the customer is in position 22 which means the part will be available to customer in 22 weeks because Chrysler only releases 1 part a week. Writer advised will follow up when parts become available.
Writer contacted customer at [redacted]. Writer informed customer that they are in position and that it will be a few more weeks until parts arrive. Writer advised that a CM will follow up with customer as soon as parts arrive at the dealership.
DEALER CONTACT- Writer spoke with SM Joe and understood that customer will have to wait due to 1 part a week being distributed so customer is about 4 years out. Dealer stated that this is ridiculous that Chrysler would even call him about a recall when Chrysler knows that they only give out 1 part a week.
DEALER CONTACT- Writer contacted dealership, 45235 and spoke with Parts associate Cody and was informed that customer is 27th in line and dealership has 8 that came in today. Possibly a few weeks befre customer is took care of. Writer stated that customer is supposed to be in 22nd spot but a couple of state vehicles opersting for state government had to escalate to the top of the list bumping customer down to #27. Follow up 2/12/14.
CUSTOMER CONTACT- Writer did advise customer that 8 parts came in today and that he is #27 on the list and writer will follow up 2/12/14.
Writer contacted service department and discovered that custoemr is #15 on the list currently.
Writer contaced customer and informed customer that he is #15 on list.
Writer will follow up 2/18/14.
Service department closed currently.
DEALER CONTACT- Writer was advised that customer is #19 on list currenty.
Writer will follow up 2.26
**********96W TRIAGE TEAM**********
THERE IS NO INFORMATION REGARDING PART NUMBER, UNABLE TO TRIAGE CAIR.
**********END OF TRIAGE**********
Part Number: CBUEN491AA
**********96W TRIAGE TEAM**********

****** Following Corporate Resource has been contacted ******
CBUEN491AA is a campaign part. They are restricted 1 in 7 days. It will take a couple weeks for order to be placed by dealer. Please contact dealer and advise them to submit a web request through dealer connect to force the orders. Please contact customer and let them know that at this time they do not have an order in the system yet because of the restriction and any further questions should be directed towards their SA. Only chance for customer to get part faster is to find a smaller dealer that does not have many on order to put customer closer to the top of the list. Thank you.
ASSIGN TO: CG1016- CAIR HAS AN 88 CM
**********END OF TRIAGE**********
CM to note customer would need to speak to SA in regards to campaign part. CM to reassign to DH929 to inform customer to speak to dealer in regards to part concern.
DEALER CONTACT-Writer learned that customer is #18 on the list.
CUSTOMER CONTACT-Writer advised customer that he is #18 on the list and customer was find with that
DEALER CONTACT- Writer left message with parts department.
DEALER CONTACT-Writer learned that customer is #17 on the list.
CM contacted dealer to find out what order the customer is in line. PA Louie stated that the customer is #4 on the list.
CM contacted dealer to find out what order the customer is in line. PA stated that the customer is #4 in line.
CM contacted dealer to find out what order the customer is in line. PA willy stated that the customers vehicle has been repaired.
Writer contacted customer at [redacted]. Writer inquired about recent repairs being to expectation. Customer advised the recall repairs are above his expectation and the dealership was very prompt on completing the recall. Writer advised if the customer does not have any further questions or concerns that the case will be closed. Writer advised that if the customer requires assistance in the future to contact the dealership and Dodge Customer Care. Customer agreed, understood, and verified address.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
jl1355 authorizes case to be closed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39C9	7G[redacted]	***Open Date***	01/07/2014	***Built Date***	07/17/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	11/30/2006	***Mileage***	100,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66451	SOUTH COUNTY CHRYSLER - JEEP -	DODGE		
Dealer Address	6600 CHESTNUT ST				
Dealer City	GILROY	***Dealer State***	CA	***Dealer Zip***	95020

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	SAN JOSE CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Corporate - Reimbursement - Default - Default - Default	customer is seeking a reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek a reimbursement for the N62 recall for the left outer tie rod assembly. Customer states that he has this part break and was replaced at a Toyota dealership in Lake Tahoe which used to be a Chrysler dealership. Customer states that the he received the recall notice.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent advised customer that he could mail or fax in the documentation as customer does not use email. Customer will fax in the invoice and receipt to 877-768-5076. Agent advised customer that the case will be reviewed after we receive the documents. Agent advised customer that he would need to have the left outer tie rod inspected at an authorized Chrysler dealership.
POSTMARK DATE: 010814; DATE RECEIVED: 010814
Writer acknowledges assignment.
Writer acknowledges documents are present.
Writer can see absolutely nothing on the eight pages Customer faxed in.
CUSTOMER CONTACT: Writer called R[redacted] Mrs [redacted] asked Writer to call cell [redacted]0. Writer spoke to Mr. [redacted] Mr. [redacted] was already irate. Mr. [redacted] advising he already faxed twice, and he requested communication in writing. Mr. [redacted] provided his email [redacted]
Status update provided via email to the following email address: [redacted]
January 16, 2014
Dear Mr. [redacted]
The documents we received today are blank. I do not have anything to review or make consideration of. I wanted to let you know that the N62 recall involves Chrysler looking for 'replacement ' service parts, not the factory original equipment having repairs. Your case # is [redacted] I do not have a direct extension. Fax # is 877 768 5076. US Customer

Assistance is 800 992 1997.
Regards,
Charlene
Customer Service Representative
End of Status Update
No response from Customer.
No clear documents.
no documents.
No additional documents.
No additional documents.
No additional documents.
Can I get a bypass, no response/additional documents from Customer.
POSTMARK DATE: 021014; DATE RECEIVED: 021014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A9	8G[redacted]	***Open Date***	01/07/2014	***Built Date***	02/08/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/23/2008	***Mileage***	0	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE
Dealer Address	2929 SOUTH MAIN STREET		
Dealer City	BOUNTIFUL	***Dealer State*** UT	***Dealer Zip*** 84010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONTROSE CO [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	recall reimbursement
Corporate - CNA Change - Default - Default - Default	used car sale

Briefly summarize why the customer is contacting Chrysler: The customer is calling seeking recall reimbursement for the N62. Customer states the tie rod end broke a couple weeks ago and the customer repaired the tie rod himself. Customer states he used mopar parts on the repair. Agent stated AC ID 17420 and listed the mailing address for the customer. Customer understood.
Briefly summarize what the customer is expecting: The customer is expecting recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C9	5G[redacted]	***Open Date***	01/07/2014	***Built Date***	12/13/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	02/24/2005	***Mileage***	156,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43109	BATESVILLE CHRYSLER-DODGE-JEEP, IN		C	
Dealer Address	1320 STATE ROUTE 46 EAST				
Dealer City	BATESVILLE		***Dealer State***	IN	***Dealer Zip*** 47006

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DILLSBORO IN [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer requesting cost assistance
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting recall information for N62
Product - Engine - Oiling System / Pan / Pump - Other - Default	Customer states oil pan is rusted
Corporate - CNA Change - Default - Default - Default	Writer updated customers primary telephone number and address

Briefly summarize why the customer is contacting Chrysler: Customer states that he has an issue with the rust through of his oil pan. Customer would like to know if there is any assistance that could be provided. Customer states the vehicle has not been to a dealership for diagnosis. Writer advised that after further research and exhausting all resources, we would be unable to assist on the cost of repairs to the oil pan due to the age/mileage of the vehicle. Customer advised he is disappointed. Customer would like information regarding the recall letter he received. Writer advised that he does have an open recall N62 for the Left Outer Tie Rod Assembly, where as a Mopar service parts steering linkage may have been installed on some vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Writer advised that he would need to take the vehicle to a dealership to have an inspection performed and that the initial steering linkage inspection process can be done by write-up personnel in the write-up area. Writer advised that vehicles found with original style steering linkage can be immediately returned to the customer. Writer advised customer that any recalls issued on his vehicle by chrysler is covered at no cost to the customer. Customer advised he will take his vehicle into the dealership for the repairs.
Briefly summarize what the customer is expecting: Cost assistance on oil pan
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer called in for cost assistance.
Agent advised customer of lines 25-29.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/07/2014	***Built Date***	09/21/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/06/2006	***Mileage***	40,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43949	KEN'S CHRYSLER DODGE JEEP			
Dealer Address	864 U S HIGHWAY 19				
Dealer City	LEBANON	***Dealer State***	VA	***Dealer Zip***	24266

Owner	RO[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ABINGDON VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement on recall N62.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she received notice of recall N62. Customer states she had repair to left tie rod completed in 10-13. Customer states she would like information on reimbursement process.
Briefly summarize what the customer is expecting: Customer seeking information on recall.
Agent advised customer of reimbursement process AC# 17420. Agent advised customer to contact dealer to schedule an inspection to have recall completed.
Reassigned 86Y
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 09/25/2009 COMPLETE.
Writer located in claims this was an inspection with no parts replaced.
******
Customer will have to send in two repair invoices, one showing a first repair to replace the linkage and the other for the tie rod repair.
Writer will contact the customer to advised the cair will be closed in two days as the documents have not arrived.
******

Writer will call [redacted]
Writer left a message this call is for [redacted]
from Debbie of Chrysler in regards to the 2006 DODGE RAM. Writer advised the documents have not arrived the cair will be closed in two days.
Writer advised the cair will be re opened for review should the documents arrive. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******

Writer will reassign to the TL for the addition of a survey by pass as no documents have arrived the customer has not responded.
******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/07/2014	***Built Date***	01/17/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/28/2011	***Mileage***	27,984	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66771	GENE STEFFY CHRY-PLYM-DODGE-JEEP			
Dealer Address	2545 EAST 23RD AVENUE SOUTH				
Dealer City	FREMONT	***Dealer State***	NE	***Dealer Zip***	68025

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PERSIA IA[redacted]	***Country***	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	SA verified the ECM was replaced
Corporate - E-Reimbursement - Default - Default - Default	Towing required
Corporate - Reimbursement - Status Request - Default - Default	towing reimbursement
Dealer - Unknown - Unknown - Towing Required - Default	

See previous Cair # [redacted] Customer has faxed invoice and proof of payment. Customer is asking for reimbursement for Wings repair and towing $577.80 and RSA $59.92.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:declined
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66771
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Srvc dealer: 66771
Ownership: Original Owner
NEW: 5
Currently owns: 4
Service Contract: 5 YEARS / 100,000 MILES - $100 DEDUCTIBL
In Warranty
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]1 Voicemail (VM). Went to VM but VM full left call back#
Writer called Dealer 66771 Spoke with SA Rick. SA state replaced ECM on 10/14-11/04. SA stated resaon for visit vehicle will not turn off unless the key was removed. SA stated the repair was done under warranty and the customer was not charged anything. SA verified the mileage at the time of 27984 miles. SA stated customer would have to pay for tow but no charges on RO for towing charges.
Customer calls to speak with their Case Manager.
Transferred the customer to AM1676 at ext 66238.
Customer was transferred to AM1676; Customer stated that he is unhappy because of the length of time it is taking to get things done. Customer stated that his expectation is to get the towing reimbursed to him.
Writer stated that case[redacted] only has the towing information and that

to consider reimbursing the customer that a proof of payment is still needed. Customer stated that he faxed over that information way back. Writer stated that the documentation was not received. Writer verified fax number with customer and stated that the proof of payment needs to have the customer s name and the payment amount. Customer stated that he will try to find the credit card statement to fax in the documents.
CUSTOMER PREFERENCE: Cal[redacted] between 7am-4pm Central time. Call [redacted] after 4pm Central time.
NOTES: Waiting for proof of payment for the towing.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-09 @ 14:28
***** Customer Document Received *****
Customer Document Reviewed.
Writer received a voice message from customer Mr [redacted] dated 1/6/14 2:06 pm requesting a call back at work [redacted] extension [redacted] Customer states the documents were faxed it 3 weeks ago, but has not received reimbursement. (SC1379 has already attempted to contact customer on 01/08/2014 1:40:55 PM).
[redacted] called requesting to speak to CM SC1379 . Writer warm transferred customer to CM for further handling.
Writer recieved call from customer. Customer states faxed in proof of payment. Writer advised will take 24hr, but writer will contact the towing companies and gather proof through towing company via phone. Writer advised will follow up with customer once process is complete.
Writer called RJ s towing @ 402-344-2302 Spoke Artema referring to Ticket# 25573. Artema stated customer paid $59.92 [redacted] ending in *[redacted] Artema states the customer still balance in responsible to the customer s motor club of $241.82. Agero> Cross Counrty Automotive
Writer called @ 712307-6300 Wings Towing spoke with Stacey . Stacey verified the customer paid $577.80 via check.
Writer called Customer @ [redacted] Left VM Writer informed customer writer needs more information from the customer regarding to why the vehicle was towed so far. Writer requesting return call to ext: 66293
Caller Mr Juhl requesting to speak with Case Manager.
transferred to nic SC1379
Writer received a call from Customer stating the vehicle broke down while customer was driving vehicle on business. Customer stated the reason for the distance of tow was while the vehicle was out of town the vehicle and the customer stated the customer had the vehicle towed to the dealership the customer originally had repairs done at do to the dealership knew the history of vehicle. Writer stated would need case revised again and will return the customers call.
Writer called customer @[redacted] Customer stated the vehicle broke down in Nebraska, NE. Customer states the customer was picked up and when tow company arrived the vehicle started and the tow company towed vehicle to customers residence. Customer states the next day the vehicle would not start, and had the vehicle towed to dealership. Customer is stating customer exspecting a reimbursement in full. Writer reseach the distance from Nebraska, NE to Persia, IA customer s residence 280 miles and the distance from customer s residence to dealership was 185 miles
Writer called Customer @[redacted] Writer informed the customer the reimbursement will be for the tow from Nebrska, NE to Persia, IA and not the tow to Fremont do to the vehicle was not taken to the dealership. Customer states will accept the offer but does not feel appreciated for how loyal the customer has been. Writer advised the check will take 7-10 days to get to customer. Writer verified the address and customer s name.Writer advised the case will be closed once the check is sent out.
What has the customer requested? Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
N/a
Enter the Mileage at the time of the repair. 27974 miles
Enter the Date when the repairs were completed. 11/01/2013
What is the total cost of the Parts to be reimbursed? N/A
What is the total cost of the Labor to be reimbursed? $540 in towing fees
What is the total tax to be reimbursed? $37.80
What is the total amount being reimbursed? $577.80
Check has been approved.
Writer called Customer @ [redacted] Left Message
Writer called Customer @ [redacted] Left Message Writer advised needs

to verify details before check is sent
Writer called customer @ [redacted] Writer informed customer the reconsideration of the reimbursement of both the tows $577.80 plus the $59.92 a total of $637.72 and it will take 7-10 days to get to customer once check is created the case will be closed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement of $59.92 remaining balance
If this is a Recall or Extended Warranty, enter the campaign number.
N/A
If this is for a previously made goodwill decision, what is that CAIR #?
CAIR#[redacted]
Enter the Mileage at the time of the repair.
27974 miles
Enter the Date when the repairs were completed.
11/01/2013
What is the total cost of the Parts to be reimbursed?
N/A
What is the total cost of the Labor to be reimbursed?
$59.92
What is the total Tax to be reimbursed?
N/A
What is the total amount being reimbursed?
$59.92
****End structured narrative T2 - eReimbursement
Need to update check in hpims.
Mr. [redacted] states he just tried to call CM SC1379 and the call was immediately disconnected. Customer upset by this (customer s perception is that the CM hung up on customer), and upset about the situation in general. Writer assured customer that the CM is trying to assist customer, and it would not have been an intentional 'hang up.' Customer agreed to speak with SC1379 if available, or a supervisor if CM is not available. Customer calling to find out the status of the second reimbursement check (about $59). Writer warm-transferred customer to CM SC1379 for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A4	7J[redacted]	***Open Date***	01/07/2014	***Built Date***	03/19/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	05/26/2007	***Mileage***	220,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23867	ANCIRA MOTOR COMPANY			
Dealer Address	10807 IH 10 W				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78230

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer states that last year he had to replace his tie rod as it had broke. Customer states that he had tried to get a reimbursement for it but it was denied. Customer seeking to know if because there is a recall out for the tie rod know if he would be able to get a reimbursement now for it.
Briefly summarize what the customer is expecting: To know if he can get a reimbursement for the tie rod he can to replace last year.
Agent advised that he can submit the information regarding the part that was replaced for a possible reimbursement. Agent provided customer with the mailing address as per answer ID 17420.
Customer called to follow up on the case. Customer stated he sent the documentation certified mail and receive a notification the package was signed for in Auburn hills on 01/16/2014. Agent advised the documents have not been attached to the file as of yet. Agent advised to allow a couple more days. Agent confirmed the customers contact information on file was correct and advised ounce a decision was made someone would contact him.
Customer is very irate that he has not received reimbursement yet. Agent advised customer that the reimbursement process does take time. Customer became outrage and demanded to know whether or not he was receiving reimbursement. Agent advised customer that this is a corporate decision and not a decision that this agent can make. Customer demanded to speak to a supervisor immediately. Agent advised caller that agent can arrange for a supervisor to call him in one business day. Customer wants it made very clear that when the supervisor calls him back he wants to hear a YES or a NO, not that they will look into it, or he will contact his lawyer.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number[redacted]
Reason for request: Customer wants a yes or no that he is going to be reimbursed
CAIR assigned to: (NC603)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE

*** Supervisor Callback ***
Supervisor called customer and received no answer at [redacted]
Customer called back in about the supervisor call back. Agent transferred to TL NC603.
*** Supervisor takeover ***
Supervisor spoke with custmoer in regards to what occurred in November 2012. Customer stated he an incident where the tie rods broke and he requested reimbursement, but was declined. Customer states that we should reimburse the customer now due to the N62 recall. Supervisor advised customer it will be declined as the repair that was done to your vehicle was for factory parts and not mopar parts that had previously been replaced at a dealership. Customer stated he will seek his attorney to sort this out.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - Legal
POSTMARK DATE: 011014; DATE RECEIVED: 011614
Confirm name and address matches COIN & HPIMS:
Any open recalls:
Name of person writing in:
Does customer have an e-mail address:
Concern:
Reviewed previous files:Yes, Two related CAIRs [redacted]
January 30, 2014
[redacted]
San Antonio, TX, [redacted]
Reference [redacted]
Dear Mr. [redacted]
We have received your letter and fully appreciate the concerns you have raised regarding your (YEAR/MAKE/MODEL). After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Rob
Chrysler Case Manager
****
Disregard lines 58 - 72
****
January 30, 2014
[redacted]
San Antonio, TX, [redacted]
Reference [redacted]
Dear Mr. [redacted]
We have received your letter and fully appreciate the concerns you have raised regarding your 2007 DODGE RAM LARAMIE 4X4 2500 QUAD CAB PICKUP. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Rob
Chrysler Case Manager

Letter sent 2/17/14. _

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	01/07/2014	***Built Date***	08/12/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/21/2004	***Mileage***	92,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	PLATTSBURGH NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notification and he had the entire front end replaced about a year ago.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for recall repair parts. Writer provided customer with Fax number and documents that he needs to submit for possible recall reimbursement.
POSTMARK DATE: 010814; DATE RECEIVED: 010814
Writer acknowledges assignment, and documents are present.
Vehicle had L16 inspected 03/12/2012,no parts so vehicle must have had factory original equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing in: [redacted]
Does customer have an e-mail address: no email
Concern:reimbursement for front end work(N62)
Reviewed previous files:yes
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering

linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
**
Caller [redacted] returning call from CW653.
Agent informed caller lines 41-47 above. Caller requesting call back from CW653 at 518 562 1801.
CUSTOMER CONTACT: Writer called [redacted]01. Writer reiterated that it is replacement parts that Chrysler is looking for, not factory orignal equipment, Writer cannot reimburse for initial repair. Customer is upset but he understands. Customer is upset parts were not available when needed and he has replaced sterring box three times. decision stands. Writer is closing case, Customer has been advised.
POSTMARK DATE: 021014; DATE RECEIVED: 021014
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041514; DATE RECEIVED: 041514

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D2	7J[redacted]	***Open Date***	01/07/2014	***Built Date***	04/12/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/25/2007	***Mileage***	102,061	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	SAINT GEORGE UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer received the recall notice in the mail and states she has this repaired out of pocket and is seeking reimbursement. Customer inquiring if there is an option to email information for reimbursement. CAC advised customer of the documentation request link and customer would like to send in information.
Briefly summarize what the customer is expecting: seeking recall reimbursement
****** Below Customer Contacted for Documentation Request ******
[redacted]
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be attached and completed showing the center tie rod end had been replaced.
Writer will wait for the document to arrive.
******
Writer did not locate documents at this time.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Status update provided via email to the following email address:
[redacted]
Hello
This message is for[redacted] from Debbie of Chrysler I have been

waiting for documents to arrive for a repair completed on the 2007 Ram. I will be closing the file in two days, should the documents arrive after that time frame the file will be re opened for review. My contact information 855-675-9291, extension 4718492 and refer to file number [redacted]
Thank You
End of Status Update
******
Writer received a voice message dated January 23, 2014 @ 12:10 pm from the customer s wife advising the paper work had been sent two weeks ago. Customer s wife provided [redacted] as the contact number.
******
Writer located the H46 recall in claims showing no parts replaced only labor.
******
Writer will call [redacted]
Writer left a message this is a return call from Debbie of Chrysler.
Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******
Writer received a voice message from the customer dated January 24, 2014 @ 3:08 pm leaving [redacted] as the contact number.
******
Writer will cal[redacted].
Writer spoke with [redacted] who stated she called in and she has the invoices and had spoken with someone and a link was to be sent for email the link was not received. Mindy stated she mailed the information. Mindy stated the facility who had the invoice could not email them to her so she went and got the invoice and mailed them.
Mindy stated the person who had the vehicle had every thing changed according to the dealership and they replaced the tie rods and ball joints. Customer s wife stated they are on the waiting list at the dealership. Writer advised the customer to remain on the list they will inspect the vehicle to see if the connection at the tie rod. Writer advised the cair will be closed temporarily, once the documents come in they will be reviewed and someone will make contact.
******
**********CLOSED**********
POSTMARK DATE: 011314; DATE RECEIVED: 012114
Documents attached for review.
******
Writer verified the customer s information to match coin and envelope.
******
Customer sent in two stamped paid invoices.
Invoice - 9650 - 8/21/13 - 117734 Miles - tie rod at pitman, right outer tie rod
Invoice - 10497 - 11/7/13 - 119970 Miles - upper and lower ball joints
******
Writer will contact the customer to advise reimbursement will not be provided as no invoice had been sent showing the replacement of the steering linkage the N62 is a Mopar recall for a replacement part and not on the original equipment.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is fo[redacted] from Debbie of Chrysler I have received the invoices for the 2007 Dodge Ram and would like to speak with you. My contact information 855-675-9291, extension 4718492 refer to file number [redacted].
Thank you and have a great day!
End of Status Update
******
Writer received a call from the customer. Writer advised the invoices have been received. Writer advised the recall attached to this vehicle is for a replacement part by Mopar and not the original equipment. Customer stated the vehicle was purchased used and does not know if there had been a previous repair, customer asked if the vehicle can be taken to the dealership. Writer advised the customer the dealership will inspect the connection at the tie rod and replace the part if necessary the customer will not be charged.

Customer stated she understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C5	5G[redacted]	***Open Date***	01/07/2014	***Built Date***	02/10/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	03/14/2005	***Mileage***	53,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HERRIMAN UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	advised of the recall
Recall - H46: STEERING LINKAGE - Reimbursement	customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: customer states that hey paid for his recall back in march and that he is seeking reimbursement.
Briefly summarize what the customer is expecting: customer is expecting reimbursement.
Writer advised that the recall shows completed and the claim was submitted.
Customer states that he has documentation showing that he paid over $700 for the recall related repairs.
Writer advised the customer to send the documentation in for further review.
Writer advised that the reimbursement department will advise the customer if reimbursement is possible once fully reviewed.
Writer advised of active recall.
Reassigned to 86y
Briefly summarize why the customer is contacting Chrysler:Customer called in stating they would like to be reimbursed for the N62 recall. Customer stated he completed the recall early 2013 and would like to be reimbursed for the cost.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for recall N62
Agent advised customer to send in all applicable information in via the documentation request. Agent advised customer of documentation needed to submit for possible reimbursement.
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern

The requested action
Original Repair Order and original proof of payment*
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-07 @ 20:07
***** Customer Document Received *****
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts. On March 1, 2013 the customer had the vehicle updated with updated kit. The replacement parts are Mopar and are the parts now under recall.
Agent is researching and will seek TL advise
Agent contacted the dealer 08011 @ 12:02 PM @ 801-553-5900 and left a voice message for SA Trevor.
Agent contacted the customer @ 1:26 PM @[redacted] and spoke to his wife [redacted] and agent explained the reason for denial and the customer understood. Agent suggested that the customer take the vehicle to a CJD dealer for inspection and possible replacement of the parts currently on the vehicle
Customer calling for update as to why his claim was denied. Agent stated to customer that the claim he submitted was not a replacement part but the orginal manufactured part.
Agent stated that this recall N62 is in regards to a mopar part that was already used as a replacement part.
Agent read the recall letter
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Models IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service.
Customer understood once he heard the statement.
Agent stated to customer that he would have to have the vehicle inspected as the part that the dealership used in the repair may be the incorrect part and this is what the recall repair relates too.
Customer understood and stated his dealership gave him the wrong information and he will contact the dealership,.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1 6[redacted]	***Open Date***	01/08/2014	***Built Date***	10/20/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/11/2006	***Mileage***	84,819	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42674	NICHOLS DODGE INC			
Dealer Address	988 PLANTATION RD				
Dealer City	BURLINGTON	***Dealer State***	NC	***Dealer Zip***	27216

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ENTERPRISE AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment, and that there are not any documents present.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
H46 recall completed 11/11/2009 - no parts, inspection only, must have been factory original equipment.
No documents.
No documents.
No documents.

No documents.
Writer missed that there were documents present. Customer had steering linkage upgraded at dealer NICHOLS DODGE CHRYSLER JEEP, 24/11/2012, 84,819 miles(death wobble).
CUSTOMER CONTACT: Writer called [redacted]. Writer asked Customer if he ever had any other suspension repair on the vehicle. Customer stated he had not. Writer confirmed that the vehicle was inspected in 11/11/2009 and it was returned to Customer, no parts were replaced. Writer advised the N62 is similar where Chrysler is looking for replacement parts. Writer advised we CANNOT reimburse for his upgrade, but now that the vehicle has replacement parts, we need the Customer to take the vehicle to any CDJR Dealer and have it inspected, if replacement parts are required, Chrysler will provide and install those and realign Customers vehicle complimentary. Customer understands and accepts.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	7G[redacted]	***Open Date***	01/08/2014	***Built Date***	11/22/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/09/2007	***Mileage***	73,217	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MARSTONS MILLS MA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeking reimbursement
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for a recall repair
Reviewed previous files: Yes, no concerns
******
Writer verified the customer s information to match coin, letter and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in repair invoice and two checks.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located mileage:Last Repair 09/18/2012 @ 73217 M
Mileage at the time of repair: none specified.
******
Writer located the H46 recall is attached and completed showing no parts replaced an inspection only.
Writer located information for the N62 recall:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer will contact the customer to advise reimbursement will not be provided for the repair completed unless a previous repair invoice can be sent showing the linkage had been replaced prior to this repair.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a request for reimbursement for a repair completed on the 2007 Ram. I

would like to speak to about this repair. My contact information
855-675-9291 extension 4718492 please refer to file number [redacted]
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a
request for reimbursement for a repair completed on the 2007 Ram. I
would like to speak to about this repair. My contact information
855-675-9291 extension 4718492 please refer to file number [redacted].
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a
request for reimbursement for a repair completed on the 2007 Ram. I
would like to speak to about this repair. My contact information
855-675-9291 extension 4718492 please refer to file number [redacted]
Thank You
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as
the customer has not responded.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/08/2014	***Built Date***	10/30/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	01/31/2010	***Mileage***	45,495	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OZARK AR 7[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	all 4 ball joints replaced

POSTMARK DATE: 122413; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49.
Name of person writing in:[redacted]
Does customer have an e-mail address: No
Concern: Customer requesting reimbursment for Recall N49 (tie rod) , but sent in invoice for ball joints.
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: N49
Name of person writing in:[redacted]
Does customer have an e-mail address: none provided
Concern:reimbursement for recall
Reviewed previous files:yes
Writer has reviewed document and it advises that all four ball joints are replaced.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to [redacted] jotted the US CAC and Case # for husband to call back.
***AGENTS - Customer has submitted ball joint repair for N49 tie rod recall, no match, Chrysler cannot reimburse, request must be declined. Please advise the Customer to take his vehicle to any CDJR Dealer and have the tie rods inspected and replaced complimentary of Chrysler.
Customer called in seeking why Chrysler called.
Agent advised customer of lines 37-40.

Customer understood, Customer stated he felt the ball joints worn prematurely and thought it was connected.
Customer going to dealership to complete recall.
Writer is closing case, Customer has contacted directly and has been properly advised.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	11/29/2007
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4		
In Service Dt	02/09/2008	***Mileage***	98,471	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68246	VALLEY CHRYSLER PLYMOUTH DODGE		JEEP EAGLE	
Dealer Address	3115 E MAIN				
Dealer City	RUSSELLVILLE	***Dealer State***	AR	***Dealer Zip***	72802

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLARKSVILLE AR 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N62 Recall
Reviewed Previous files: Yes, No concerns.
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a stamped paid invoice.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 05/28/2009 COMPLETE.
Writer searched claims the H46 shows an inspection with no parts replaced.
******
Invoice - 104030 - 07/06/12 - 98471 M - pitman arm, steering damper, steering and track bar
******

Writer will contact the customer to advise reimbursement will not be provided for the repair completed unless an invoice can be sent showing a first repair to replace the steering linkage.
******
Writer will call [redacted]
Writer spoke with [redacted] advising the information has been reviewed. Writer asked if the customer had a repair prior to this one. Customer stated no this was the first repair. Writer advised the recall is for a replacement part that may have been installed on the vehicle, this vehicle may now have that part the dealership will replace the part for the customer. Writer advised reimbursement will not be provided for this repair.
Customer stated he understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	6G[redacted]	***Open Date***	01/08/2014	***Built Date***	03/21/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	07/29/2006	***Mileage***	118,141	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	1[redacted]	***Home Phone***	[redacted]
	TIJERAS NM[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Steering - Unknown - Other - Default	steering damper arm and nut

POSTMARK DATE: 122113; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Reimbursement request for N62 Recall.
Reviewed Previous files: Yes, no concerns.
******
Writer verified the customer s information to match coin, letter and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall.
Customer stated in the letter sent he purchased the parts and installed them himself.
Customer sent in a part invoice with no proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached to this vehicle - H46 STEERING LINKAGE SAFETY 04/27/2009 09/29/2009 COMPLETE.
Writer located in claims the H46 was an inspection with no parts replaced.
******
Invoice - 112949 - 05/23/11 - steering damper arm and nut had been purchased.
Writer will contact the customer to advised reimbursement will not be provided unless a repair invoice is sent showing a first repair.
******
Status update provided via email to the following email address:
[redacted]
Hello

This message is for Steve Williams from Debbie of Chrysler. I have received an invoice for the 2006 Ram. I would like to speak with you regarding this repair. My contact information is 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have received an invoice for the 2006 Ram. I would like to speak with you regarding this repair. My contact information is 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
Customer called in to find out if his letter had been received. Agent advised customer that it had and provided the customer with the contact information of DW690 and the case number. Agent transferred customer to CM s voice mail for further assistance.
******
Writer received a voice message from the customer dated January 21, 2014 @ 11:24 am leaving [redacted] as the contact number.
******
Writer will call [redacted]
Writer received an ambulance type sound.
******
Writer received a call from the customer who stated at the time of this repair there were no recalls. Customer stated he installed the parts himself.
Writer advised the recall attached to this vehicle is for a replacement part. Writer advised it is not on the original equipment. Writer asked if the customer had a prior repair. Customer stated no.
Writer advised there would have to be two repairs. Writer apologized reimbursement will not be provided for this repair. Customer stated he understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	08/02/2007	
Model Year	2008	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/31/2007	***Mileage***	55,704	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ANACORTES WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
******
Writer verified the customer s information to match coin, recall completion notice and envelope.
******
Customer is requesting reimbursement for two repairs completed under the N62 recall.
Customer sent in repair invoices, one showing ball joints the other a tie rod end.
Customer did not send in proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H6 recall completed:H46 STEERING LINKAGE SAFETY 04/27/2009 07/20/2009 COMPLETE
Claims shows this as an inspection with no parts replaced.
******
Invoice - 17982 - 1/04/2013 - 55704 Miles - ball joints - not included in N62 recall
Invoice - 41600052460 - 05/11/13 - 58335 M - tie rod end at pitman arm - not included in the N62 recall.
******
Writer will contact the customer to advise the recall is for a replacement steering linkage an invoice is required showing the linkage had been previously replaced.
******

Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have received a repair invoice for the 2008 Ram. I would like to speak to you regarding this repair and your request for reimbursement. My contact information 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
Begin Customer Message reviewed:
Thank you for your e-mail with case number [redacted]) recieved this morning for possible reimbursement of ball joints, tie rod that I had replaced on my 2008 Dodge Ram truck in 2013.
I did leave a voice message today, Thursday, Jan 16, 2014 in regards to this e-mail requesting I contact 'Debra'. I left my contact phone numbers...cell: [redacted] as well as my home: [redacted].
Sincerely,
[redacted]
End of Reviewed Customer message
******
Writer received a voice message from the customer dated January 16, 2013 @ 12:02 pm leaving [redacted] as the contact number.
******
Writer received a voice message from the customer dated January 16th, 2013 @ 6:26 pm leaving no contact number.
******
Correction line 65 should read 2014.
Writer received a voice message from the customer dated January 17, 2014 leaving the same contact numbers.
******
Correction line 69 should read 2014.
Writer will call [redacted]
Writer left a message this is a return call for [redacted] from Debbie of Chrysler. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will cal[redacted].
Writer received no answer or answering machine in which to leave a message.
******
Writer received a call from the customer. Writer advised the repair completed on the vehicle is not included in the recall for the N62. Writer advised the recall is for a replacement part that may have been installed on the vehicle during a previous repair. Customer stated this does not include the ball joints or tie rods then.
Writer apologized reimbursement will not be provided.
Customer asked for the documents to be returned.
******
Writer will reassign to 82B as the customer has requested the documents be returned.
Answer connect ID: 19090.
1/22 Pulled original documentation mailed in and mailed back to owner as requested.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C8	7G[redacted]	***Open Date***	01/08/2014	***Built Date***	11/16/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/13/2006	***Mileage***	103,500	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43844	ROBERSON CHRYSLER DODGE JEEP, INC			
Dealer Address	2711 SOUTH SANTIAM HIGHWAY				
Dealer City	LEBANON	***Dealer State***	OR	***Dealer Zip***	97355

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FOREST GROVE OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursment request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 122413; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS:
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N62 Recall.
Reviewed Previous files: Yes, no concerns.
customer sent in 1 repair order for tie rods.
H46- was inspected.
needing more information
Agent is needing a Linkage replacement invoice. Only tie rods were replaced.
Agent will follow up with customer requesting more docs.
CUSTOMER CONTACT [redacted] Agent called and spoke to the customers wife and explained that this recall is on Mopar replacement parts not on factory components. Agent stated that she would need to see a previous invoice showing that the linkage was replace with mopar parts. Customer wife stated she will have them call agent back.
VOICEMAIL: Russ called in wishing a call back --- Jan 21- 4:57 PM
CUSTOMER CONTACT [redacted]8: Agent called and spoke to the customers wife. Customer stated he attempted to call her back a couple of times. Agent stated she knows and apologized for missing his calls. Agent explained she is in the office late tonight 8PM est time- 6pm their time. Customer stated she will have him call back.
CUSTOMER CONTACT [redacted]: Agent called the customer and spoke to his wife who confirmed that he was not there on and she forgot to give him the message the other night. Agent stated she will be here late most of the week.
CUSTOMER CONTACT [redacted]: Agent called the customer back as she seen that she missed a call from him. Agent explained the recall to him. Customer stated he didn t have MOPAR replacement parts put on his vehicle. Agent stated that the linkage would of needed to be from 2010 until that replacement. Customer stated that he didn t have that. Agent stated that she is not able to reimburse at this time. Customer understood.

Customer is calling and stating that he has recieved a recall notice in the mail for N62 LEFT OUTER TIE ROD ASSEMBLY . Customer is stating that he has already had this recall completed and he is just wanting to advise chrysler so that he does not receive any further recall notices for this .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L4	9G5[redacted]	***Open Date***	01/08/2014	***Built Date***	10/29/2008	
Model Year	2009	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	01/13/2009	***Mileage***	98,823	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	KENNEWICK WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer is seeking reimbursement for the N49 recall repair
Corporate - Reimbursement - Default - Default - Default	N49 LEFT TIE ROD

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: Customer is seeking reimbursement for the N49 recall repair
Reviewed previous files: None, no concern
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N49 recall repair.
Agent checked google.com and found that part #52122362AH, did include the left tie rod.
RECALL N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Left tie rod end on vehicle may fracture due to a misalignment condition.
Under certain driving conditions, this may lead to a weakening and eventual fracture of left tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Paid Stamp
Date of Repair: 05/21/2012
Invoice #: 218373
Labor $0.00
Parts $386.40
Misc. Charges $0.00
Tax $32.07
Total $418.47
Writer is submitting total reimbursement in the amount of $418.47
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	01/08/2014	***Built Date***	04/17/2009
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB		
In Service Dt	07/27/2009	***Mileage***	62,900	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	60134	REEDMAN TOLL AUTO WORLD			
Dealer Address	1700 E LINCOLN HWY				
Dealer City	LANGHORNE	***Dealer State***	PA	***Dealer Zip***	19047

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LANGHORNE PA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod
Corporate - Reimbursement - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 122613; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None, no concern
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N49 recall repair.
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update
Reassign to JK671- no documents.
Status update provided via email to the following email address:
[redacted]
Good Morning
I do have your documents and I have reviewed them for reimbursement. I am able to go ahead and reimburse you the work that you had done on your tie rod end.
The check will be issed today and you should receive it in 7-10 business days.
Thank-you
Jenna.
End of Status Update
Invoice
Reedman Toll
215-757-4961

278548
12/02/13
Left front outer tie rod broken
Parts: $104.00
Labor: $199.95
Tax: 6% Parts and labor - $18.24
Total: $322.19
REEDMAN TOLL AUTO WORLD 215-757-4961: Agent called the service department and spoke to Joe who confirmed the state tax is 6% parts and labor.
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: visa slip
Date of Repair: 12/02/13
Invoice #:278548
Labor $199.95
Parts $104.00
Misc. Charges $0.00
Tax $18.24
Total $322.19
Writer is submitting check for approval in the amount of $ 322.19
****
CHECK APPROVED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D7	6J[redacted]	***Open Date***	01/08/2014	***Built Date***	10/17/2005	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/07/2006	***Mileage***	118,812	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MUKILTEO WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:[redacted]
Concern:Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files:Yes, no concerns
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a repair invoice with no proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be completed: H46 STEERING LINKAGE SAFETY 04/27/2009 07/06/2009 COMPLETE
Writer located in claims the an inspection had been completed with no parts replaced.
******
Invoice - 5759 - 10/03/12 - 108784 M - ball joints, u joints and hub assembly - not included in the N62
******
Writer will contact the customer to advise reimbursement will not be provided as the repair completed is not included in the N62 recall.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have received a repair invoice for the 2006 Ram. I would like to speak to you

regarding this repair and your request for reimbursement. My contact number 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
******
Writer received a voice message from the customer dated January 16, 2013 @ 12:12 pm leaving [redacted] - cell as the contact numbers.
******
Writer will call [redacted].
Writer left a message this is a return call for [redacted] from Debbie of Chrysler. Writer supplied contact information.
******
Writer received a call from the customer. Writer advised the documentation has been received the repair completed is not part of the recall. Writer advised the recall is a Mopar part recall. Customer understood asking if the dealership can do the repair.
Writer advised the dealership will inspect where the linkage is attached to the tie rod and if the part has to be replaced the repair will be completed under the recall.
Customer stated that was fine.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	08/14/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/04/2008	***Mileage***	40,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61512	HERRNSTEIN CHRYSLER INC			
Dealer Address	133 MARIETTA ROAD				
Dealer City	CHILLICOTHE	***Dealer State***	OH	***Dealer Zip***	45601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHILLICOTHE OH [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Caller added a new phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Parts unavailable to complete the recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he called the dealership and the parts were not available to complete the recall.
Briefly summarize what the customer is expecting:
Caller wants to complete the recall.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:
Reassigned to 961
Line 15 should read:
declined e-mail address
reassigned CAIR to 96L to follow up on the N62 recall with customer, refer to dealer for recall completion and close out CAIR.
CUSTOMER CONTACT[redacted]: Agent called the customer and advised the customer that his vehicle is actually apart of the MOPAR steering linkage recall. Agent stated that his vehicle needs to be inspected to see if any MOPAR replacement parts were put on the vehicle. Customer stated he has never had any of them replaced. Agent stated that his probably just needs to be inspected. Agent stated if however his vehicle needs parts he may have to wait for them to come in. Customer thanked agent.
CLOSE LOOP AS PER DCP15

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	12/15/2010	
Model Year	2011	***Body***	DJ7X91	DODGE RAM POWERWAGON 4X4 2500 CREW CAB			
In Service Dt	04/09/2011	***Mileage***	68,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PEACHTREE CTY GA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his left tie rod broke yesterday and he needs to have his vehicle towed to the DLR today. Customer states that the DLR advised him that the part is on backorder and parts are not available for a while.
Briefly summarize what the customer is expecting: Customer wants his part expidited.
Agent advised the Customer that she will contact the DLR in regards to the part. Agent contacted DLR and spoke with PM Darwin. Agent explained that the Customers vehicle is VOR due to the tie rod breaking. Agent advised to order the parts for the Customer as priority. Agent advised that this Customer needs the part before any one else because VOR. PM understood and stated that the tie rod is available every 7 days. PM stated they will order the part. Agent avdised the Customer that the part is being ordered for him as a priority. Agent explained she cannot guarentee when the part will come in but to still tow the vehicle to the DLR. Customer thanked the Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	6G[redacted]	***Open Date***	01/08/2014	***Built Date***	07/28/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/09/2006	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68824	GILBERTS OF SAND CREEK			
Dealer Address	COUNTY ROAD I				
Dealer City	SAND CREEK	***Dealer State***	WI	***Dealer Zip***	54765

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLEAR LAKE WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer called in because his vehicles tie rod assembly broke off while driving. Customer had his vehicle towed to the dealership and it is currently there waiting on parts.
Agent advised customers parts can now be ordered. Agent contacted dealer 68824 and spoke with SM Ken. Ken stated the part has been ordered for the customer and will inform him once the part becomes available.
Agent relayed information to customer. Customer understood
Reassign SJ372 for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C6	6G[redacted]	***Open Date***	01/08/2014	***Built Date***	03/17/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/30/2006	***Mileage***	103,195	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26513	MILLER CHRYSLER JEEP DODGE OF	LEBANON
Dealer Address	145 ROUTE 120		
Dealer City	LEBANON	***Dealer State*** NH	***Dealer Zip*** 03766

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROOKFIELD VT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-08 @ 10:46
Briefly summarize why the customer is contacting Chrysler:
Customer called and stated he already paid for the left outer tie rod assembly at Foster Motors. Customer asked since there now there is the N62 recall if he can apply for reimbursement. Agent send customer a link to scan documents.
Briefly summarize what the customer is expecting:
Reimbursement for the left outer tie rod assembly.
***** Customer Document Received *****
Writer acknowledges assignment, and that there are documents present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing in:[redacted]
Does customer have an e-mail address:[redacted]
Concern:reimbursement for repair
Reviewed previous files:yes
H46 completed 05/10/2011, no parts, inspection only = factory original equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.

NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke directly with Mrs. [redacted] Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called back upset that his claim is denied and wanted an explanation as to why.
Agent provided information on lines 18-19 and 30-32. Customer feels this was misrepresented in the letter and agent advised it was under the title 'Subject' for his review. Customer remains upset and states that he will never buy our products again and Chrysler has lost a customer.
Writer is closing Case, Customer has contacted directly, and been advised properly.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	7G[redacted]	***Open Date***	01/08/2014	***Built Date***	08/16/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	12/05/2007	***Mileage***	200,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	57778	NAPLES DODGE/CHRYSLER			
Dealer Address	6381 AIRPORT PULLING ROAD				
Dealer City	NAPLES	***Dealer State***	FL	***Dealer Zip***	34109

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAPLES FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Left outer tie rod broken

Briefly summarize why the customer is contacting: Customer contacted Chrysler seeking information regarding recall related vehicle repair pertaining to the left outer tie rod breaking.
Briefly summarize what the customer is expecting: Customer expecting information regarding how to proceed with vehicle repair. Customer stated that recently while driving, the left outer tie rod broken on the vehicle. Customer stated that he contacted NAPLES DODGE CHRYSLER JEEP #57778 and they advised him that he had to cover the cost of the repair. Customer stated that he has not yet had the vehicle diagnosed, but has been speaking with SA Michael. Customer stated that he wanted to know if the repair would be covered before he towed vehicle to the dealership. Writer attempted to contact the dealership and speak with SA; however he was unavailable. Writer advised customer that she will continue to reach SA and phone him back when further information was available.
*** Customer would like to be contacted on cell: [redacted]
****
Customer called back and would like to speak with a supervisor. Agent advised it will be a 24 hour turn around time. Customer is very upset that his family could have been killed with the tie rod breaking at 75 mph and he was on the freeway. Customer states this has happened twice now and wants to know what Chrysler is going to do about it. Agent advised customer needs to have vehicle diagnosed at CDJR dealership that issue is same as recall and previous recall part. Customer does not want to pay for towing to dealership as states he knows it is the same.
Customer has requested Supervisor callback
Preferred daytime number: cell:[redacted]
Preferred evening number: cell:[redacted]
Reason for request: wants towing covered and guarantee can be repaired at no cost
CAIR assigned to: (Supervisor JE779)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer is calling and very upset that he has not received a call back from anyone yet . Agent apologized and advised the customer that a supervisor call has been put through for him but it is a 24 hour call

back for a supervisor call . Customer is not happy about his situation and having to wait for a call back . Customer is stating that he will be contacting a attorney . Customer ended call .
**********Supervisor Call**********
Writer contacted customer and the vehicle it is now at Dealer #57778 but has not been diagnosed as of yet. Advised customer that once it is diagnosed to call back if need be. Customer said he is looking at legal action. Writer attempted to empathize and customer would have
none of it. Advised that it would need to be diagnosed before any thing can be done.
Customer states he was advised by the supervisor to contact us once the vehicle was diagnosed, as he had to have it towed to the DLR yesterday because, for the 2nd time the tie rod broke, and nearly killed his family.
Customer states he was told by SA javier who states it is the same part as replaced before, and it would cost him out of pocket to replace it.
Customer wants to speak to the supervisor he spoke to yesterday.
Agent spoke to the supervisor who spoke to the customer yesterday, the supervisor told agent we cannot do anything to assist customer but to make him wait for the part. Agent then stated the customer said DLR told him it can be replaced but cost him out of pocket.
Agent was then told to advised customer to pay for it, and send in for reimbursement and if it is the same part then we will reimburse until the recall part comes in.
Agent advised customer we can reimburse him if the part is proved to be the same as the recall part, if he pays out of pocket.
Agent contacted DLR to speak to any SA who can give a diagnosis.
Agent spoke to Lexie who advised agent no SA are available to speak with, and took a message to have us contacted by SA Javier with a diagnosis of the vehicle.
Customer states he wants someone above my supervisor to contact the DLR to tell them to replace it at no cost to him and then he will be ok.
Agent advised customer we have parameters to follow, and a supervisor is the only one i can contact and they have the same authority as i have, and the request can not be met.
Customer states he will allow his lawyer he has already contacted to deal with the situation from here out.
Customer states when and if himself, or his family are injured Chrysler WILL be sued.
Customer then disconencted the call.
SA Aaron calling from DLR.
DLR states that they have diagnosed the issue.
DLR states that it is the recall issue.
Agent advised Customer that due to the part being on restriction that we would not be able to assist in any way in expediting the part.
Agent asked DLR if they could put him to the front of the list due to the issue.
DLR states that he will speak to his Parts Manager about moving him to the front of the list.
Agent called dealer 57778 and left VM for SM Kasey. Agent asked SM Kasey to call back with some folow up information about the customer s situation. Agent provided case number and call back number.
Agent called dealer 57778 and spoke to Sandy in the service department. Sandy transferred agent to the SM Kasey. Agent left a message for SM Kasey for a follow up. Agent provided case number and call back number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	7J[redacted]	***Open Date***	01/08/2014	***Built Date***	11/09/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/01/2006	***Mileage***	225,825	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45369	COWBOY CHRYSLER DODGE JEEP			
Dealer Address	1355 HIGHWAY 96 S				
Dealer City	SILSBEE	***Dealer State***	TX	***Dealer Zip***	77656

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KOUNTZE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	requesting reimbursement
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Customer called in because he has already had the left outer tie rod assembly completed twice. Once in 2011 and once in 2013. Customer took the vehicle into the dealer 45369 and dealer informed customer he has already had this completed and to call us for reimbursement.
Agent provided customer with mailing address and fax number to send in all documentation.
Reassign to 86Y
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, The number is a pager number and requests a numeric message.
CUSTOMER CONTACT ([redacted]: Agent called the customer. Customer stated he sent in the documents last week. Agent stated she will keep it open for another 2 days and then close the case. Once they do arrive the case will be re-opened and reimbursement will continue.
Reassign to JK671
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
POSTMARK DATE: 011314; DATE RECEIVED: 011614
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS
Any open recalls: No
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY repair in the amount of 728.65 and 877.35.
Reviewed previous files: Yes
Reassigned to 86Y
Please omit lines 18-26
Cowboy dodge
Date: 08/02/11
24032
Miles: 140,983
Replaced tie rod with heavy duty package.
Steering package 52122362AF- $350.00

39258
Date: 07/18/13
Miles: 210913
Left tie rod broke
68038054AD- $119.60
Towing- $137.50
Freight $29.90

Labor: $198.95
Parts: $119.60
Sublet- $137.50
GOG: 29.90
Misc: $10.00-- customer was discounted 33% on Misc- Customer $3.30
Tax: 9.5% parts only- $11.36
total: 500.61
COWBOY CHRYSLER DODGE JEEP 409-385-3796: Agent called the service department to confirm that the invoice paid in full. Agent spoke to Wanda who confirmed that the invoice was paid in full.
CUSTOMER CONTACT [redacted]: Agent called the customer who stated he was busy. Agent explained she is calling with regards to his reimbursement. Agent explained that the recall is not on the factory parts but on the part that he replaced them with. Customer understood. Agent advised the customer that reimbursement would be $500.61. Customer was happy and confirmed address. Agent stated it would arrive in 7-10 business days.
But to please allow 30 days.
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: Dealership confirmed
Date of Repair: 07/18/13
Invoice #:39258
Labor $198.95
Parts $119.60
Misc. Charges $33.20
towing $ 137.50
Tax $11.36
Total $500.61
Writer is submitting check for approval in the amount of $ 500.61
****
CHECK SUBMITTED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A3	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	09/07/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/03/2007	***Mileage***	89,343	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	***Dealer State***	WA	***Dealer Zip***	98204

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SNOHOMISH WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised owner of recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken tie rod, requesting reimbursement
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting: Customer contacted Chrysler seeking reimbursement for open recall.
Briefly summarize what the customer is expecting: Customer expecting reimbursement information. Customer stated that a year ago his right tie rod broke, causing the vehicle to go off the road. Customer stated that he now has the recall notice, and is seeking reimbursement. Writer advised customer that in order to have the repairs reimbursed, they would have had to be down on the right left; therefore reimbursement could not occur. Customer was very disappointed.
-
The part required to provide a permanent remedy for recall N620Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
Reassigned to 861, no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2EL7	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	12/14/2010	
Model Year	2011	***Body***	DJ7H62	DODGE RAM SLT 4X4 2500 REG CAB			
In Service Dt	01/07/2011	***Mileage***	39,700	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45253	SULLIVAN CHRYSLER JEEP DODGE			
Dealer Address	2406 N SECTION ST				
Dealer City	SULLIVAN	***Dealer State***	IN	***Dealer Zip***	47882

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SULLIVAN IN [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall towing reimbursement request.
Corporate - Reimbursement - Default - Default - Default	reimburse for out of pocket consequential expenses
Corporate - Consequential Expenses - Default - Default - Default	towing for recall N49
Recall - N49: LEFT TIE ROD - Reimbursement	towing reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle s tie rod end broke on December 18th and his vehicle had to be towed to his home. Then on December 19th he received a notice for the recall. Customer then had the vehicle towed to the dealership for repair but they would not cover the cost of the original tow to his home.
Briefly summarize what the customer is expecting: Reimbursement for towing the vehicle to his home. Writer advised customer he can submit his documents but there is no guarantee that we are able to reimburse for the towing. Customer understood and was satisfied.
Reassigned to 86Y.
Agent called customer at [redacted] to see if documents have been sent in yet.
Mrs BONHAM advised they were mailed in.
****
Waiting for docs.
Reassign to JK671 for survey bypass. No documents.
POSTMARK DATE: 011614; DATE RECEIVED: 011614
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer seeking reimbursement for towing the vehicle to his home, related to N49 recall repair.
Reassigned to 86Y.
RECALL N49 TIE ROD END
****
Customer submitted request for reimbursement for recall N49 TIE ROD END.
Recall applies to customer s vehicle:2011 DODGE RAM SLT 4X4 2500 REG CAB PICKUP
Customer s proof of payment is:towing invoice
Date of Repair:12/18/2013
Invoice #: 30527

Labor $0.00
Parts $0.00
Misc.$125.00 (towing)
Tax $0.00
Total $125.00
Writer is submitting check for approval in the amount of $125.00
****
Agent is reimbursing for towing charges under the N49 recall and customer has had four new vehicles.
Agent contacted the towing company @ 812-268-5879 @ 10:21 AM and spoke to the company secretary Donna who confirmed that the customer paid the invoice with a personal check #6444.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	01/08/2014	***Built Date***	08/23/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/27/2004	***Mileage***	113,509	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PRESCOTT VALLEY AZ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-08 @ 12:12
Briefly summarize why the customer is contacting Chrysler:
Customer stated that he had work completed on the front end and asked about reimbursement, agent send customer a documentation request link.
Briefly summarize what the customer is expecting:
Possible reimbursement.
***** Customer Document Received *****
Writer acknowledges assignment, and that documents are present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:H46 and N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern:suspension repair
Reviewed previous files:Yes
Writer acknowledges assignment, and that documents are present.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)

IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted].Writer reached the Customer directly. Writer advised Chrysler cannot reimburse his initial repair of factory original equipment, that what Chrysler is looking for is replacement parts. Customer was not happy, saying his truck had the death wobble, and drivability was poor. Writer apologized but we have to follow the recall outline. Writer has DECLINED to reimburse. Writer encouraged the Customer to have his vehicle inspected at any CDJR and if any parts need replaced Chrysler will do so complimentary.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	07/31/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/20/2007	***Mileage***	84,867	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GAINESVILLE VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Requesting reimbursement information.

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had already had the left tie rod replaced and wanted to know what he had to send in to get reimbursed.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement information.
Agent advised customer that he would just have to send in the bill from the repair. Customer stated that he had other repairs completed at the same time and inquired whether or not the reimbursement department would know what to reimburse him for. Agent advised customer to see if the DLR would make him a separate bill for just the tie rod repair. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	6G[redacted]	***Open Date***	01/08/2014	***Built Date***	11/07/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/13/2006	***Mileage***	120,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60302	MANN CHRYSLER, DODGE, JEEP OF		MAYSVILLE, LLC	
Dealer Address	1502 INDUSTRIAL PARK DR				
Dealer City	MAYSVILLE	***Dealer State***	KY	***Dealer Zip***	41056

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CINCINNATI OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he had his tie rods replaced already and is seeking reimbursement.
Briefly summarize what the customer is expecting: reimbursement.
Writer advised that she thinks he would just be reimbursed for the recall part however he should send in all the receipts and the case manager will be able to determine if he will be reimbursed. Writer provided the customer with the address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigning to 86Y
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 is attached and completed:H46 STEERING LINKAGE SAFETY 04/27/2009 01/19/2011 COMPLETE
Writer located in claims this was an inspection with no parts replaced.
******
Writer will wait for documents.
Writer did not locate documents.
******
Writer will contact the customer to advise the cair will be closed in two days.
Writer will call - [redacted]
Writer left a message this call is for [redacted] from Debbie of

Chrysler in regards to documents that were to be sent for a repair completed on the 2006 Ram. I will be closing the file in two days as the documents have not arrived, the file will be re opened for review when the documents are received. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Customer stated the vehicle shakes and went to the dealership who suggested the damper be replaced, so he replaced that and then replaced the drag link with tie rod ends in November. Customer stated in December the recall notice came in. Customer stated in November he had all the front end parts replaced before the recall. Customer stated it still wobbles and has 120000 miles on it. Customer stated he will replace the other two shocks to see if this will help.
Writer advised reimbursement will not be provided for the repair as no other repair had been completed this recall is for a replacement part.
Customer stated this is also known as 'death wobble'. Customer will replace two new shocks to see if this will help.
Customer stated he has replaced the items for the steering.
Writer advised the replacement part may now be on the vehicle writer will not provide reimbursement for the repair the documents do not need to be sent. Writer advised the dealership may be able to contact the technicians for assistance as to why the vehicle has a steering concern.
Customer stated it is going to the dealership on Monday and he will speak to them at that time.
Writer thanked the customer for the call.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	05/30/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	09/11/2011	***Mileage***	6,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44621	LITHIA CHRYSLER DODGE OF EUGENE			
Dealer Address	2121 MARTIN LUTHER KING JR BLVD				
Dealer City	EUGENE	***Dealer State***	OR	***Dealer Zip***	97440

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CRESWELL OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer states he is seeking part availability.
Corporate - CNA Change - Default - Default - Default	Updated coin.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling because he has received a letter for the recall n49. Customer states he is about 61 on the list. Customer is upset about this recall part availability and wants to know where the parts are coming from and if they are being manufactured. Customer wanted to speak to a supervisor. Customer states he usually buys an alternate brand and decided to try Chrysler but is not happy with his decision as Chrysler can not stand behind there recalls.
Briefly summarize what the customer is expecting: recall parts information.
Writer updated coin.
Writer advised customer that the Supervisor would not be able to provide the part any sooner than the steps taken and offered to contact an alternate DLR for availability and customer agreed.
Writer advised customer of recall as per N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM Answer ID 24054.
Writer advised customer that where parts are manufactured is not part of details that could be provided at this time.
Writer offered to contact an alternate DLR to determine if parts would be available sooner and spoke to Cottage Grove Chrysler 541-942-5551 who states they are into 65-75 on there current list.
Writer spoke to SA Bill at 44621 Dealer Name : LITHIA CHRYSLER JEEP DODGE OF who states they have ordered up to 41 orders and can no longer process any new orders but they will be ordered as per the order of the customer appointment and adjusted as needed for ones that have a broken tie rod or case by case.
Customer hung up the line while requesting him to hold to gather further information.
Customer will have to callback if needs further assistance.
Reassigned to lb546.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D0	6G[redacted]	***Open Date***	01/08/2014	***Built Date***	12/08/2005	
Model Year	2006	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/11/2006	***Mileage***	127,500	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	61820	BOB PFORTE MTRS INC			
Dealer Address	4214 WEST LAFAYETTE ST				
Dealer City	MARIANNA	***Dealer State***	FL	***Dealer Zip***	32446

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ALFORD FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	The customer replaced the parts in May.
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	replaced U joint left front
Product - Suspension - Unknown - Other - Front	replaced onion seal.
Product - Steering - Linkage - Other - Default	replaced steering linkage and dampner
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced upper ball joints.

Briefly summarize why the customer is contacting Chrysler:The customer received a recall notice.
Briefly summarize what the customer is expecting:The customer had her steering linkage replaced in May and she wanted to see if the parts she put on were good. Agent contacted the dealership to see if they could do an inspection. The dealership agreed to do the inspection. Agent let the customer know that the inspection would be done and if the parts were good nothing further needed to be done, if the parts were not good parts would have to be ordered ant the tie rods ends would have to be replaced.
POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS.
Any open recalls: Yes, N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY repair in the amount of 265.00 for parts and 140.00 labor.
Reviewed previous files: Yes
Reassigned to 86Y
Writer acknowledges assignment and that there are documents present.
H46 completed 09/14/2009, inspection only, no parts, = factory original equipment, or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)

2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Briefly summarize why the customer is contacting Chrysler: Customer states she is seeking to speak with her agent.
Briefly summarize what the customer is expecting: Customer seeks to be reimbursed for her steering linkage repairs.
Agent advised H46 was an inspection recall. Agent advised upon investigation the inspection shows no added steering parts have been installed. Agent advised the N62 recall is an inspection to verify if the recalled parts had been added after inspection.
Agent advised through investigation the recalled parts have not been added. Agent advised customer reimbursement will not be given regarding the recalled parts.
CUSTOMER CONTACT: Writer called [redacted]. Agents note a little confusing. Writer advised that Chrysler CANNOT reimburse for initial repair of original factory equipment. Writer advised that vehicle now has replacement parts on her vehicle and it should be inspected for free at any CDJR Dealer. Writer advised if any parts need to be replaced Chrysler will do so complimentary, and Chrysler will make sure her vehicle is aligned. Writer provided Case # and US CAC for contact. Writer is closing case as Agent had informed of non reimbursement.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Writer closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46L6	9G[redacted]	***Open Date***	01/08/2014	***Built Date***	01/27/2009	
Model Year	2009	***Body***	DC3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	03/05/2009	***Mileage***	35,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	52912	GLENN E THOMAS COMPANY			
Dealer Address	2100 E SPRING ST				
Dealer City	SIGNAL HILL	***Dealer State***	CA	***Dealer Zip***	90755

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IRVINE CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states vehicle is work vehicle
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states vehicles need to get recall completed.

Briefly summarize why the customer is contacting Chrysler:Customer states
that she has 5 vehicles with the N49 recall and they are work vehicles.
Customer states that the dealership she usually deals with did not have
the parts available and did not put her on a list to be notified for when
the parts come in.
Vehicles that are a part of this fleet are
9G533941
9G533940
9G533939
BG583742
and this vehicle.
Briefly summarize what the customer is expecting:Vehicles to have recall
completed.
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: not provided.
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 88I
* * * * * CASE MANAGER TEAM - District X Fleet * * * * * *
Service dealer: 52912
Ownership:
Owned:
NEW:15
Currently owns: 15
Service Contract:n/a
OOW:1 yr and 9 months
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] seperate Cummings spoke to customer. Customer has worked
with Dlr in the past due to requires lift for the trucks. Customer is
seeking assistance in getting the part asap , can schedule two trucks a

week .
Writer provided the customer with contact Information , will follow up 01/10/13 on parts.
Writer attempted to reach SM Adrian left VM Message: contact information, last 8 of the Vin advise seeking assistance with recall repair N49 will send request in email as well to adrian@getdodge.com.
Writer emailed SM Adrian: adrian@getdodge.com
Provided Vin Numbers seeking assistance with repairs please order part and provide
information of part number/order numbers to CM , customer would like to schedule two
vehicles a week.
Writer attempted to reach SM Adrian not available left VM Message: LAst 8 of the VIN contact Information for callback, seeking assistance with recall repairs N49, sent email to SM 01/10/13.
Writer attempted to reach customer left VM Message: Researching part information and appointments for vehicles will follow up 01/14/13.
Writer received email from SM Adrian:
The parts for this recall are on restriction. Unless you get them for us I wont be able to order the parts for these vehicles. We get 1 every 7 days and those will be going to customers that already have orders in.
Writer emailed SM Adrian: Please follow / Please forward the order to request to Mopar using a special fleet recall parts ordering process as outlined in the May 2013 ARO dealer Newsletter.
Writer received copy of email from SM: I ve ordered per your request, the order# is FLEET1 and the BIN location indicates CHRIS.
I show the LA PDC has stock so look for these tomorrow Email sent to DLr by Fleet GSB11.
Writer contacted the customer advised parts have been ordered we have 7 days ETA on on e part we are expediting the other , please work with SM Adrian for repairs . Customer stated she has more Trucks that probably need recall. Writer advised Recall is attached to VIN can check other Vin for the customer if needed. Customer stated she will speak to SM Adrian.
Writer asked if case can close or we can leave open for two days just in case customer request more VIN to be checked. Customer Agreed if no contact back case will close 01/16/13.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer received call form the customer , customer stated has not heard form Dlr has made several attempts to contact SM. Two more Vins to be added for the part request 7G[redacted]/7G[redacted]. Writer advised the parts have been ordered received email from GSB11 . Writer will contact SM and GSB11.
Writer emailed SM for information.
adrian@getdodge.com

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	7J[redacted]	***Open Date***	01/08/2014	***Built Date***	11/08/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/30/2007	***Mileage***	135,253	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68993	ALL AMERICAN CHRY-JEEP-DODGE OF	ODESSA		
Dealer Address	2510 EAST 8TH STREET				
Dealer City	ODESSA	***Dealer State***	TX	***Dealer Zip***	79761

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	EDINBURG TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer contacting in about a recall notice he received in the mail. Customer states he had already had the repair done a few months ago.
Briefly summarize what the customer is expecting: Customer seeking reimbursement. Agent advised customer of mailing information to submit for the possibility of reimbursement as in AC ID 17420. Agent advised of information required for reimbursement consideration as outlined in the AC document. Customer thanked and disconnected.
AS per AC ID 21597 reassigning to 86Y
Status update provided via email to the following email address:
[redacted]
Good Morning,
My name is Jenna your case manager. I have reviewed your case for your request for reimbursement for N62. As it states on the letter N62 is on MOPAR replacement Parts.
I will need to see an invoice showing that you had the steering linkage replaced with MOPAR replacement parts then a second invoice showing the tie rods was replaced.
If you could send in both invoices so the reimbursement process can continue. If you wish to discuss the recall further to please contact me directly at 855-675-9291 ext 4718558.
If the documents do not arrive in the next 2 days the case will be temporarily be closed until the documents arrive. Once the documents do arrive the case will be re-opened and the reimbursement request will continue.
Thank-you
Jenna
End of Status Update
by pass added.
POSTMARK DATE: 010914; DATE RECEIVED: 011514
Documents attached for review.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer sent in an invoice showing that he had the center link, the drag

link and the tie rod replaced with Moog Parts.
customer only sent in 1 invoice.
H46- Open. Incomplete.
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, no answer left message.
VOICEMAIL: Customer called back wishing to be called back--- Jan 29th.
CUSTOMER CONTACT [redacted]:Agent called and left message wishing to be called back.
CUSTOMER CONTACT [redacted]: Agent called the customer, no answer left message wishing to be called back.
VOICEMAIL: Customer called back stating that he works all day. Customer wished to be called back -- Feb 5 9:06 PM
CUSTOMER CONTACT [redacted]: Agent called left message asking when would be a good time to call him, if Saturdays are better or what time in the day. Agent requested a call back stated she is in the office until 7:30 Pm EST
VOICEMAIL: Customer called stating that he would like to be called back on [redacted] - feb 6 -- 4:17PM
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, Line would not ring.
CUSTOMER UPDATE: Customers wife called in and asked if there was something that she could help out with. Agent stated to the customer that the recall is on the MOPAR replacement parts not on factory parts. Agent stated that he would of had to have a linkage replaced with MOPAR parts first then a second repairs on the tie rod ends. Agent stated from what he has provided us he doesn t qualify for reimbursement. Agent strongly suggested to get to the dealership and have an inspection completed to ensure there is no defective parts on his vehicle. Customer understood.
CLOSE LOOP
Please disregard lines 63

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	11/30/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	02/09/2011	***Mileage***	58,252	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42487	ACTION AUTO			
Dealer Address	220 EAST MAIN STREET				
Dealer City	SIDNEY	***Dealer State***	MT	***Dealer Zip***	59270

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRVIEW MT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking parts for recall

Briefly summarize why the customer is contacting Chrysler: Customer states that she is very nervous about the tie rod recall because she tows an RV. Customer states that she is 5th in line at a DLR and she is out of state so she would be in a mess if it broke.
Briefly summarize what the customer is expecting: Customer seeking recall part
Agent advised because so many vehicles are affected these parts can only be ordered 1ce a week. Agent advised that this means customer should have parts in February since she is 5th. Agent advised that agent would document any concerns and if something happens to give us a call back. Customer took agent s name and case number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WT2CT2	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	05/12/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	08/30/2011	***Mileage***	40,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45347	JOHN JOHNSON DODGE, LLC			
Dealer Address	10 FANNY ROAD				
Dealer City	BOONTON	***Dealer State***	NJ	***Dealer Zip***	07005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEWTON NJ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	N49 LEFT TIE ROD
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	N49 LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called stating she went to the DLR and was advised that the part would not be available for her vehicle fo 3 months due to priority. Customer states this is unacceptable. Customer states that if something were to happen she will sue Chrysler. Customer wanted to speak to a higher source and wanted contact information for them. Customer states if she does not receive the part, that Chrysler will give her a rental vehicle.
Briefly summarize what the customer is expecting: Customer wants the part for her vehicle to be repaired.
Agent advised that she can contact the DLR and see if there is anyway that she can be put higher on the list. Agent contacted DLR and spoke with SA Jessica. SA stated that the Customer is currently number 10 on the list and they have 2 vehicles currently VOR. SA stated that if there was a way to put the Customer higher on the list she would as the Customer tows horses. Agent thanked SA. Agent advised the Customer that currently there are VOR and they ar priority as they do not drive at all. Customer stated that she wants to speak with a Supervisor. Agent advised this does not warrant a Supervisor call back as we are aware of the issue. Agent explained that we do not provide rental vehicles for recall issues. Customer continuously argued with Agent stating she wants to speak with someone higher and wants to speak with a Supervisor. Agent explained that Supervisors have the same recources available and they can not do anything more then we can. Customer continuosly screamed and Agent and disconnected.
Customer called in stating that the last agent was rude to her and did not try to help her in any way. Customer stated the same facts as she stated to previous agent. Agent contacted JOHNSON DODGE-CHRYSLER-JEEP #42490 and spoke to PA Mike. Mike states the waiting time for the parts needed to complete this recall is 3-4 people. Agent contacted MILFORD CHRYSLER SALES INC #44144 and spoke to SA Joe. Joe states the waiting list for this recall is 38 people. Agent contacted DOVER DODGE CHRYSLER JEEP, INC #44259 and spoke to PA Tom. Tom states the waiting list for this recall is 16 people.
Agent advised customer of this information. Customer states she would

like a rental vehicle for the wait time. Agent advised customer that we are not able to provide her with a rental. Agent offered to contact different dealerships to see if parts can be ordered sooner for the customer and sent to the closest dealership. Customer declined. Customer requested to speak to a supervisor.
Agent reviewed case with TL and was advised to transfer the customer. Agent transferred customer to LB546.
SUPERVISOR CONTACT
Customer that was notified that there is a recall. Customer states they did and said it needs to be replaced. Supervisor advised customer that we will not be providing rental. Customer asked who can approve this. Supervisor advised that we are empowered to handle all customer concerns on first contact. Customer asks who can approve her taking the vehicle back to the dealer and buying a different brand. Agent advised that we cannot answer that question seriously. Customer took exception and felt that what she was saying should be acknowledge. Supervisor advised that we want to ensure that her dissatisfaction is accurately documented and apologized that there was nothing we can do to expedite this. Customer demands to speak with someone higher. Customer was advised as per Answer ID 17090. Customer asks if she takes it to a local mechanic, would he be able to get it quicker. Supervisor advised customer that they would not be given priority. Customer states that she will contact an attorney.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	12/20/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/16/2011	***Mileage***	87,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44544	AVONDALE DODGE			
Dealer Address	10101 W PAPAGO FWY				
Dealer City	AVONDALE	***Dealer State***	AZ	***Dealer Zip***	85323

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WILLARD NM [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement
Recall - L16: LEFT TIE ROD END - Reimbursement	recall reimbursement
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

Briefly summarize why the customer is contacting Chrysler:Customer called stating that she received a recall letter in the mail the other day. Customer stated that the day before she was driving along and vehicle broke down. Customer stated that she brought it to her dealership and the issues with the recall have been fixed at a Chrysler dealership. Customer stated she had to pay for the fix and wants to know could she be reimbursed. Writer advised customer of address and what she needs to send from answer connect page 17420. Customer thanked writer. Call ended.
Briefly summarize what the customer is expecting:Customer asking for reimbursement
POSTMARK DATE: 010914; DATE RECEIVED: 011514
Documents attached for review
RECALL L16 Left Tie Rod End
****
Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: See below
Date of Repair: 12/17/2013
Invoice # 5040
Labor $135.00
Parts $112.32
Misc. Charges $50.00
Tax $22.11
Total $319.43
Writer is submitting check for approval in the amount of $319.43
CUSTOMER CALL: [redacted] writer left a voicemail requesting a callback to 855 675 9291 ext 4718295 for case [redacted]
** Writer verified the mailing address matches COIN. **
CUSTOMER CALL: [redacted] Writer left a voicemail advising a check has been issued in the full amount requested and will be sent to the address provided. Writer advised to allow 7-10 business days to receive the

check. Writer advised of open recalls L16 and N49 and to bring the vehicle to an authorized Chrysler dealership to have the recalls completed at no cost.
Check has been approved.
CLOSED LOOP: No additional follow up required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	02/18/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/07/2008	***Mileage***	190,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66204	DOUGLAS COUNTY DODGE INC			
Dealer Address	1251 THORNTON ROAD				
Dealer City	LITHIA SPRINGS	***Dealer State***	GA	***Dealer Zip***	30122

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DOUGLASVILLE GA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information about parts availability

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler wanting to get information about how long it will take to get the recall on his vehicle completed. Customer states that it is currently at DOUGLAS COUNTY CHRYSLER DODGE, DRL code 66204. Customer states that the vehicle has been there for sometime due to the tie rods breaking. Customer states parts are unavailable, and he has spoken to the dealership to see when this can be completed. Customer states that the dealership cannot give him an estimated time. Writer was going to contact the dealership to find out this information, but the call was dropped when the writer went to put customer on hold.
Briefly summarize what the customer is expecting: Customer seeking information for when the N49 recall can be completed on his vehicle. Customer states it is currently at the dealership and not drivable.
Writer contacted Thornton Road Chrysler, DRL 26847 to find out what the situation was with the customer s vehicle and what the estimated time is for the recall to be completed on this vehicle. Writer spoke with SA Timothy. SA Timothy states there are no parts available at this moment, and transferred writer to the parts department to get specific information about an estimated time that the parts will come in. Writer spoke to Part Advisor Logan and he states that the dealership is only allow to order 1 part every 7 days. PA Logan states that at the moment he does not have an estimated time of when the parts for this recall will come in or when the repair will be done on the customer s vehicle, but this customer is the first one to get it done. Writer contacted the customer to inform him of this news and got his voice mail. Writer left a message explaining that there is no estimated time of when this part will come in and his vehicle repaired but he is the first one on the dealership s list to get this recall completed and the broke tie rods repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	7G[redacted]	***Open Date***	01/08/2014	***Built Date***	06/26/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/26/2007	***Mileage***	175,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	24237	GO CHRYSLER JEEP WEST			
Dealer Address	16300 WEST COLFAX AVENUE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LAKEWOOD CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment.

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-08 @ 16:06
Agent advised customer that unfortunately at this time the Chrysler Credit Card Assistance Center is experiencing a large number of calls or is currently closed. Because of the high call volume or closure we are receiving the overflow of the calls. At this time you reached the Chrysler Customer Assistance Center and unfortunately we are unable to assist with credit card information. I would have to advise you to call back at a later time between the hours of 8 AM and 8 PM Monday-Friday, and 9AM to 5 PM Saturdays, Eastern Standard Time.
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they received a recall notice but had already had the recall completed on their vehicle. Customer stated he would like to submit for possible reimbursement.
Briefly summarize what the customer is expecting: Seeking reimbursement.
Agent advised customer that he is certainly able to try to submit for reimbursement but there is no guarantee that Chrysler will be able to provide reimbursement at this time. Agent informed customer to attach appropriate documents and send it in for further information.
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Reassigned 86 Y
***** Customer Document Received *****
Writer acknowledges assignment, and that documents are present.
H46 completed 10/12/2009, no parts, inspection only=original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM

Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing in:CHRIS LANG
Does customer have an e-mail address: [redacted]
Concern:recall reimbursement
Reviewed previous files:yes
CUSTOMER CONTACT: Writer called CHRIS LANG 303 239 9011. Writer spoke directly with Bill. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
No response from [redacted], writer will call again on Monday January 20, 2014
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Kristy an Administrative Assistant. Kristy took a message. Writer provided US CAC and case #.
******Agents please relay lines 61 - 67.
Briefly summarize why the customer is contacting Chrysler: Customer called regarding warranty reimbursement.
Briefly summarize what the customer is expecting: Customer was expecting update on his reimbursement claim. Customer stated that he sent is receipts and documents in to the reimbursement centre just last week. Agent advised that it would take longer than a week agent verified that the customer had the correct documents sent in and address as per Answer ID 17420.
CUSTOMER CONTACT: Writer called [redacted], receptionist offered [redacted] Writer spoke to Mr [redacted] directly and advised we CANNOT reimburse for his initial repair of failing factory equipment, but he should take his vehicle into any CDJR dealer and have his vehicle inspected. If parts need to be replaced Chrysler will do so. Customer accepts and understands, writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	BG[redacted]	***Open Date***	01/08/2014	***Built Date***	03/18/2011	
Model Year	2011	***Body***	D28P91	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	06/24/2011	***Mileage***	81,231	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44628	JIM CLICK DODGE			
Dealer Address	850 W AUTO MALL DRIVE				
Dealer City	TUCSON	***Dealer State***	AZ	***Dealer Zip***	85705

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHUGIAK AK [redacted]	***Country***	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	Customer changed his phone number.
Recall - N49: LEFT TIE ROD -	Customer would like to complete his recall on his vehicle.
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he is currently travelling. Customer states that he stopped by the DLR 45189 and wanted to complete the recall on his vehicle. Customer states that they will not be able to receive the part until Monday but the customer cannot wait until Monday because he is heading to Las Vegas. Customer would like to know what to do. Customer states that the tie rod has broken three times on him and does not feel safe until the recall is completed. Agent called ECS and spoke to CSR Dustin. Dustin advised agent to reassign case to 88W for further handling. Agent told customer that we will send his case up to a CM and will be contacted in 1 business day; customer understands.
Briefly summarize what the customer is expecting: Customer would like to complete the recall on his vehicle.
Enhanced Customer Satisfaction Team*
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
VIN: 3D73Y3CL9BG5[redacted]
Dealer code: 45189
POC Name: Matt Hill
POC number/ email: 951-491-2161 mhill@dchusa.com
Current mileage: 81231
Customer name: [redacted]
Customers concern(s): Incomplete recall N49
Is customer in rental: no
Is customer waiting: no
All customer contact numbers: [redacted]
Best time of day to contact customer: anytime
Dealer diagnosis (if completed): customer needs left tie rod recall completed
Remind the dealership to not proceed with repairs until contacted by a

tech specialtist
Do you understand ESC and have you explained ESC to the customer:
Provide CAIR #
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer states that he travels all winter pulling a 36 foot trailer. Customer states he will not be back in CA until next Dec. Customer states that he is heading to the East Coast. Customer states that he would like to be contacted when parts become available and he will find a dealership to have recall performed.
Status update provided via email to the following email address:
[redacted]
I am writing you to let you know that I have not heard anything back on your recall part as of today. If you have any questions or concerns please call me at 800-763-8422 extension 66388.
Sincerely,
Raquel
End of Status Update
Writer called dealership at 951-676-0010. PA states customers part has arrived.
Status update provided via email to the following email address:
[redacted]
Your part has arrived at DCH Chrysler Jeep Dodge of Temecula in Riverside, CA. They do have your part available to repair the recall. If you would like to give me a call at 800-763-8422 extension 66388 we can work to get your vehicle repaired for you.
Sincerely,
Raquel
End of Status Update
Status update provided via email to the following email address:
[redacted],
Your part is available to fix your vehicle. I would like to know about where you are in the country so that we may get your part shipped to your or see if you are available to be in California so that we may get the tie rod fixed on your vehicle. Please give me a call at 800-763-8422 extension 66388.
Sincerely,
Raquel
End of Status Update
Writer called customer at [redacted] Writer left a voicemail for customer requesting a call back.
Customer called writer and left a voicemail requesting a call back.
Writer called cusotmer at [redacted]. Customer states that he will be in Tuscon, AZ in two weeks. Customer would like part shipped to Jim Click Dodge (44628) 850 west Automall Dr. Tuscon, AZ 85705 in the next two weeks. Writer set follow up for 02/05.
Writer called DCH at 951-676-0010. Writer left a voicemail for SM Matt requesting a call back.
Writer called dealership at 951-676-0010. Writer spoke with PA Rudy. PA states that 44628 can call and pay DCH for part and they will ship it.
SA states to have 44628 request to speak with PA Rudy or PM Jack.
Writer called 44628 at 520-292-3800. PA Alfred states that he will have the PM call writer to approve the shipping to the dealership from DCH.
Writer called 44628 at 520-292-3800. PA states that they cannot ship the recall part because of Chrysler restrictions. Writer left a voicemail for PM requesting a call back.
PM Dustin called writer and left a voicemail requesting a call back.
Writer called PM Dustin. PM states that he will call DCH and request they send the part to him for the customer.
Writer called dealership at 951-676-0010. Writer spoke with PA Rudy, part has arrived will take half the day to repair.
Writer called customer at [redacted]. Writer left customer a voicemail stating that part has been taken to Jim Click.
Writer called customer at [redacted]. Customer has an appointment on 02/12 for repairs. Writer will follow up on 02/12
Writer called dealership at 951-676-0010. Wrong dealership.
Writer called Jim Click at 520-292-3800. Writer spoke with SA Chris. SA states that vehicle is repaired and returned to the customer.

Writer called customer at [redacted]. Customer states that his repairs are done and customer would like his case closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	08/21/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/03/2008	***Mileage***	67,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43329	EINSPAHR AUTO PLAZA INC			
Dealer Address	2020 8TH ST SO				
Dealer City	BROOKINGS	***Dealer State***	SD	***Dealer Zip***	57006

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VOLGA SD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Consequential Expenses Not Covered	Accident with property damage when tie rod broke.
Corporate - Survey By-Pass - No Repair - Default - Default	N62
Product - Unknown - Unknown - Insurance / Subrogation - Default	

1. Who is calling and what is their contact information? Owner
Preferred: [redacted]
Alternate:
2. What happened? This happened the friday before thanksgiving. He was driving down 4 lane highway when the tie rod broke and turned the tire to the left. The vehicle took out a guard rail, 4 posts and cables and stopped when it hit the bridge causing $16,000 in damage.
3. What is the current location of the vehicle?
Dave s Collision Center
605-692-4024

According to customer, Einspahr Auto Plaza 43329 contacted someone when the accident happened and customer was declined.

Called Dave s Collision Center and spoke with Nate. Nate informed, suspension work has already begun, tie rods have been removed and the fenders have already been painted.

Briefly summarize why the customer is contacting Chrysler. Customer calling as he was in an accident with his Ram 3500 before Thanksgiving. Customer states Einspahr Auto Plaza contacted Chrysler in regards to the accident but it was declined. Customer said he was told he has to go through his insurance company for the $16,000 in repairs.
Briefly summarize what the customer is expecting. Customer received notification for the N62 recall and calling to see if he can be reimbursed for the repairs. Customer states the vehicle is at Dave s Collision being repaired now. Collected information for SI as there is no previous CAIR in this regards. Called Dave s Collision but the tie rods have already been removed from the vehicle. Advised customer at this time since the repairs have been started, he will have to work with his insurance company through subrogation.
Reassigned to KG363 for survey bypass, N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A3	8G[redacted]	***Open Date***	01/08/2014	***Built Date***	07/09/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/24/2008	***Mileage***	115,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43043	GILLIS AUTO CENTER			
Dealer Address	WEST 180 HULBERT				
Dealer City	SHELTON	***Dealer State***	WA	***Dealer Zip***	98584

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SHELTON WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-08 @ 17:05
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he would like to be reimbursed for the N62 recall and the damages it had caused to him. Customer stated that since he bought the vehicle it has been experiencing issues. Customer stated that he went through 3 sets of tires by 75,000 MI. Customer stated that he had issues with the Ranier dealership. Customer stated he left the dealership only to have the vehicle break down, and he could not longer leave the vehicle at the dealership. Customer stated that when the recall broke on his vehicle the tie rods snapped and the tires were sideways. Customer states that the repairs were not covered under warranty even though he was only 1000 MI outside of his extended warranty and he would like to be reimbursed.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent informed customer that we will be able to submit for possible reimbursement. Agent provided customer with all information needed to submit.
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Status update provided via email to the following email address:
[redacted],
We are waiting on your documentation concerning repairs made to your 2008 DODGE RAM. If documents are not received within 2 business days your case

will be closed, however, a new case can be created when you are ready to send in your documents. You may fax the documents to 877-768-5076.
As per Recall N62: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If you have had the repair prior to this repair, you must provide documentation for both repairs.
Should you have any questions you may reply to this email or you can reach us at 1-800-853-1403.
Have a great day!
End of Status Update
****
NEXT AGENT PLEASE ADVISE CUSTOMER: This recall only applies to vehicles that had certain Mopar service parts steering components installed. A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment. If you have had the repair prior to this repair, you must provide documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
Inform customer that he still has the incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY, contact CDJ to have previous repair inspected so they can update file.
***Reassigned to JK671 for survey by-pass, no documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	01/08/2014	***Built Date***	11/30/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/19/2006	***Mileage***	188,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MC LOUTH KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on recall N62
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Informed customer of recall H46
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall work completed
Corporate - CNA Change - Default - Default - Default	Updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler for her tire rod broke back in the summer and paid to have it fixed. Customer is seeking reimbursement for the work completed on the vehicle. Agent advised the customer she would need to fax or mail in documentation of the work completed on the vehicle as per answer connect id 17420, and 18891. Agent advised customer that it will take up to 60 days for processing of the reimbursement. Customer understood.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the work completed on recall N62.
Reassinged to 86Y
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached to this vehicle and not completed:H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
******
Customer will have to send in two invoices one showing the steering linkage replacement a second for the tie rod repair.
Writer will wait for the documents.
******
Writer did not locate documents.
Writer will contact the customer to advise the cair will be closed in two days as the documents have not arrived.
******
Status update provided via email to the following email address:
[redacted]

Hello
This message is for [redacted] from Debbie of Chrysler in regards to a repair completed on the 2006 Ram. I have been waiting for documents to arrive and will be closing the file in two days time. The file will be re opened once the documents are received. The N62 recall attached to this vehicle is for a replacement part two invoices will be required, one for a repair to replace the steering linkage and one showing a second repair as well as proof of payment. My contact information 855-675-9291, extension 4718492 and refer to file number [redacted]
Thank You
End of Status Update
******
Begin Customer Message reviewed:
I mailed the documents at the beginning of this week and you should be receiving them today or Monday! Thanks much! Joyce Coates case [redacted]
End of Reviewed Customer message
******
Writer will reassign to the TL for the addition of a survey by pass as no documents have arrived.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 012214; DATE RECEIVED: 012814
Customer s documents received and customer seekingn reimbursement for N62.
Mileage at time of repair was 124100.
******
Writer verified the customer s information to match coin, letter and envelope.
******
Invoice - 48404 - 03/14/11 - 157439 Miles - left front outer tie rod replaced
Writer will contact the customer to advise reimbursement will not be provided for the repair completed unless a repair invoice can be sent showing a prior repair to replace the steering linkage as the N62 is a recall for a Mopar replacement part and not the original equipment.
******
Status update provided via email to the following email address:
c[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I would like to speak with you about the invoice received for the 2006 Dodge Ram. My contact information 855-675-9291, extension 4718492 and refer to file number [redacted].
Thank you and have a great day!
End of Status Update
******
Writer received a call from the customer. Writer advised the customer the N62 recall is for a replacement part on the vehicle. Writer asked if the customer had a prior repair to replace the steering linkage. Customer stated the recall is for a tie rod and it broke. Writer advised the recall is not for a tie rod as per the letter sent a Mopar service part is being recall.
Customer was no longer on the line.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	06/21/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	07/31/2011	***Mileage***	39,800	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	PORTALES NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	parts delay
Corporate - Recall - Default - Default - Default	recall info

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I spoke to my dealer today concerning the tie rod recall on my ram 2500.
He advised me that Dodge wasn t going to have the parts until late March
early April. My nephew and brother both drive 2011 Ram 2500 just as mine
and both of theirs have broke while driving down the highway. My brothers
broke just last night and he had to be towed in since he was 200 miles
from home. I am very upset with the answer i got from the dealer, and
it s not their fault if your not sending the parts. I have not been
driving my truck because of this issue and knowing what can happen first
hand. It s pretty bad when you don t want to drive a $60,000 truck
because of a safety issue that can t be fixed because there is no parts!
Please advise.. I want this fixed soon.
******END OF CUSTOMER EMAIL******
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
We understand you are part of Recall #N49 for the left tie rod.
Our records indicate this part is not being with held, however, there is
a limited availability. The dealerships are able to order one every 7
days until part availability increases.
We will be in contact with your local dealership to ensure they are aware
of this.
We have documented your concern on file and appreciate the time you have
taken to reach out to us.
We will contact you once we speak with Big Valley Chrysler.
Thanks again for your email and continued patience.
Sincerely,
Jennifer
Customer Service Representative
Ram Customer Assistance Center
*****END OF EMAIL CAC RESPONSE*****
CSR contacted BIG VALLEY AUTOMOTIVE, INC @ 575-356-8581. The phone rang
and rang with no answer. CSR will try another time.
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
We are following up with you as per our previous correspondence.
At this time, we are still waiting to make contact with Big Valley
Chrysler.
Once this contact has been made, you will receive another email.
Thanks again for your email and continued patience.
Sincerely,

Jennifer
Customer Service Representative
Ram Customer Assistance Center
*****END OF EMAIL CAC RESPONSE*****
CSR contacted BIG VALLEY AUTOMOTIVE, INC @ 575-356-8581. CSR spoke with Steven, service advisor, who states as of right now they just have a list because the parts are not released to them. There has not been any real ETA other than possibility of late March / early April. Customer has not come in, but clearly did call as his name is on the list of about 30 people waiting. Steven believes when the parts are available, they will receive around 10% of the requested parts and then he is not sure how it will be handled from there.
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
We have spoken with Anthony at your local dealership. He did confirm that the part is still unavailable.
Once an order is accepted, they will continue to reach out for parts until the list of individuals, who are also waiting on this part, is completed.
We have confirmed you are also on this list and will be provided with the part for repair as soon as it is available.
We understand your frustration and have documented your concerns on file.
Thanks again for your email and continued patience.
Sincerely,
Jennifer
Customer Service Representative
Ram Customer Assistance Center
*****END OF EMAIL CAC RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A8	7G7[redacted]	***Open Date***	01/08/2014	***Built Date***	01/30/2007	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	04/30/2007	***Mileage***	40,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODGE			
Dealer Address	20700 TORRENCE CHAPEL RD				
Dealer City	CORNELIUS	***Dealer State***	NC	***Dealer Zip***	28031

Owner	ROADSIDE SERVICES, [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOORESVILLE NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler[redacted] from roadside called to see if we could assist with towing.
Briefly summarize what the customer is expecting:The tie rod end broke and since there was a recall with this the customer wanted to know if towing to the closest dealership was covered. Agent advised towing would not be covered.
Reassign for Roadside service call.
Briefly summarize why the customer is contacting Chrysler: Customer called asking for roadside assistance because of the recalls writer advised customer that it would be of cost to the customer due to him not having roadside assistance MVP
Briefly summarize what the customer is expecting: customer was a towing to the dealership for free

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HLX	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	11/11/2010	
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	05/16/2011	***Mileage***	41,201	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66692	FISHER CHRYSLER DODGE JEEP INC			
Dealer Address	349 EAST 32ND STREET				
Dealer City	YUMA	***Dealer State***	AZ	***Dealer Zip***	85364

Owner	[redacted]			***Contact Type***	E-MAIL
Address	[redacted]	6428		***Home Phone***	
	LIVINGSTON TX[redacted]			***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN update
Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	N49

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall #N49
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
we are full-time RVer s and tow a large 5th wheel around the country. In addition we currently volunteer for a Federal agency working in the desert of Arizona. Since we will be towing our 5th wheel a couple hundred miles next week, I called the Yuma dodge dealer right away to get our truck fixed. I was told that even though we drive jeep trails through the desert and haul a heavy 5th wheel it would be several months to get the truck fixed since Dodge was only letting them order one set of parts per week. Since we only use the truck under unusual conditions I have faxed a copy of the recall and explained the lack of responsive repair to our attorney. Should the worst happen at least our kids will have a bigger inheritance than they expected.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
I fully appreciate your concern, particularly in view of the safety and inconvenience involved with the N49 Left Outer Tie Rod Assembly recall.
I noticed that the name and address provided in your email are different from what reflects in our customer database and need to verify that you are the current owner of this vehicle.
Please reply to the link below letting me know that you are verifying ownership and would like the information to be updated in our system. I would be more than happy to review your concern once ownership is verified.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Yes, we are the original owners of the Dodge Ram 2500 HD. We full time RV but we have a home base in Kansas at 23 N. Union St, Council Grove, Ks

66846. We have a mail forwarding address of [redacted],
Livingston, Tx [redacted]. Either address will get mail to us. For questions
my cell # is [redacted].
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for verifying ownership. I have updated our database to reflect
you as the original owner.
I understand this recall is time sensitive and I wish I could lift the
restriction on the part that is needed to complete the N49 recall.
Unfortunately, that is beyond my control. What I can do is contact
neighboring dealerships in your area to see who has the shortest wait
list.
I appreciate your patience and understanding as I look into your concern.
I will be in contact with you soon.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Agent will contact neighboring dealerships on 01/15/14.
DEALER CONTACT: Larry Green Chrysler Jeep Dodge (760) 921-8900
PA Matt states that the list is at 36.
-
Crystal Chrysler Jeep Dodge Center (760) 324-4557
PA Randy states that there are 30 on the list.
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
To review your concerns with the N49 recall, I contacted Larry Green
Chrysler Jeep Dodge at (760) 921-8900. They are located on 390 S Broadway
Blythe, CA 92225. Matt in the Parts Department stated that they have a
list of 36.
I also contacted Crystal Chrysler Jeep Dodge Center at (760) 324-4557.
They are located on 36-444 Auto Park Drive Cathedral City, CA 92234.
Randy in the Parts Department said that their list is at 30.
I would recommend contacting Fisher Chrysler or any of the dealerships I
mentioned above to have your name added to the wait list.
If you could also please verify ownership; I noticed that the name and
address provided in your email are different from what reflects in our
customer database and need to verify that you are the current owner of
this vehicle.
Please reply to the link below letting me know that you are verifying
ownership and would like the information to be updated in our system.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Reassigning CAIR to KG363 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A9	7G[redacted]	***Open Date***	01/08/2014	***Built Date***	03/13/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/19/2007	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	DUCEY ELECTRIC, DUCEY S EECTRIC	***Contact Type***	LETTER
Address	PO BOX 606	***Home Phone***	
	RANGELY CO 81648-0606	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: DUCEY S EECTRIC
Does customer have an e-mail address: No
Concern:Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files:Yes, no concerns
January 17, 2014
DUCEY ELECTRIC
PO BOX 606 ,
RANGELY , CO
81648-0606
Reference # 24411316
Dear DUCEY S EECTRIC DUCEY
:
Thank you for your recent letter regarding reimbursement consideration for repairs made on your 2007 DODGE RAM SLT 4X4 3500.
Please forward your original repair order and proof of payment receipt to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jenna
Chrysler Assistance Representative.
DISREGARDS LINE 9-32
January 17,14
DUCEY ELECTRIC
PO BOX 606 ,
RANGELY , CO- 81648-0606
Reference #[redacted]
Dear DUCEY S EECTRIC DUCEY :
Thank you for your recent letter regarding your 2007 DODGE RAM SLT 4X4 3500.
I have attempted to contact you by phone but have been unable to do so.

Please contact me at
1-855-675-9291, extension 4718558, to discuss your letter. Please refer
to the reference number
above or have your Vehicle Identification Number 3D7MX48A97G[redacted]
available when you call.
Sincerely,
Jenna
Chrysler Assistance Representative.
****
Disregard lines 34 - 50
****
January 17, 2014
DUCEY S ELECTRIC
PO BOX 606 ,
RANGELY, CO- 81648-0606
Reference #24411316
Dear DUCEY S ELECTRIC:
Thank you for your recent letter regarding your 2007 DODGE RAM SLT 4X4
3500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension 4718558, to discuss your letter. Please refer
to the reference number
above or have your Vehicle Identification Number, 7G[redacted]
available when you call.
Sincerely,
Jenna
Customer Assistance Representative
****
Please attempt to contact customer using following phone # found on
411.com
Reassign back to BB940 if form letter still needed.
****
Ducey s Electric
221 E Main St
Rangely, CO 81648
(970) 675-8368
CUSTOMER CONTACT(970) 675-8368: Agent called and was transferred to Allen
who stated he wouldn t really deal with that and he will have someone
call back with more information.
VOICEMAIL: Rich from the company called in wanting a call back
970-756-9274 --- jan 20-5:20 PM
CUSTOMER CONTACT 970-756-9274: Agent attempted to call Rich. No answer
left message.
VOICEMAIL: customer called back wanting to be called back -- Jan 22 3:24
PM
CUSTOMER CONTACT 970-756-9274: Agent called Rich back. agent explained
that this recall is not on factory components. Agent stated its on MOPAR
replacement parts. Customer stated he didn t have a repalcement prior to
this one. AGent explained then she wouldn t be able to do reimbursement.
Agent stated to get into the dealership and have it inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	01/08/2014	***Built Date***	10/21/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/15/2004	***Mileage***	105,070	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GIDDINGS TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern:Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files:Yes, no concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a repair invoice with no proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be attached and completed showing an inspection with no parts replaced.
******
Writer will contact the customer to advise reimbursement will not be provided unless a prior repair has been completed for the steering linkage.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have received an invoice for a repair completed on the 2005 Ram. I would like to speak to you regarding this repair. My contact information 855-675-9291, extension 4718492 and please refer to file number [redacted]

Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have received an invoice for a repair completed on the 2005 Ram. I would like to speak to you regarding this repair. My contact information 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I have received an invoice for a repair completed on the 2005 Ram. I would like to speak to you regarding this repair. My contact information 855-675-9291, extension 4718492 and please refer to file number [redacted]
Thank You
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG1[redacted]	***Open Date***	01/08/2014	***Built Date***	04/13/2010
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4		
In Service Dt	05/03/2010	***Mileage***	29,571	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOPKINSVILLE KY[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Outer tie rod broke
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Corporate - Consequential Expenses - Default - Default - Default	Towing
Recall - N49: LEFT TIE ROD - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address:
Concern:Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
RECALL - Template N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: DISCOVER CC recorded on invoice, $0. Balance.
Date of Repair: 7/26/13
Invoice #: 37141
Labor $37.50
Parts $115.50
Misc. Charges $75.00 towingÙ
Alignment $69.95
Tax $0.00
Total $297.95
Writer is submitting check for approval in the amount of $297.95.
Agent is submitting check in the amount customer is expecting.
OUTBOUND CALL to MR[redacted], left VM informing him that his reimbursement has been submitted for approval. Please allow 7-10 days once approved.
Recall N49 is still showing as incomplete on your file, please contact the CDJ to have the previous repair inspected and they can update your file. Any further questions please feel free to contact 1-800-853-1403 and reference case number[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/09/2014	***Built Date***	07/06/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/24/2006	***Mileage***	69,955	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45113	BRIGGS DODGE			
Dealer Address	3137 S KANSAS AVE				
Dealer City	TOPEKA	***Dealer State***	KS	***Dealer Zip***	66611

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	DEARBORN MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 123013; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: [redacted]
Concern:Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files:Yes, no concerns
******
Writer verified the customer s information to match coin, and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed:H46 STEERING LINKAGE SAFETY 04/27/2009 07/06/2009 COMPLETE
Writer located in claims this was an inspection with no parts replaced.
Writer did not located any other repairs related.
Writer will contact the customer to advised reimbursement will not be provided for this repair unless another invoice is sent showing a previous repair.
******
Writer will call [redacted].

Writer left a message this call is for MICHAEL ADAIR from Debbie of Chrysler in regards to an invoice received for the 2006 DODGE RAM. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******

Writer received a call from the customer. Writer asked if this had been the first repair for this concern. Customer stated the vehicle had been behaving badly so they rebuilt the front end this is the first time. Writer advised the recall is a part recall and the vehicle may now have that part installed. Writer advised reimbursement will not be provided for the repair completed. Writer advised the customer to contact the dealership to have the recall completed.
Customer stated he will call at a later time.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	01/09/2014	***Built Date***	05/03/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/03/2005	***Mileage***	72,658	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BELLEVUE NE [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod replaced

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Reimbursement request
Reviewed Previous files: Yes, no concerns.
NOTE: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
Inform customer that he still has the incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY, contact CDJ to have previous repair inspected so they can update file.
OUTBOUND CONTACT to [redacted], informed [redacted] wifeÙ as per lines 8-16. Diane asked agent to email the information and he will contact us if further assistance is required.
Status update provided via email to the following email address:
[redacted],
As per my conversation with [redacted], this Recall the N62 involves a Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If you have had the repair prior to this repair, you must provide documentation for both repairs.
Otherwise, if you cannot provide documents for the first repair, no further action will be required.
Please contact the Chrysler Dealership to have them inspect your previous repair so that they can ensure the part is correct and they can update your file for the Recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Have a great day!
End of Status Update
Customer called back for further assistance. Agent attempted to explain to the customer that the recall can only be reimbursed if a previous repair using MOPAR parts for the steering linkage were used. Customer did not understand. Agent placed the customer on hold and spoke with DLR 61210, which the customer stated on using, for a total of 10 minutes to find the service history in regards to any steering linkage repairs. DLR 61210 stated the H46 recall, which would of been the only repair on file related to the inquiry, was only inspected and no parts were replaced as it was not necessary. Agent attempted to explain to the customer again, customer became irate for being on hold for what he claims to be over 20 minutes. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	7J[redacted]	***Open Date***	01/09/2014	***Built Date***	12/13/2006	
Model Year	2007	***Body***	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	05/02/2007	***Mileage***	138,949	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	***Dealer State***	UT	***Dealer Zip***	84003

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	SANDY UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N62
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern:Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files:Yes, no concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a stamped paid invoice.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall has been completed - H46 STEERING LINKAGE SAFETY 04/27/2009 01/03/2011 COMPLETE.
Writer located in claims the H46 recall shows an inspection with no parts replaced.
******
Writer located an email address on the recall completion form.
Writer will contact the customer to advise reimbursement will not be provided unless an invoice for a previous repair can be sent.

Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I have received a repair invoice for the 2007 Ram. I would like to speak with you regarding this repair. My contact information 855-675-9291, extension 4718492 and please refer to file number[redacted].
Thank You
End of Status Update
******
Writer received a call from the customer. Writer advise the recall is for a replacement part. Writer asked the customer if there had been a repair between 2011 when the inspection had taken place and this repair. Customer stated this is a factory item that failed. Customer stated it snapped and caused other damage. Writer advised this is a Mopar recall for a replacement part not the manufactured part. Writer apologized advising the customer reimbursement will not be provided.
Customer stated if it is not on the manufactured part then so be it.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	01/09/2014	***Built Date***	03/11/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/26/2008	***Mileage***	17,909	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HORNBROOK CA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$159.95
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	customer is seeking reimbursement for the N49 recall repair.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke/emergency repair

POSTMARK DATE: 122613; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: Customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None, no concern
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N49 recall repair.
Writer acknowledges assignment, and that documents are present.
CUSTOMER CONTACT: Writer called [redacted] (from invoice).
Writer left message on machine with Case # and US CAC.
***Agents please encourage the Customer to have vehicle inspected at CDJR, as recall is still open. N49 involves replacing both sides of tie rod and Customer has only had one side replaced.
IRF CONTACT: Writer called Ed s Tire Factory 541 779 3421. Writer spoke to SM Gene who advises breakdown $80 labor, $20 part probably Moog or Parts Master(economy)and alignment $59.95, Customer paid invoice.

----------N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Customer submitted request for reimbursement for recall N49 Left Rod.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: verification from SM Gene

Date of Repair: 04/13/2012
Invoice #: 554537
Labor $ 80.00
Parts $ 20.00
Misc. Charges $ alignment 59.95
Tax $ 0.00
Total $ 159.95
Writer is submitting check for approval in the amount of $ 159.95

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G[redacted]	***Open Date***	01/09/2014	***Built Date***	11/23/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/29/2008	***Mileage***	86,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ASHLAND OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Agent contacted the customer @ 3:05 PM @ [redacted] and spoke to the customers wife who was quite upset that she would not be reimbursed for the repair. The repair invoice says that the right side broke and the left was replaced due to looseness. Agent has denied reimbursement
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C9	7G[redacted]	***Open Date***	01/09/2014	***Built Date***	08/17/2006	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	04/05/2007	***Mileage***	117,207	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67518	PETTIJOHN AUTO CENTER INC			
Dealer Address	HIGHWAY 69 SOUTH				
Dealer City	BETHANY	***Dealer State***	MO	***Dealer Zip***	64424

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CHARLOTTE TN [redacted]	***Country***	UNITED STATES

Recall - K01: REPROGRAM ECM - OBD READINESS - Reimbursement	Customer is seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer had almost broken tie rod replaced.

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS
Any open recalls: Yes K01 REPROGRAM ECM - OBD READINESS, N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address:Not on file
Concern: Customer is seeking reimbursement for recall N62 that he already had completed in the amount of 577.96.
Reviewed previous files: Yes
Reassigned to 86Y
Writer acknowledges assignment, and that documents are present.
H46 completed 07/09/2009, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service

procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
-
Agent advised customer of lines 38-44. Customer is very upset that they cannot have it reimbursed because the parts are not Mopar.
Agent spoke with CW653 and was advised since the defected part was never installed on customer s vehcile Chrysler can not reimburse it. CW653 calrified that the customer had to have the tie rod repaired because of natural wear and tear.
Agent advised customer that the defected part involved in the H46 and N62 recall was never installed on their vehicle.
-
Writer acknowledges update. SS2035 has this recall all mixed up....We cannot reimburse the repair as vehicle still had the original factory equipment, so it does not qualify under the recall. AGAIN Chrysler is looking for replacements, so now that vehicle has replacements, then Customer should be encouraged to take vehicle in to any CDJR dealer.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	7J[redacted]	***Open Date***	01/09/2014	***Built Date***	10/31/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/13/2006	***Mileage***	149,776	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BEATRICE NE[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	tie rods were replaced on vehicle

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N46
Name of person writing in: [redacted]y
Does customer have an e-mail address: Yes, [redacted]m
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment, and that there are documents present.
H46 completed 09/24/2006,inspection only, no parts=original factory parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Line 3 incorrect open recall N62.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke directly with Mr. [redacted] Writer asked if this is the first repair Customer has had performed on the steering linkage. Customer advised this is the first repair, Writer advised that was a repair of original factory equipment, but what Chrysler is looking for is the replacement parts. Customer and invoice indicate MOOG parts. Writer advised Chrysler will NOT be reimbursing for the initial repair. Customer understands and accepts.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C5	7G[redacted]	***Open Date***	01/09/2014	***Built Date***	11/14/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	01/27/2007	***Mileage***	114,490	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	56440	WITHNELL DODGE			
Dealer Address	2650 COMMERCIAL SE				
Dealer City	SALEM	***Dealer State***	OR	***Dealer Zip***	97302

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KEIZER OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement for recall

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY but it is completed
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for recall N62 in the amount of 469.45
Reviewed previous files: Yes
Reassigned to 86Y
Writer acknowledges assignment and that documents are present.
H46 completed 12/26/2013 inspection only, no parts= original parts.
N62 is also on invoice as being completed.
There are two previous CAIRS regarding Customers vehicle breaking down, and Customer purchasing part at Dale White Motors.
***H46 was a recall where Chrysler was looking for already replaced parts from a prior service appointment - N62 is the same thing, Chrysler is looking for replacement parts that were put on during a prior service appointment. NOT FACTORY ORIGINAL EQUIPMENT, that has worn out or broken down.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.

The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
DEALER CONTACT: Writer called WITHNELL DODGE 503-364-0184 as there is some confusion how dealership can close the H46 but not the N62. Customer did have replacement parts on the vehicle when inspected. SA Dave asked Writer to ask Customer to bring truck in again and they will inspect again. Customer does not require an appointment.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised we will have to review the case further. Writer asked Customer if she could take her vehicle back into WITHNELL DODGE next week any time for an inspection. Customer should ask for SA Dave.
DEALER CONTACT: Writer called WITHNELL DODGE 503-364-0184. Writer was unable to reach SA Dave, to confirm if Customer had taken vehicle in for re-inspection.
DEALER CONTACT: Writer called WITHNELL DODGE 503-364-0184. Writer spoke to SA Cory(?), he advises there is no R.O. for Amber Brown so she has not been back to dealership.
DEALER CONTACT: Writer called WITHNELL DODGE 503-364-0184. Writer spoke to SA Dave. SA Dave has not seen Ms[redacted]
DEALER CONTACT: Writer called WITHNELL DODGE 503-364-0184. Writer spoke to SA Dave, Customer has not been back in. SA Dave he will try to contact with Customer, as he agrees vehicle should be inspected again.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
DEALER CONTACT: Writer called WITHNELL DODGE 503-364-0184. Writer left a message for SM Peter Kennedy, as Writer is getting no where with SA s. Withnell Dodge has closed the H46 recall on Customers vehicle recently. Customer had purchased and had installed the steering upgrade package approximately May 29, 2013. Would this not be considered a replacement part ?, and how can they close the H46 and not the the N62 also ???? call SM and Customer on Monday.
Agent advised the customer of lines 85-91 and the customer was not satisfied with the response and would like an elaboration as to why the customer would not be reimbursed if the customer had replaced the parts with Chrysler certified Mopar parts. Customer would like a callback from the case manager that is currently working on the file for further information. [redacted]
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke

to [redacted] s partner. Writer explained that Chrysler is not reimbursing for the initial repair of the factory original equipment.
Writer encouraged customer to have vehicle inspected at any CDJR, and if parts need to be replaced, Chrysler will do so and re- align the vehicle.
Customer understands and accepts. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	7G[redacted]	***Open Date***	01/09/2014	***Built Date***	04/30/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	06/27/2007	***Mileage***	92,113	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC			
Dealer Address	2578 HWY 6 & 50				
Dealer City	GRAND JUNCTION	***Dealer State***	CO	***Dealer Zip***	81505

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	GRAND JUNCTION CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for N62 recall

POSTMARK DATE: 122413; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS:Customer s address matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY (already completed)
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for recall N62 in the amount of 1670.44. Customer has provided proof of payment.
Reviewed previous files: Yes
Reassigned to 86Y
Writer acknowledges assignment and that documents are present.
H46 completed 04/27/2009, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted] Writer

provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler needs to inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
***Agents please read lines 37 - 43.
Customer s wife was calling in returning our call. Wife states that she is not sure what is going on and will have her husband call us back.
Writer acknowledges update.
Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that he wanted an update on his reimbursement request.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on his reimbursement request.
Agent advised: Agent advised customer of the information in lines 37-43 as advised by agent CW653.
Writer acknowledges that the Customer has contacted directly. Writer acknowledges that Customer has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/09/2014	***Built Date***	10/07/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/05/2005	***Mileage***	150,139	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLARK FORK ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: Steven Edwards
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment and that documents are present.
H46 completed 08/31/2009 no parts, inspection only = original factory equipment
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted].Writer spoke directly with Mr. Edwards and he is more than a little frustrated with Chrysler not covering the factory original parts as they are failing all over the place. Writer apologized several times with the frustration but it is beyond Writers control, and Chrysler will NOT reimburse for this initial repair. Customer accepts and understands.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	01/09/2014	***Built Date***	08/31/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/04/2006	***Mileage***	112,672	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41906	COMMONWEALTH DODGE INC			
Dealer Address	6408 PRESTON HIGHWAY				
Dealer City	LOUISVILLE	***Dealer State***	KY	***Dealer Zip***	40219

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LOUISVILLE KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking recall reimbursement
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	lower ball joints replaced
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	outer tie rods replaced
Product - Steering - Linkage - Other - Default	pitman arm, sterring damper replaced.
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	upper ball joints replaced

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS
Any open recalls:N62 LEFT OUTER TIE ROD ASSEMBLY already completed
Name of person writing in: [redacted]
Does customer have an e-mail address [redacted]
Concern: Customer is seeking recall reimbursement for recall N62 for the amount of 1717.82 and customer has supplied proof of payment.
Reviewed previous files:Yes
Reassigned to 86Y
Writer acknowledges assignment and that there are documents present.
Customer has sent in invoice from Commonwealth Dodge, but it is only a totals page, Writer cannot see any details of what jobs were performed for the price. Writer will have to contact with Commonwealth on Monday.
invoice has home number listed as [redacted]
H46 completed 03/03/2011.
DEALER CONTACT: Writer called COMMONWEALTH DODGE INC 502-964-6471.
Invoice W86565 mentions N62 0.00
Invoice C86566 repairs $1,717.82 - Writer spoke to SA Brittany who advises original equipment was removed. Vehicle had upper and lower ball joints replaced. Pitman arm and steering damper replaced along with outer tie rods. An alignment was also charged.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)

2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they were contacted and given a case number regarding their submission for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to receive information regarding their reimbursement request.
Agent advised: Agent advised customer of the information provided in 46-52. Customer was upset and disconnected.
Writer acknowledges that Customer made contact and has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46D4	7G[redacted]	***Open Date***	01/09/2014	***Built Date***	06/26/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	12/19/2007	***Mileage***	69,041	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE			
Dealer Address	2920 N ASPEN AVE				
Dealer City	BROKEN ARROW	***Dealer State***	OK	***Dealer Zip***	74012

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NOWATA OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Jerid called asking if he could be reimburesed for the repair of the left tie rod as it broke while on the road and the dealership in his area at the time did not have the part so he went to an IRF.
Briefly summarize what the customer is expecting: Customer seeking reimbursement
Agent provided the fax number 1-877-768-5076 to submit for possible reimbursement and advised the customer there was a open recall H46 steering linkage. Agent offered to transfer the call to a dealership for the open recall but customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C6	6G[redacted]	***Open Date***	01/09/2014	***Built Date***	11/14/2005	
Model Year	2006	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/21/2006	***Mileage***	59,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44726	SCOTT EVANS CHRY-PLYM-DOD-JEEP			
Dealer Address	2208 BANKHEAD HWY				
Dealer City	CARROLLTON	***Dealer State***	GA	***Dealer Zip***	30117

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROANOKE AL [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	customer states he needs repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer states tie rod broke this morning

Briefly summarize why the customer is contacting Chrysler: customer called in to say his tie rod broke off this morning and when he called the dealership to say that he stated that dealership said he had no recalls, it sounded like something else. Customer is worried he has to pay for the repair. Agent advised that customer did have 2 recalls and if it was indeed these issues they would be covered. The only way to know would be to get it to dealership.
Briefly summarize what the customer is expecting: To have tie rod covered
-
Briefly summarize why the customer is contacting Chrysler: Customer called in stating they called in previously. Customer states they have a recall on their 2006 DODGE RAM 3500 LARAMIE QUAD CAB 4X4. Customer states their vehicle is at #44726.
Briefly summarize what the customer is expecting: Customer is seeking rental assistance.
-
Agent spoke with Jason SW at #44726. SW states they have spoken to customer and customer s parents half hour a piece. SW states they advised customer to not drop off vehicle to dealership because of parts have no ETA. SW states the customer s vehicle is number one on the list to be repaired once the N62 and H46 parts are available.
Agent advised customer that at this time Chrysler can not provide rental.
Agent advised customer to keep in contact with their dealership for further assistance with getting their vehicle repaired.
-
Customer states the SW was rude when they brought their vehicle into the dealership. Customer states they would like to work with #68128. Customer states James O Neal Dealership have a suggested ETA of 01/22/14. Customer states they are going to have their vehicle towed to #68128. Agent transferred customer to Jordan in the service department to make further arrangements to tow their vehicle.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T6 9[redacted]	***Open Date***	01/09/2014	***Built Date***	10/20/2008		
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/24/2009	***Mileage***	175,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MORGANTOWN WV[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken in half and resulted in accident
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Product - Unknown - Unknown - Accident - Default	Let Tie Rod Split
Dealer - By-Pass - Default - Default - Default	Possible wreckage in accident
Product - Wheels and Tires - Front Wheel Bearings - Other - Unknown	Possible wreckage in accident
Corporate - CNA Change - Default - Default - Default	updated customers email address

1. Who is calling and what is their contact information? Mr. Randel Welch, owner and driver of vehicle.
[redacted]
-
2. What happened? The customer was driving for about 70 miles on 31/12/13, stopped for dinner, and was driving home when the left tie rod split in half (snapped). When the tie rod split in half, it resulted in him driving into a field. The customer stated that the ball joints are out of place, and the wheel barrings and suspension have been impacted as a result possibly. The customer is willing to get the recall completed, but wants to make sure that if anything else was ruined because of the recall that he does not have to pay for this. The customer took the left tie rod to the dealer 45543, and asked if there was anything he could do. The dealer said they had a left tie rod in stock, however he would need to bring the truck in to have it put on. The customer stated he is a certified mechanic, working at several garages over the years, and wanted to put it on himself so he could at least drive the vehicle to the dealer. Dealer declined.
-
3. What is the current location of the vehicle?
377 Buckeye Rd, Core, West Virginia - 26529
-
Reassigned to 82S
****
Per OGC Matrix, reassigned to 82T.
1/10/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 01-10-2014 08:03
CAIR NUMBER [redacted]0 E-MAIL SENT TO EAA 01-10-2014 08:03
CCRG Open Date: 01/10/2014 07:59:43
Letter Sent: Acknowledgement 01/13/2014 08:02:13
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/07/14 AT 16:33:19 [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	7J[redacted]	***Open Date***	01/09/2014	***Built Date***	08/10/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/27/2006	***Mileage***	75,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	62388	SHAWANO AUTO SALES INC			
Dealer Address	939 E GREEN BAY				
Dealer City	SHAWANO	***Dealer State***	WI	***Dealer Zip***	54166

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TIGERTON WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Dealer Information - Default - Default - Default	dealership in her area

Briefly summarize why the customer is contacting Chrysler: Customer called to find a dealership in her area for recall #N62. Customer stated that they did have the front end break on them and some parts were replaced. Agent advised the customer that the dealership would need to inspect the part for recall and then order the part if they need to.
Briefly summarize what the customer is expecting: Recall #N62 and dealership information. Agent transferred the customer to dealership below to set up an appointment for inspection.
Shawano Auto Sales
939 E Green Bay St
Shawano, WI 54166
(715) 526-3020

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G863598	***Open Date***	01/09/2014	***Built Date***	06/14/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/20/2005	***Mileage***	96,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	***Dealer State***	WV	***Dealer Zip***	26301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	AMHERST OH[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	caller did own repair - not Mopar parts.- seeking possible reimbursement
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	left outter tie rod broke sometime in August of 2013
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Reimbursement - Status Request - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called in to say that his left tie rod broke in August of 2013. The customer purchased the parts and did the repair himself. The customer states that when the left tie rod broke the right did as well. Customer replaced the tie rod with Moog parts and did the repair work himself. Customer is seeking possible reimbursement as he just obtained the letter in the mail for the recall. N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Agent is sending file up for review for possible reimbursement. Caller has been informed that there are no quarantees for reimbursement.
Briefly summarize what the customer is expecting:
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 1-[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:
Who has possession of the vehicle? - Caller did his own repairs on his vehicle.
Has the vehicle been diagnosed by a CDJ dealer? No
Caller is seeking possible reimbursement.
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
Vehicle history: 1 used
OOW: Yes
Service contract: Expired
Status update provided via email to the following email address:
[redacted]
My name is Roxana and I have been assigned as your Case Manager.
Here is some information that may be helpful for you:

Your case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422.
My extension is: 66127
My work hours are: 10:00 AM to 6:30 PM EST, Monday-Friday.
Thank you for your patience while we attempt to resolve this problem for you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer spoke with customer, Customer stated he is seeking reimbursement for a repair on both tie rods and alignment. Customer stated he had to use moog parts. Customer stated the amount was around $300.00. Customer confirmed he had an email with contact information. Writer advised we will send a link for documents to be scanned. Writer advised that the can take the vehicle to the dealership for an inspection on the recall to make sure everything is fine. Customer stated he just received the notification for the recall. Writer will follow up as soon as we review the documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 14:56
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted customer at [redacted]9. Writer spoke with customer. Writer advised we need more information on the invoice documents like company name and phone number to verify the parts in order to make a decision, Writer will send a link for documents. Customer stated he will scan documents on Monday, writer will and will follow up on Tuesday.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
Writer contacted customer [redacted]
Writer advised customer that his documentation was received and it will be reviewed by his CM further no promises or guarantees were made. Customer states the IRF that he went to could only provide him what he paid for and they provided him screen shot with totals.
Customer Document Reviewed.
Writer contacted customer at [redacted]. Left message.
Customer called writer. Writer stated we need more information in order to make a decision. Customer provided the phone number for the auto parts store 440 775 0251. Writer will follow up tomorrow.
Writer contacted Auto parts at 440 775 0251. Writer spoke with Paul at the parts shop. Writer verified the part number DS1463 and ES3625 are for tie road.
Writer contacted customer at [redacted]. Writer spoke with customer. Writer advised we have verified all information and we will be more than happy to reimburse $243.97. Customer was happy with the offer, not other question or concerns, writer advised to contact the dealership to make sure the repairs on the recall are fine. Writer advised he will receive the check in 7 to 10 business days and case will be close.
What has the customer requested? Customer is seeking reimbursement for a recall repair on the amount of $262.95. Writer agreed to reimburse $243.97
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #? 24413680
Enter the Mileage at the time of the repair. 85,733
Enter the Date when the repairs were completed. 8/17/2013
What is the total cost of the Parts to be reimbursed? $158.98
What is the total cost of the Labor to be reimbursed? $84.99
What is the total amount being reimbursed? $243.97
NEW CHECK HAS BEEN GENERATED
Documents reviewed please submit check.
Check has been approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L9	9G[redacted]	***Open Date***	01/09/2014	***Built Date***	10/07/2008	
Model Year	2009	***Body***	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
In Service Dt	06/29/2009	***Mileage***	71,829	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44309	CROWN MOTORS			
Dealer Address	970 WOODLAWN DR				
Dealer City	FARMINGTON	***Dealer State***	MO	***Dealer Zip***	63640

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GERALD MO [redacted]	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Customer being reimbursed for towing expenses.
Recall - N49: LEFT TIE ROD -	Left Tie rod broke
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer states the tie rod broke on the vehicle. Customer is currently not able to have vehicle towed customer contacted the dealer was advised that the part will take 7 days to get to dealer for repair to take place. Customer is irate that tow and possible rental will be at customer charge. Customer has animals that need to be tended and can not wait for a week to do so.
Customer seeks rental and tow coverage
Agent contacted dealer 44309 spoke with Keith advised of customer concern. Keith advised agent the customer was advised to get the vehicle in as soon as possible and Dealer will be able to escalate it as VOR to see if that assists in acquiring the part needed sooner.
Agent advised customer of Dealer comments advised customer to have vehicle towed as soon as whether allows and agent will escalate customer concern for further research into customer concern.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Requested not provided
Who has possession of the vehicle? Currently owner vehcile being towed to dealer 44309
Has the vehicle been diagnosed by a CDJ dealer? Dealer has been called and part ordered
If a CDJ dealer has diagnosed, what is the dealer name or code?44309
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Srvc dealer: 44309, CROWN MOTORS
Ownership: Original owner
Owned: 4; 11 in household
NEW: 4
USED: 0

Currently owns: 3 new
Service Contract: No
Out of Warranty
Time: 1 year and 4 months.
Miles: 34000 OOW
CONTACT UPDATE - 1st Contact attempt, phone number dialed[redacted]
Agent contacted dealership to confirm customer s issues. Agent spoke to SM (Heather) and informed agent that his parts are not available. Agent aske Kenny cbuen491aa cbuen492aa.
cbuen491aa
cbuen491aa
cbuen491aa
cbuen492aa
Agent contacted customer, phone number dialed,[redacted]. Agent contacted customer to touch bases on this part issue. Customer informed agent that luckily he wasn t on the freeway. Customer stated that he needs his vehicle and cannot wait a week for this truck. Customer stated that he cannot get a tow truck out to get it there due to the weather. Agent informed customer that agent will look into this and contact customer tomorrow with an update.
1/10
**********96WTRIAGETEAM**********
****** Following Corporate Resource has been contacted ******
cbuen491aa, cbuen492aa these are campaign parts. Assigning to parts agent CG1016 to contact customer to let them know about their campaign part. Please contact Parts department and have them contact Expiditing or place a web request for these parts. Dlr can do up to 5 parts at a time. Thank you.
**********END OF TRIAGE**********
Customer called to follow up on the case. Customer stated the vehicle is a work vehicle and needs as quickly as possible. Agent advised the file has been sent to Expiditing as per lines 54-59. Agent advised the customer should receive a call shortly from the CM assigned to the file with further infomation.
Customer called looking to find out where the parts are to fix her truck. Customer states that they need the truck to haul cattle.
Agent called the dealership and as per 96W s notes from 54 - 59 agent called dealership CROWN MOTORS Dealer Phone : 573-431-7800 and spoke with Gab in service who advised that everytime he tries to order the parts he says the order is cancelled in the morning.
Agent provided and transferred customer to CM VB254
Caller Mrs Messmer requesting to speak with Case Manager.
Case manager not available, nic SH1083
66138 took the call
CUSTOMER - Ms.[redacted] vehicle repaired now or needs comparable vehicle to use for business and moving. Customer requests call back from CM.
Customer reports that is accruing expenses to use someone else s vehicle. This arrangement requires other person to reschedule for the assistance, since vehicle cannot be left in customers care and control.
CM to note this part is a campaign part. Customer needs to contact dealer for more information on part concern. CM to reassign case to SH1083 for further handling.
Agent contacted dealership, phone number[redacted]. Agent contacted dealership to speak to SM about part status. SM informed agent again that she is not able to get the parts. Agent informed SM about being able to order 5 at a time via expiditing. SM states that everytime she orders the part Chrysler cancels the order. SM has sent a request up to the DM to see if he can ge this part expidited.
Agent contacted dealership, phone number dialed, 573-431-7800. Agent contacted dealership to speak to parts for an update. Agent spoke to Ken in parts who confirmed that everytime he tries to order 4-5 at a time Chrysler cancels the order. He can only get 1 every 7 days. Agent asked to be transferred to the SM (Heather) to inquire about if she has gotten an update from DM on expiditing. Agent was informed by SM that DM has not responded to her email. But she will call him. Agent thanked SM for her time and assistance.
Agent contacted customer, phone number dialed,[redacted]. Agent contacted customer to touch bases. Customer stated that she needs this truck because she has to be out of this house before 14 and customer

states that she wants and needs her vehicle. Customer states that she has a problem with getting out of this house and if she has a problem Ram has a problem.
Agent attempted to contact AM MP1162, phone number dialed, 6302102504.
Agent contacted AM to see if there is anything we can do for customer now. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Agent contacted dealership, phone number dialed, 573-431-7800. Agent contacted dealership inquiring about different part to get customer s vehicle temporarily fixed. SM (heather) stated that she is working on this now. Sm stated that she has already spoke to the DM who tried to put customer in a rental but they couldn t find a truck big enough. SM stated that she is working on getting the part now and she will have customer sign something that states that she understands that this is a temp fix and that we re not responsible for anything that happens because this is a temp fix. SM requesting agent call back Monday to make sure that there is nothing CM needs to do.
Customer transferred customer to VB254.
SM contacted agent to inform agent that a St Louis Depo is sitting on 900 of these recall parts and is not releasing them. SM is inquiring to see if there was anything that CM could do. Agent stated that she would look and contact SM with findings.
Customer stated that she is tired of waiting for this part and she is getting fed up. Customer is asking if one can be taken off another truck. Customer stated that she needs her truck. She is going to have a breach of contract if she doesn t get out of this house by the 14th. Customer states that she needs her truck. Customer stated that if she was on the highway when this happened it would ve been a law suit. Customer wants something done immediately.
Agent attempted to contact AM MP1162, phone number dialed, 6302102504. AM stated that PDC is in contact with SM. AM doesn t know the process anymore. 1 in 7 days is the only solution. AM stated that he can send it up as an emergency case but no one is in detroit so there will probably Monday until. Best thing that would happen would to get the part Monday. AM stated that he can get someone to go pick up the part from the dealership. PDC manager will be contacted. AM stated first thing Monday he will see if this can be set up.
Agent contacted dealership, phone number dialed, 573-431-7800. Agent spoke to SM (Heather) who informed agent that she got a hold of the PDC and they sent the parts on the truck and will be arriving tomorrow. Dealership is closed tomorrow but they are going to have a tech come in and complete the repairs tomorrow. Agent thanked SM for all of the effort it took to assist with this case.
Agent contacted customer, phone number [redacted]. Agent contacted customer to touch bases on everything. Customer is requesting that CAC reimburse for customer s towing expenses. Agent informed customer that if customer sends in documents agent will reimburse for towing expenses. Customer also inquired about reimbursing for customer s brother s time off work and miles driven while helping her. Customer ifnormed agent that it is 250 miles both wasy a day for two days. Agent informed customer that Ram doesn t typically reimburse for lost wages and things like that, but CM will look into compensation for customer. Agent informed customer that CM will contact customer on Monday 1/13 to touch bases and make sure everything went accordingly.
Agent contacted dealership, phone number dialed, 573-431-7800. Agent contacted dealerhsip to confirm everything went accordingly. Agent spoke to SM (Heather) and was informed that everything went accordingly as far as she knows. It is done and gone.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to touch bases. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to touch bases. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Customer contacted agent to informed CM that customer got moved out of her house so everything went accordingly. Customer informed agent that they were able to start towing by Saturday afternoon. Customer stated that she will be needing some time to send in the documents. Agent informed customer that agent will follow up in a weeks time in order to give customer some time. Customer thanked agent for that. Agent will

follow up on 1/23 to touch bases on sending documents in.
1/23
Customer left message informing agent that she has sent documents and is wondering if they have been received.
Customer provided number to reach her[redacted]
Agent contacted customer, phone number dialed, [redacted] Agent contacted customer to touch bases on documents. Agent informed customer that the documents have not been received. Agent verified the fax number that customer sent documents to; 8017363929. Customer informed agent that she put attention CM on the documents. Agent stated that CM should have no problem receiving documents then. Agent informed customer that CM will follow up tomorrow.
1/23
Agent contacted customer, phone number [redacted]. Agent spoke to customer and to inform cusotmer that documents weren t received. Agent provied fax number, case number and instructions and requested customer resend documents. Customer stated that she would. Agent will follow up with customer no later than tomorrow 1/24.
****** Below Customer Contacted for Documentation Request ******
eg704@chrysler.com on 2014-01-24 @ 12:32
***** Customer Document Received *****
Customer Document Reviewed.
What has the customer requested? To be reimbursed for towing expenses.
If this is a Recall or Extended Warranty, enter the campaign number. Tow needed due to N49 recall
If this is for a previously made goodwill decision, what is that CAIR #?
na
Enter the Mileage at the time of the repair. 71745
Enter the Date when the repairs were completed. 1/9/14
What is the total cost of the Parts to be reimbursed? $0
What is the total cost of the Labor to be reimbursed? $115.00
What is the total tax to be reimbursed? $0.
What is the total amount being reimbursed? $115.00
Agent contacted customer, phone number [redacted]. Agent contacted customer to inform of documentation being received and discuss any further concerns. Agent asked customer if there were any further things to address. Customer stated that she would like to be compensated for her brothers lose of wages and miles. Agent informed customer that wasn t possible to compensate for lost wages. Agent offered customer 3 years of deisel oil changes; ECD312N. Customer accepted. Agent informed customer that agent will get the paperwork started and follow up no later than Wed 1/29 to touch bases. Customer stated that would be fine. Agent got customer s new address[redacted], Gerald MO, [redacted]7. And customer confirmed 71,829.
****** Below Customer Contacted for Documentation Request ******
as1371@chrysler.com on 2014-01-28 @ 14:00
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted customer and advised case manager will be able to further assist customer tomorrow 1/30/14. Customer is satisfied with this.
Agent contacted customer, phone number dialed, [redacted]. Agent contacted customer to touch bases. Agent informed customer that CM is still awaiting contract activation. Agent informed customer that the contract is the only thing that we are waiting on. Customer requested CM send her the contract information via email. Agent informed customer that CM would do that but agent will have to calll customer and verify address and inform customer of the check process.
Agent informed customer that CM will follow up Monday 2/3 to touch bases on contract and reimbursement status.
ECD312N Contract created. Contract number is[redacted].
Agent contacted customer, phone number dialed, [redacted]. Agent contacted customer to provide contract number and process check. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Agent contacted customer, phone number dialed, [redacted] Agent tried alternative number and was informed that number has been changed to [redacted]
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to provide contract number and discuss

proceesing reimbursement check. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Status update provided via email to the following email address:
[redacted]
ECD312N Contract created. Contract number is [redacted]
End of Status Update
Agent spoke to customer and provided contract number via email and over the phone. Agent informed customer of the check process and informed customer that once check is sent out that case automatically closes. Customer understood. Agent asked customer if there are any further concerns to address. Customer stated no that with the reimbursement for tow and the contract customer is a happy camper. Customer s email address is: [redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	5G[redacted]	***Open Date***	01/09/2014	***Built Date***	04/01/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/17/2005	***Mileage***	65,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELKHORN WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	tie rod

Briefly summarize why the Customer is contacting: Customer has N62 recall on truck. Customer has contacted Dealer and has name added to list restricted parts. Customer called KUNES COUNTRY CHRYSLER DODGE JEEP. Customer has been advised she is seventh on list, so it will take eight weeks to get part in. Customer wanted it noted that she has talked with Chrysler today, and if anything were to happen she will have confirmation of conversation. Agent provided Case # and US CAC for contact. Agent advised that we cannot answer to a what if situation, each case is reviewed on a case by case basis.
Briefly summarize what the customer is expecting: Customer wants remedy of recall.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/09/2014	***Built Date***	08/03/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/23/2006	***Mileage***	250,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43585	RAMSEY MOTOR COMPANY			
Dealer Address	502 HWY 62-65				
Dealer City	HARRISON	***Dealer State***	AR	***Dealer Zip***	72601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GADSDEN TN[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer stated that his tie rod end had broken and he had vehicle towed to the dealership and repaired. Customer just received the recall notice in the mail and is looking for reimbursement for repair and also for the tow to dealership.
Agent advised the customer that he would need to mail in the proof of payment Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8004 as per AC 19074.
Briefly summarize what the customer is expecting:
Customer is expecting possible reimbursement.
Waiting for Documentation.
Customer Contact: [redacted] 1. Not in Service.
Unable to locate Customer s Number in 411.com
01/23/14
[redacted]
,
GADSDEN , TN-[redacted]
Reference [redacted]
Dear [redacted]:
Thank you for your recent call regarding reimbursement consideration for repairs made on your 2006 DODGE RAM 2500 SLT QUAD CAB 4X4.
Please forward your original repair order and proof of payment receipt to the address below:
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,

William,
Customer Service Representative
Letter sent 1/29/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39C6	7G[redacted]	***Open Date***	01/09/2014	***Built Date***	11/06/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	02/28/2007	***Mileage***	108,649	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH JORDAN UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for towing due to recall.
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-09 @ 12:41
Briefly summarize why the customer is contacting Chrysler: Customer states vehicle tie rod snapped and vehicle is being towed to dealership. Customer states he would like reimbursement for towing as issue is related to recall N62.
Briefly summarize what the customer is expecting: Customer seeking towing reimbursement.
Agent advised customer of reimbursement process. Agent advised customer to attach work order and receipt for tow. Agent advised customer link will expire in 7 days and can only be opened once.
Reassigned 86Y
H46 completed 11/16/2012, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service

procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Writer acknowledges assignment. Writer assumes link has expired, Writer will call Customer as soon as possible.
CUSTOMER CONTACT : Writer called [redacted]. Writer provided Case # US CAC for contact. Writer also provided TF fax # 877 768 5076.
No documents.
No documents.
No documents.
No documents, no contact from Customer.
CUSTOMER CONTACT : Writer called [redacted]. Writer provided case # and US CAC for contact. Writer advised that case will close in two days, but can be accessed or re-opened as needed.
No documents, can I have a by pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46AX	7G[redacted]	***Open Date***	01/09/2014	***Built Date***	03/14/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	04/30/2008	***Mileage***	60,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	41541	BRICKNER'S OF WAUSAU, INC			
Dealer Address	2525 GRAND AVENUE				
Dealer City	WAUSAU	***Dealer State***	WI	***Dealer Zip***	54403

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MARATHON WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer would like reimbursement for a recall repair
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Supervisor Jesse at town of Stettin seeking reimbursement for a recall repair. Customer states that their tie rod had broken and they have had it repaired already so they are looking for reimbursement. Agent advised they can submit for reimbursement but made no guarantees. Agent advised as per AC ID 24057 that the recall only applies to vehicles that had certain Mopar service parts steering components installed. Agent advised if that vehicle had the original style steering linkage no repair was necessary so they would not be reimbursed most likely. Customer understood and states they will send in their documents for review then. Agent will send a documentation request to [redacted]
Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer would like to be reimbursed for a recall repair.
Reassigned to: 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-01-09 @ 12:58
Waiting for documentation
Waiting for documents
Status update provided via email to the following email address:
[redacted]@[redacted]
We are waiting on your documentation concerning repairs made to your vehicleÙ. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718272.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C1	5G[redacted]	***Open Date***	01/09/2014	***Built Date***	04/20/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/21/2005	***Mileage***	142,729	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44909	FLETCHER DODGE-CHRYSLER-JEEP			
Dealer Address	3314 STADIUM DRIVE				
Dealer City	JONESBORO	***Dealer State***	AR	***Dealer Zip***	72401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	COLT AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for recall repair.
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	replaced all ball joints and tie rods

****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2014-01-09 @ 13:46
Briefly summarize why the customer is contacting Chrysler: Customer states that they had recall related repair completed previous to recall release. Customer states she had vehicle inspected at dealer (44909) on 01-08-14. Customer states she would like reimbursement for repair.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent advised customer of reimbursement process. Agent advised customer to include repair order and receipt/proof of payment as well as information from AC# 17420.
Agent sent documentation link with following message: Please be advised this link will expire in 7 days. Please be advised the link can only be opened once. Please have all documents prepared prior to opening link.
Agent provided fax # for submitting documents: 1-877-768-5076
Re-assigned to 86Y
***** Customer Document Received *****
Writer acknowledges assignment, and there are documents present
H46 completed(claims) 09/21/2009, no parts,inspection only=factory original equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts

steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:no
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern:recall reimbursement
Reviewed previous files:yes
Writer has looked over documents
1) Purcell Tire Co - all 4 ball joints and tie rods replaced, alignment.
2) Jonesboro Alignment Service - offset upper ball joint installed, alignment.
Customer is only showing one repair of suspension tie rods - so unless there is another repair between 09/21/2009 and 03/14/2013, Writer assumes these are factory original parts that were removed, and replaced with unknown at Purcell. Customer has had vehicle inspected recently at CDJR. Repair does not qualify for reimbursement, under N62 recall, as Chrysler was looking for MOPAR replacement parts not factory original.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. See lines 48-53.
Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they received a phone call regarding their reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on their case.
Agent advised: Agent customer of lines 48-53.
Writer acknowledges, that Customer has made direct contact and he has been informed of decision. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28TX	9G[redacted]	***Open Date***	01/09/2014	***Built Date***	02/25/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/02/2009	***Mileage***	38,800	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43497	JOHNNY ROBERTS MOTORS INC			
Dealer Address	1706 E BROADWAY				
Dealer City	ALTUS	***Dealer State***	OK	***Dealer Zip***	73521

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALTUS OK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	left tie rod

Briefly summarize why the Customer is contacting: Customer advising he has recall N49 and has been added to a list to receive parts. Customer is not going to drive the vehicle for now. Customer will be contacted by dealer as soon as his parts are in. Agent cannot provide an updated status for parts distribution restriction. Customer understands.
Briefly summarize what the customer is expecting: Customer requires remedy of recall.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL4	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	08/03/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	10/26/2010	***Mileage***	80,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44961	FLEMINGTON DODGE-CHRY-JEEP			
Dealer Address	204 US ROUTE 202				
Dealer City	FLEMINGTON	***Dealer State***	NJ	***Dealer Zip***	08822

Owner	DRILLING, ZIEGENFUUS	***Contact Type***	E-MAIL
Address	PO BOX 308	***Home Phone***	
	RINGOES NJ 08551	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	18 of their fleet vehicles have the recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****
recall N49
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Our company has a fleet of 18 Dodge Ram 3500 series trucks from 20 years 2010-2013, we have received recall notice N49 for the left tie rod end. Since receiving this notice we have called Flemington Car and Truck Country multiple times with the same answer, the parts are not in and the trucks can not be fixed at this time. Due to the severity of this re-call we are wondering what Dodge is doing to make sure that these trucks are fixed in a timely manner, or if Dodge is providing loaner trucks until parts are made available so that they can be fixed properly. Also what the proper procedure is going to be when one of the tie rod ends break and there is an accident and how dodge is going to assume responsibility
*****END OF CUSTOMER EMAIL*****
Dear Ziegenfuus
Thank you for contacting the Ram Assistance Center.
Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page.
Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email (908.788.5100). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.
Thanks again for your email. We look forward to further addressing this matter further with you.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
escalating to 88I as per answer id 22140
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 44961
Reassigned to 88I
* * * * * FLEET CASE MANAGER TEAM - District X * * * * * *
Customer profile: ZIEGENFUSS DRILLING INC, NJ.
Contact information: No contact name provided, 908.788.5100
Email provided: [redacted]
Vehicle History / Loyalty: DCC VIN S OWNED: 24, CURRENTLY OWNS: 13
new.
SC or EXT: Business link only.
Vehicle is out of basic warranty by 44K miles.
CONCERN:
Seeking assistance with expediting repairs and parts for Recall N49.
Seeking assistance with loaner vehicle.
CONTACT UPDATE - 1st Contact attempt, Email sent to ZIEGENFUSS DRILLING
INC:
Status update provided via email to the following email address:
[redacted]
ZIEGENFUUS DRILLING,
Hello my name is Ray with Chrysler Fleet, I have been assigned as your
Case Manager. Here is some information that will be helpful for you to
have:
Your Case number: [redacted]
VIN: BG[redacted]
Vehicle Description: 2011 DODGE RAM 4X4 3500
Chrysler Fleet Case Management telephone number: 800-763-8422
My direct extension: 66061
Please respond to this Email with the name of your Company contact person
in regards to your Concern with Recall N49.
I will follow up with you to discuss the case further.
Thank you,
Ray
Chrysler Fleet Customer Care
End of Status Update
Email GSB11 regarding N49 parts restrictions.
Writer to follow up with Dealer and customer regarding Fleet Recall parts
Ordering Process:
GSB11 will place order once the proper steps are followed.
Dealer reports Recall N49 TIE ROD was completed 01/21/2014.
Status update provided via email to the following email address:
[redacted]
ZIEGENFUUS DRILLING,
The dealership has informed us the parts have arrived and the recall work
was completed for your vehicle with VIN number BG5[redacted]. The Dealer
reports the recall was completed on 1/21/14. If you have any questions or
concerns please let us know. If you are satisfied with the recall repairs
no reply is necessary. Your case will close on 1/24/14.
Thank you for working with Chrysler Fleet
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C6	5G[redacted]	***Open Date***	01/09/2014	***Built Date***	02/25/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/04/2005	***Mileage***	285,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	39712	SWOPE CHRYSLER DODGE JEEP			
Dealer Address	1012 N DIXIE HWY				
Dealer City	ELIZABETHTOWN	***Dealer State***	KY	***Dealer Zip***	42701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILAN IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquired about the recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states he broke a tie rod end.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his vehicle broke a tie rod while he is working out of state in Kentucky.
Briefly summarize what the customer is expecting: Customer is looking to see if there is a recall for this issue. Writer advised customer that the N62 recall is on the vehicle for LEFT OUTER TIE ROD ASSEMBLY. Customer states he had contacted his local DLR who states they have the part. Customer inquired if a family member can pick up the part from his local DLR and bring it to the DLR in the town he is in for the repair. Writer found the only DLR in Elizabethtown KY is DLR 39712 SWOPE CHRYSLER DODGE JEEP. Writer phoned DLR and spoke with parts who advised that they have their area manager on the line who advised the recall part is not available until February or March. Parts advised that they can repair the vehicle using the faulty parts to assist the customer temporarily until the recall parts are available. Parts states the area manager is willing to provide goodwill for the customer however due to the weather conditions they are backed up and cannot complete the repair until Tuesday. Writer advised customer of the information parts provided. Writer offered to transfer customer to the DLR to see if they can work with him further to schedule the repair. Customer accepted transfer offer. Writer transferred customer to parts at DLR 39712 SWOPE CHRYSLER DODGE JEEP for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G2[redacted]	***Open Date***	01/09/2014	***Built Date***	03/29/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/24/2006	***Mileage***	127,818	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43453	PUEBLO DODGE INC			
Dealer Address	2147 HIGHWAY 50 WEST				
Dealer City	PUEBLO	***Dealer State***	CO	***Dealer Zip***	81008

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WIGGINS CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

POSTMARK DATE: 122613; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Claim [redacted] - 43453 PUEBLO DODGE CHRYSLER JEEP RAM
Recall H46 Inspection completed 05/03/2010 at 50005 M - no parts replaced.
Phone number on invoice is for a business - no area code.
Performed Internet Search - www.411.com - no contact information.
Agent sending form letter.
Agent has reviewed documents submitted. Agent is denying claim at this time.
NOTE: A Mopar service parts steering linkage may have been installed during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no further action will be required.
Inform customer that he still has the incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY, contact CDJ to have previous repair inspected so they can update file.
****
1/20/14
[redacted]
WIGGINS , CO-[redacted]
UNITED STATES
Reference [redacted]
Dear [redacted]:
Thank you for your recent letter regarding reimbursement consideration for repairs made on your 2006 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.

Please contact me at
1-800-853-1403, to discuss your letter. Please refer to the reference
number
above or have your Vehicle Identification Number (VIN) available when you
call.
Please be advised that Recall N62 LEFT OUTER TIE ROD ASSEMBLY is showing
as incomplete. Please contact Chrysler Dealership to have previous repair
inspected so they can update your file.
Sincerely,
Kelly
Customer Assistance Representative
*****
NEXT AGENT: WHEN CUSTOMER CONTACTS PLEASE ADVISE AS PER LINES 14-21.
Letter sent 1/24/14.
Customer called for closest DLR.
Agent provided customer with this information for closest DLR. John
Elway Chrysler Jeep Dodge Ram (970) 506-9777

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2	9G[redacted]	***Open Date***	01/09/2014	***Built Date***	09/02/2008	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/29/2008	***Mileage***	57,666	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HOSSTON LA [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advised to contact CDJ.
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised to contact CDJ.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Left tie rod replaced
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement.

POSTMARK DATE: 122413; DATE RECEIVED: 010414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: L16, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N49 Recall
Reviewed Previous files: Yes, no concerns.
Internet Search performed: www.whitelinesuspensionparts.com
Outer Tie Rod End Part #ES800375
OUTBOUND CALL to Brian Curry s Alignment @318-375-2871, Brian ownerÙ
asked agent to call back in 10 minutes, he is with a customer.
Agent will contact Brian Curry for breakdown of labor cost.
OUTBOUND CALL to Brian Curry s Alignment @318-375-2871, Brian verified
the labor at $58.50 for the replacement of the tie rod only. Invoice is
PAID in full.
RECALL - Template N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: CHECK #15893, PAID stamp on invoice.
Date of Repair: 11/12/13
Invoice #: 9389
Labor $58.50
Parts $98.91
Misc. Charges $0.00
Tax 9.35% $14.72
Total $172.13
Writer is submitting check for approval in the amount of $172.13, upon
contact with customer
Status update provided via email to the following email address:
[redacted]
I have reviewed your documents for the reimbursement consideration for
your 2009 DODGE RAM.
Please contact us at 1-800-853-1403 in regards to your reimbursement
claim.
Have a great day!
End of Status Update
****

NEXT AGENT PLEASE ADVISE CUSTOMER OF REIMBURSEMENT AS PER LINE 28. THIS IS FOR THE COST OF THE PART AND THE ALIGHNMENT + TAXES. PLEASE ADVISE CUSTOMER TO CONTACT THE CHRYSLER DEALERSHIP TO HAVE RECALL L16 LEFT TIE ROD END AND THE N49 LEFT TIE ROD INSPECTED SO THEY CAN UPDATE HIS FILE.
Revised Adjustment:
Misc. Charges $59.95 alignmentÙ
Tax 9.35% $20.32
Total $237.68
Writer is submitting check for approval in the amount of $237.68, upon contact with customer.
Status update provided via email to the following email address:
[redacted]
I have reviewed your documents for the reimbursement consideration for your 2009 DODGE RAM.
Please contact us at 1-800-853-1403 in regards to your reimbursement claim.
Have a great day!
End of Status Update
****
NEXT AGENT PLEASE ADVISE CUSTOMER OF REIMBURSEMENT AS PER LINE 47. THIS IS FOR THE COST OF THE PART + LABOR VERIFIED WITH BRIAN CURRYÙ AND THE ALIGNMENT + TAXES. PLEASE ADVISE CUSTOMER TO CONTACT THE CHRYSLER DEALERSHIP TO HAVE RECALL L16 LEFT TIE
ROD END AND THE N49 LEFT TIE ROD INSPECTED SO THEY CAN UPDATE HIS FILE.
Status update provided via email to the following email address:
[redacted]
I have reviewed your documents for the reimbursement consideration for your 2009 DODGE RAM.
Please contact us at 1-800-853-1403 in regards to your reimbursement claim.
Have a great day!
End of Status Update
*****
WHEN CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 60-64.
OUTBOUND CONTACT to [redacted], [redacted] officeÙ who stated [redacted] is unavailable wrote down message to give [redacted] regards to reimbursement as per lines 60-64. [redacted]. Agent left contact information if he wishes to call us back at 1-800-853-1403 and case number 24417833.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	01/20/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	04/29/2011	***Mileage***	40,183	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WILLIS TX[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	354.62
Recall - N49: LEFT TIE ROD - Reimbursement	Seeking rimbursement.
Corporate - CNA Change - Default - Default - Default	customer advised of a move to AR, agent updated address
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod replaced.

POSTMARK DATE: 122313; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
IRF CONTACT: Writer called Milstead Car Care Inc., 936 756 8500. Writer spoke to SA Sal who advised Customer cleared balance.
Customer submitted request for reimbursement for recall N49 - Left Tie Rod.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: receipt and verification from IRF(Milstead)
Date of Repair: 10/01/13 & 10/28/13
Invoice #: 0120569 & no invoice #
Labor $ 89.95 + $75.00 = $164.95
Parts $ 81.99
Misc. Charges $ 88.00(towing)+$5.13(shop supplies=$93.13
Tax $ 14.13+$0.42= $14.55
Total $ 354.62
Writer is submitting check for approval in the amount of $ 354.62, upon

Customers approval.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke directly with Mr. [redacted] and he accepts the reimbursement of $354.62. Writer advised Mr. [redacted] to have his vehicle inspected at any CDJR Dealer so that the recall can be closed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A3	8G[redacted]	***Open Date***	01/10/2014	***Built Date***	03/11/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/09/2008	***Mileage***	103,679	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BURLINGTON IA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N49 recall repair.
Corporate - Consequential Expenses - Default - Default - Default	alignment
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 122313; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None, no concern.
The customer is seeking reimbursement for the N49 recall repair.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Visa $2619.48
Date of Repair: 9/27/13
Invoice #: 905416
Labor $85.80
Parts $372.00
Misc. Charges $69.99 alignmentÙ
Tax $36.95 7%Ù
Total $564.74
Writer is submitting check for approval in the amount of $564.74.
****

Writer verified that address for check matches address on submitted documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH4EL2	AG[redacted]	***Open Date***	01/10/2014	***Built Date***	01/14/2010	
Model Year	2010	***Body***	DC8L63	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	02/05/2010	***Mileage***	89,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGW	TIMBERLINE GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ELLINGTON CT[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 122313; DATE RECEIVED: 010414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:
Name of person writing in: [redacted]
Does customer have an e-mail [redacted]
Concern: Reimbursement request for N49 Recall
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment.
Writer acknowledges that whole steering assembly was replaced along with ball joints. Past Writers parameters reassigning to 86H.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Writer called Hoffman s Soapstone Valley Equipment phone 860-870-9111 time 14:13 ET. Owner Arlo Hoffman answered.
He stated the customer paid.
He stated the ball joints were not replaced due to the tie rod issue.
He stated the labor breakdown is 1.5 hours for tie rod, 3.5 hours for ball joints.
Confirmed reimbursement information in documents matches COIN.
Writer called customer [redacted] time 14:58 ET. Office Manager Tara Roby answered.
She confirmed reimbursement detail as in documents and COIN.
Writer advised of line 30-32, and reimbursement amount. Customer understood.
She requested reimbursement be put to her attention.
Writer advised customer N49 still incomplete, customer declined

assistance scheduling service at this time.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D6WH4EL2AG[redacted]
In-service Date: 02/05/10
Customer s proof of payment is: IRF Hoffman s Soapstone Valley Equipment invoice, confirmed line 29.
Date of repair: 09/18/13
Mileage: 88002
Invoice#: 17610
Labor: (1.5 hrs @ $95.00) $142.50
Parts: $418.13
Misc. Charges: $8.00
Tax: (6.35%) $36.11
Total:$604.74
Writer is submitting check for approval in the amount of: $604.74
Submitted.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A0	8G[redacted]	***Open Date***	01/10/2014	***Built Date***	07/17/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	11/29/2007	***Mileage***	86,139	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SANDY UT 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 122813; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes,[redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be completed: H46 STEERING LINKAGE SAFETY 04/27/2009 09/20/2013 COMPLETE
Writer located in claims - pitman arm.
******
Invoice - 81348 - 09/20/123 - 86139 Miles.
Writer will review as customer sent in 7 pages.
******
Invoice - 81348 - shows the tie rods were loose an updated tie rod kit had been installed the H46 had been completed at the same time showing

replacement of the pitman ar,.
*****
Writer will call the customer to advise reimbursement will not be provided as this is the first repair the parts that are on the vehicle now may be the parts being recalled and to contact the dealership have the N62 recall completed.
******
Writer will cal[redacted].
Writer left a message this call is for[redacted] from Debbie of Chrysler in regards to an invoice received for the 2008 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair[redacted]
******
Writer received a call from the customer. Writer advised the customer the recall is for a replacement part not the manufactured part. Customer stated they replaced the front end and did a recall.
Writer advised the tie rods were updated and they did do a different recall to replace the pitman arm, this recall is a part recall for the linkage it does not appear this had been changed. Writer advised if a repair had taken place prior to this one the manufactured part would have been removed a replacement part added, this is what the recall is for.
Customer asked if this is a part recall then. Writer advised yes.
Writer advised the dealership will inspect this to see if the linkage is connected to the tie rod correctly and replace if necessary. Writer apologized reimbursement will not be provided.
Customer understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	AG[redacted]	***Open Date***	01/10/2014	***Built Date***	01/20/2010
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4		
In Service Dt	09/10/2010	***Mileage***	48,033	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45126	PARK PLAZA DODGE			
Dealer Address	7911 W. ROOSEVELT ROAD				
Dealer City	FOREST PARK	***Dealer State***	IL	***Dealer Zip***	60130

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NORTH RIVERSIDE IL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: paid stamp
Date of Repair: 11/7/13
Invoice #: 156063
Labor $0
Parts $0
Misc. Charges $100.00 deductibleÙ
Tax $0
Total $100.00
Writer is submitting check for approval in the amount of $100.00.
****

Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G2[redacted]	***Open Date***	01/10/2014	***Built Date***	03/17/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/18/2008	***Mileage***	100,590	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	SACRAMENTO CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement
Corporate - Consequential Expenses - Default - Default - Default	alignment/towing
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 122313; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Not able to confirm address
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimburesed for recall related repairs.
Reviewed previous files: N/A
RECALL LEFT TIE ROD END L16
****
Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 10/15/13
Customer s proof of payment is: check [redacted]
Invoice #: 47664
Labor $88.00
Parts $104.00
Misc. Charges $88.00 alignmentÙ
Tax $8.84 8.5% on partsÙ
Total $288.84
****
Date of Repair: 10/13/14
Customer s proof of payment is: check [redacted]
Invoice #: 60915
Labor $0
Parts $0
Misc. Charges $45.00 towingÙ
Tax $0
Total $45.00
****
Combined Total $333.84
Writer is submitting check for approval in the amount of $333.84.
Writer contacted customer at [redacted]. Writer verified that check should be made out to [redacted] Sacramento CA [redacted]. Writer advised customer to have recall completed by dealer.
Customer stated that he has already had it completed.
APPROVED

CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG6[redacted]	***Open Date***	01/10/2014	***Built Date***	05/04/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/04/2011	***Mileage***	48,004	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DAVIDSONVILLE MD[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	WINDSHIELD WASHER FLUID RESERVOIR
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing/alignment

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49 L38
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Visa payment/Balance $0.00
Date of Repair: 9/23/13
Invoice #: 21514
Labor $394.00
Parts $446.40
Towing Charges $95.00
Alignment $99.95
Misc. Charges $26.86
Tax $26.78 6%Ù
Total $1088.99
Writer is submitting check for approval in the amount of $1088.99.
****

Writer contacted customer at [redacted]70. Writer informed customer that check is being sent for final approval. Writer advised customer to have both recalls completed by dealer.
Writer verified that address for check matches address on submitted documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A0	8G[redacted]	***Open Date***	01/10/2014	***Built Date***	04/02/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/30/2008	***Mileage***	53,843	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LAKE STEVENS WA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 122313; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49 L16
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 10/27/13
Invoice #: 600101
Labor $0
Parts $53.10
Misc. Charges $0
Tax $0
Total $53.10
Writer is submitting check for approval in the amount of $53.10.
****

Writer verified that address for check matches address on submitted documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39L7	9G[redacted]	***Open Date***	01/10/2014	***Built Date***	02/19/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	03/15/2009	***Mileage***	81,066	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MOSS BEACH CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 122313; DATE RECEIVED: 010414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Customer submitted for reimbursement of tie rod repair & towing.
Customer did not submit proof of payment for towing receipt.
Status update provided via email to the following email address:
[redacted]
I have reviewed your submitted documents concerning repairs made to your 2009 Ram 3500 and noted that proof of payment was not provided for the towing invoice. Proof of payment is necessary in order to process your reimbursement request.
I have sent a document link in a separate email or you may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
Should you have any questions you may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
[redacted]
Writer contacted IRF Action Towing at 650-593-5555. Writer spoke with dispatcher Evei who stated towing invoice #3812 was paid in full.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 12/21/13
Customer s proof of payment is: Paid by Visa $338.10
Invoice #: 237101
Labor $157.50
Parts $107.69
Misc. Charges $0

Tax $9.69 9% on partsÙ
Total $274.88
****
Date of Repair: 12/21/13
Customer s proof of payment is: verified with IRF
Invoice #: 3812
Labor $0
Parts $0
Misc. Charges $125.00 towingÙ
Tax $0
Total $125.00
****
Combined Total $399.88
Writer is submitting check for approval in the amount of $399.88.
****
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP
Customer called stating the document link is not working. Writer informed customer that reimbursement has been approved. Writer advised customer to have recall completed by dealer.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	7G[redacted]	***Open Date***	01/10/2014	***Built Date***	05/24/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/17/2007	***Mileage***	101,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	REDFIELD AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursment request

****** Below Customer Contacted for Documentation Request ******
jb1781@chrysler.com on 2014-01-13 @ 06:45
***** Customer Document Received *****
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]m
Concern: Recall N62 Reimbursement request
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that documents are present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing [redacted]
Does customer have an e-mail address: [redacted]
Concern:reimbursement for recall repair
Reviewed previous files:yes
H46 completed 04/30/2010, no parts,inspection only=original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted] Writer spoke directly with Mr. [redacted] Writer advised Chrysler is Not reimbursing for breakdown of factory original equipment. Mr. [redacted] advises this is the first repair he had on vehicle. Writer advised Chrysler needs to have

the vehicle inspected for the replacement parts, and if parts need to be replaced Chrysler will do so complimentary. Customer advises the IRF did get Chrysler replacement parts as far as he knew. Customer accepts there is no reimbursement at this time. Writer closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WF4EL9	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	06/02/2010	
Model Year	2011	***Body***	DD3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	08/31/2010	***Mileage***	178,921	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	RECOVRY HOLDINGS, PRG ASSET	***Contact Type***	LETTER
Address	335 W OLMOS DR APT 128	***Home Phone***	
	SAN ANTONIO TX 78212-1959	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N49 recall repair.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke causing other damage
Corporate - Consequential Expenses - Default - Default - Default	towing/rim/tire/CV boot

POSTMARK DATE: 122013; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: PRG ASSET RECOVRY HOLDINGS
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None, no concern.
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N49 recall repair.
Customer did not provided proof of payment.
No phone number or email address in submitted documents or in COIN for this customer.
Writer performed internet & 411 search for this customer with '0' results.
Writer will send letter requesting proof of payment.
1/20/14
PRG Asset Recovery Holdings
335 W Olmos Drive, #128
San Antonio, TX 78212
Reference #[redacted]
Dear Customer:
Thank you for your recent letter regarding reimbursement consideration for repairs made on your 2011 Ram 3500.
Proof of payment is necessary in order to process your reimbursement request.
Please forward your proof of payment receipt to the address below or fax it to 877-768-5076.
Chrysler Group LLC
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Proof of payment consists of credit card receipt, front and back of the cancelled check, or
cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Mary-Lyn

Customer Service Representative
Letter sent 1/24/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	6G[redacted]	***Open Date***	01/10/2014	***Built Date***	11/07/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/24/2005	***Mileage***	109,560	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42842	DOTSON BROTHERS INC			
Dealer Address	1010 CARSON DRIVE				
Dealer City	PARIS	***Dealer State***	KY	***Dealer Zip***	40361

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LEXINGTON KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 122413; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: M62
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: Reimbursement request for N62 recall, towing and rental.
Reviewed Previous files: Yes, no concerns.
Customer is seeking reimbursement under recall N62. In order for customer to be eligible for reimbursement, he will need to submit another invoice showing a prior steering linkage repair. Recall is on mopar replacement parts not the factory parts.
Called customer at 12:04 [redacted] spoke to customer and advised of the of the recall parameters. Customer stated it was the original parts that broke. Agent advised customer if it was the original parts that broke, he would not be eligible for a reimbursement. Customer understood and asked to have his documents sent back. Agent advised this would done. Agent also advised customer the recall is still open so he can take the vehicle to a Chrysler dealership and they will complete the recall. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7	AG[redacted]	***Open Date***	01/10/2014	***Built Date***	06/04/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	10/27/2010	***Mileage***	85,455	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	***Dealer State***	FL	***Dealer Zip***	33411

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PALM BEACH GARDENS FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broken

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in:[redacted]
Does customer have an e-mail address: Yes,[redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: paid stamp
Date of Repair: 8/5/13
Invoice #: 410818
Labor $417.80
Parts $506.12
Misc. Charges $4.00
Tax $55.68
Total $983.60
Writer is submitting check for approval in the amount of $983.60.
****

Writer verified that address for check matches address on submitted documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C2	5G[redacted]	***Open Date***	01/10/2014	***Built Date***	10/25/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/22/2005	***Mileage***	141,569	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HAYDEN LAKE ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

POSTMARK DATE: 122113; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and had the H46 recall completed in 2010 and no parts were replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called regarding the message left for him by Greg. Agent advised customer lines 14-19 and customer is not happy with this. Customer states that he has this work completed at a local dlr and he does not understand why it has been declined. Agent tried to verify with customer is an inspection has been completed for the N62 recall and customer states that the Dave Smith did it and stated its all been upgraded and a little over a month later there is a recall issued. Agent attempted to contact AL as per the customer the SM at the Save Smith Frontier Slaes and Service and determine the actual repairs, agent got Dan whom is the SM and he stated that they are not able to do warranty or recall work they do other jobs for the dlr. Stated that the customer did receive a full upgrade on the steering system. Agent informed customer that he may need to visit the Dave Smith Motors 208) 784-1208
To have the inspection completed for the N62 a customer states that he is not happy about this the entire front end was replaced.
Agent informed that will forward this information off to the working agent and see if it can be looked under the H46 recall as well. Agent

informed customer will contact on Tuesday with further updates
*********Please review if customer fits the merits for the H46 recall**********
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer that the documentation was also reviewed regarding the H46 recall and the customer had the H46 recall completed in 2010 and there were no parts replaced at that time.
Customer would like to speak to GG467. Writer advised the customer of lines 43-51. Customer states that he will be contacting his attorney generals office. Customer states that the vehicle is exibiting symptoms of the recall. Customer is very upset.
Customer is requesting that GG467 contact him.
Agent called customer and advised him of the recall information. Customer states he did have repairs completed previously at an IRF and is going to mail in the documents for review. Agent advised customer the documents will be reviewed once they arrive and also to have the recall completed. Customer states he will call the dealer and have the recall completed as well.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	01/10/2014	***Built Date***	09/27/2007	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	12/26/2007	***Mileage***	56,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BRISTOL VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Customer has submitted documentation for reimbursement consideration under the N62 recall. N62 pertains to mopar service parts that would have been installed not the original factory installed equipment. Writer notes that H46 was completed on 06/11/19 claim number 105201 with no parts installed. Writer also notes that in previous CAIR [redacted] customer was informed of open recall J35 reprogram ECM.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail message stating call is in regards to documentation submitted under recall N62 for the 2008 Ram. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
NEXT AGENT: If customer calls in please refer to lines 8-13 for narrative. Writer unable to reimburse under the parameters of N62 recall. Please advise customer to contact dealership to have recalls N62 and J35 completed at no charge to customer.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer explained lines 8-12. Customer is upset because he is not getting reimbursed for the tie rods that were replaced. Customer states that he had called into customer assistance for the tie rods when they broke and was not given any assistance at that time. Writer states that the previous case file was reviewed. Writer advised that the repair was completed at an IRF and no part numbers are available on invoice to verify if Mopar parts were used. Customer is irate and states that Mopar parts were not used. Customer states that he would not replace bad parts with more bad parts from Mopar. Writer advised that recall applies only to mopar service parts for steering linkage. Customer states that Chrysler has lousy customer service and he will take this issue with tie rods legal. Customer states that he will go online and owns a business and will tell all his customers. Customer states that he will never purchase another Chrysler vehicle again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D4	6J[redacted]	***Open Date***	01/10/2014	***Built Date***	09/06/2005	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/29/2007	***Mileage***	71,822	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WILMINGTON DE[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod replaced

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 08:30
Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement information. Customer stated he just received a recall notice for the N62 LEFT OUTER TIE ROD ASSEMBLY. Customer stated not long ago he needed to have the TIE ROD ASSEMBLY replaced and wanted to know the process to be reimbursed for the repair. Customer stated he had the repair completed at a local IRF and possibly aftermarket parts were used. Agent offered the email link to send his documents in for review and possible reimbursement. Agent advised he is able to visit his local Chrysler dealer to have the vehicle inspected to see if would require having the recall completed.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 10:20
Customer called in stating that he never received the document request link. While verifying the information the customer claimed his email was wrong. Agent updated the email and resent the document link.
***** Customer Document Received *****
Writer acknowledges assignment, and that documents are present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:H46 & N62
Name of person writing in:
Does customer have an e-mail address: [redacted]
Concern:recall reimbursement
Reviewed previous files:yes
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair: The steering linkage assembly must be inspected and replaced if required.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Writer advising Customer is submitting documents from:
1) Sheridan - left outer tie rod broke/replaced.
Customer is not the original owner, no previous reports in Chrysler.
Writer will assume this is original factory equipment that broke and not a replacement MOPAR part.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer states that he had his part replaced at a Nissan DLR and it was the first time having it replaced. Agent told customer s lines 73-79.
Agent told customer that he will still need to have his recall completed.
Agent offered to transfer him over; customer states that he will contact the DLR himself.
Writer is closing Case. Customer has contacted directly and been informed properly.
Customer called with an update.
Customer took his vehicle to the dealership on Saturday January 25, 2014 and they told him his vehicle had Mopar parts on it. They did not replace any parts.
Agent asked if they did both recalls while he was there and he said he is not sure, he is unaware that he had two recalls on the vehicle.
Customer took the vehicle to DAVID DODGE CHRYSLER JEEP #45249.
Agent called to the dealership at 610-358-5300 but they were not open yet. They open at 7:30 am EST.
Agent advised she will have to call to the dealership once they are open and find out what they did and get back to him.
Customer said to call him at [redacted] which is his work number or email him at [redacted] his work email with any updates.
Agent called to the dealership and spoke to VINCE -SM and he said that the vehicle has the proper style tie rods on it, so they did not replace them.
Agent called to the customer and explained what the SM relayed to her.
Agent explained that both the recall N62 and H46 are for replacement parts only, not the original parts from the factory. Since the N62 was recently completed, it has the newest parts on it.
Agent explained that if the replacement part on his truck now breaks, then it could possibly be covered under the N62 recall in the future.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	5G[redacted]	***Open Date***	01/10/2014	***Built Date***	12/01/2004	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	05/26/2005	***Mileage***	139,287	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]Y	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	NORTH PORT FL[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised customer of recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer recall inquiry.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod and steering linkage replaced due to breakage.
Recall - H46: STEERING LINKAGE - Reimbursement	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer states he only just got a letter for recall n62 and was not aware of h46 recall. Customer states he was driving down the highway and lost control of vehicle steering and was able to bring the vehicle to a stop which could have ended in a terrible accident. Customer states he contacted his AAA services who brought the vehicle to an authorized AAA DLR for the repairs. Customer states he has paid out of pocket for the recall repairs and is seeking reimbursement as per the letter.
Briefly summarize what the customer is expecting: recall information for related out of pocket expense to get reimbursement.
Writer updated coin.
Writer advised customer as per N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM Answer ID 24057: If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.
Writer advised customer of H46 recall that has not been completed on the vehicle.
Writer advised customer to contact DLR for an appointment to have vehicle inspected to determine if he needs parts replaced as customer does not know the exact part history on his vehicle. Customer declined and will callback later to speak to the DLR.
Reassigned to lb546.
Customer [redacted]
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
POSTMARK DATE: 012314; DATE RECEIVED: 012914
Customer is seeking reimbursement for the H46 and the N62 recalls.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] she was out of the office.

Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer of lines 39-46.
Briefly summarize why the customer is contacting Chrysler: Customer was calling back in regards to his reimbursement case and was informed of lines 39-46. Customer is taking the vehicle to have any recalls completed.
Briefly summarize what the customer is expecting: To gain more information on his recalls and reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4EL3	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	08/16/2010	
Model Year	2011	***Body***	DD8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	11/13/2010	***Mileage***	48,402	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	23187	TONY DOMIANO CHRYSLER DODGE JEEP			
Dealer Address	RT 6 SCRANTON-CARBONDALE HWY				
Dealer City	EYNON	***Dealer State***	PA	***Dealer Zip***	18403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE ARIEL PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	LEFT TIE ROD END
Corporate - Roadside Services - Default - Default - Default	left tie rod broke while driving

Briefly summarize why the customer is contacting Chrysler:
Customer states that he was driving when his tie rod end broke and asked for roadside assistance.
Agent informed customer that the tie rod ends are on recall and transferred customer through to roadside.
Briefly summarize what the customer is expecting:
Customer is expecting a tow.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4 A[redacted]	***Open Date***	01/10/2014	***Built Date***	11/20/2009		
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	01/20/2010	***Mileage***	75,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	COLERAIN NC [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broken earlier
Product - Wheels and Tires - Tires - Other - Front	tire shredded due to tie rod broken
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: customer called to inquire about reimbursement for recall N49. Customer stated that Tie rod broke and shredded the tire as well in Nov 2013. Customer stated that Early Automotive did the repair as vehicle was not under warranty.
Briefly summarize what the customer is expecting: Customer wanted reimbursement information.
Agent advised customer of address and what information to send for reimbursment of repair for recall n49.
re-assing to 86y
Writer with contact customer on 1/17/14 if documents have not been received.
Writer checked and documents have not been attached.
Writer contacted customer at [redacted]. No answer. Unable to leave message.
Writer contacted customer at [redacted]. Number no longer in service.
Writer contacted customer at [redacted] No answer. Unable to leave message.
Documents have not been received.
Unable to reach customer.
Writer will send letter.
1/21/14
[redacted]
Colerain, NC [redacted]
Reference [redacted]
Dear Mr & Mrs [redacted]:
Thank you for contacting us regarding reimbursement consideration for repairs made to your 2010 Ram 2500.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-855-675-9291, extension 4718304, to discuss your request. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Mary-Lyn
Customer Service Representative
Letter sent 1/24/14.

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that she received a letter about having to send on her documents for reimbursement on recall repairs . Agent provided customer the fax number to send in documents . Agent also advised customer of case number to put on all documents being sent in .
Briefly summarize what the customer is expecting:
Customer is expecting reimbursement for recall repair N49 LEFT TIE ROD.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: DECLINE
Who has possession of the vehicle? Owner
Reassigned to 86Y
Agent waiting for documents.
POSTMARK DATE: 020614; DATE RECEIVED: 020614
Agent reviewed documents submitted by customer and found customer submitted documents showing repairs completed at an IRF, customer is requesting $100 for labor and an invoice for tires purchased 1 year prior to the repair being performed.
Agent called IRF who performed the repairs at 252-332-6211 and there was no answer at this time.
Agent called the IRF that towed the vehicle at 252-332-5547 and spoke with Justin. Justin states the vehicle was towed to the customer s shop and it was for a broken tie rod end and the invoice was paid in full.
Agent found the customer is requesting reimbursement for the cost of the towing, labor, tie rod repair and tire and is requesting over $500. Agent reassigning to CM for further review.
Note, Tire Tracs tire invoice doc page 4 dated 11/08/12 at 57479 miles, date is not type, warranty claim 05/09/12 at 51551 miles and 05/17/13 at 64368 miles. Tire invoice does not relate to N49 concern.
Writer called Ahoskie Body Shop phone 252-332-5547 time 09:20 ET. Office Manager April answered, confirmed customer paid towing invoice.
Writer called customer phone [redacted] time 09:24 ET. Customer [redacted].
Writer advised of line 68-70, she stated tire was damaged when tie rod broke, writer advised we can not reimburse for labor or incidental damage without documentation. Writer advised of reimbursement amount. Customer understood.
Customer confirmed reimbursement as in COIN, payee: [redacted].
Writer advised N49 still incomplete, customer will contact CDJ dealer.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: AG[redacted]
In-service Date: 01/20/10
Customer s proof of payment is: Ahoskie Body Shop towing invoice confirmed line 72. Beamon & Johnson parts invoice printed Terms Net 30 Check 6700.
Date of repair: 10/08/13
Mileage: (last known) 71317
Invoice#: Matthews 10/8/13 and 863671
Labor: (no documentation) $0.00
Parts: $149.99
Towing: $140.00
Tax: $10.50
Total: $300.49
Writer is submitting check for approval in the amount of: $300.49
Approved.
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/10/2014	***Built Date***	08/25/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/11/2005	***Mileage***	85,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26355	EMPIRE CHRYSLER DODGE JEEP			
Dealer Address	2000 US 421 B				
Dealer City	WILKESBORO	***Dealer State***	NC	***Dealer Zip***	28697

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	THURMOND NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall denied at dlr
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated he was at the dlr earlier this morning and they would not complete the recall because he has a stud rather than the ubolts on the tie rod. Customer states his son has the same set up on his Ram 3500 and the right side broke 2 days ago and the dlr isn t covering that either. Customer feels this is not right and feels unsafe in his vehicle.
Briefly summarize what the customer is expecting: Customer seeking information regarding the recall N62.
Agent advised that prior recall H46 was completed on his truck and that the straight bolt is the updated part for the steering linkage and this is why his vehicle passed the recall inspection. Agent reviewed son s file and advised that the recall was put in place because it was the left tie rod that was failing. Agent advised that it may have the same setup as father s 2500 but it was the right side that failed and therefore does not meet the criteria for the recall and we did review for cost assistance when his son called but we are unable to assist.
Customer stated he understood but still feels unsafe and is not impressed with Chrysler s service and has requested a supervisor callback. Agent advised it will take 1-2 business days for the callback.
Best contact# [redacted] day or evening.
Please contact the dealership to inquire why they are not according to the customer completing the recall
Agent called dlr and spoke with SA Debbie who confirmed they did do an inspection and customer already has the updated linkage from when the H46 was performed and therefore did not require a replacement under the N62.
SA Debbie stated they even showed the customer the pictures from the recall outlining what they were looking for.
In the case of son s vehicle, it is the right side that broke which is not the scope of the recall at this time, it is for the left side.
JM2545 - please close CAIR -
As per line 30, agent closing file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46D0	7G[redacted]	***Open Date***	01/10/2014	***Built Date***	11/09/2006	
Model Year	2007	***Body***	DC3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	07/16/2007	***Mileage***	30,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45119	CHAMPION CHRYSLER JEEP DODGE			
Dealer Address	4505 W 96TH ST				
Dealer City	INDIANAPOLIS	***Dealer State***	IN	***Dealer Zip***	46268

Owner	CONSTRUCTION, F.A. WILHELM	***Contact Type***	LETTER
Address	3914 PROSPECT ST	***Home Phone***	([redacted]
	INDIANAPOLIS IN 46203-2344	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer already repaired this recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill assistance requested
Corporate - Reimbursement - Default - Default - Default	Goodwill, low miles
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer said that they had already repaired the vehicle and wondered about reimbursement.
Briefly summarize what the customer is expecting: Agent let the customer know he could submit his original receipts into reimbursements and the process would take approximately 4-6 weeks.
POSTMARK DATE: 011014; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches information on HPIMS.
Any open recalls: Yes N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: B[redacted]T
Does customer have an e-mail address:[redacted]
Concern: Customer is seeking reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY repair total invoice amount of 1615.01.
Reviewed previous files: Yes
Reassigned to 86Y
Agent reviewed documents submitted by customer and found customer had repairs completed at CHAMPION CHRYSLER JEEP DODGE and submitted documentation showing only 1 repair.
Agent called CHAMPION CHRYSLER JEEP DODGE and found SA Steven Dare is the advisor that normally works with the customer but was not available to speak with at this time.
Agent called CHAMPION CHRYSLER JEEP DODGE and left a message for SA Steven Dare to call back in regards to the customer s loyalty to the dealer.
Agent called CHAMPION CHRYSLER JEEP DODGE and spoke with SA Steve about the customer s repair history at the dealer. Steve states his SM Jeffrey Klein is available to speak with. Agent asked SM Jeffrey about the

customer s loyalty to the dealer. Jeffrey states the customer has 5 vehicles in the system that has been into the dealer for maintenance and service and that the customer does perform some maintenance at the dealership.
Escalation Override approved by JK671. Completed at dealer, 12 used and 8 New in COIN.
Agent reassigning to CM for goodwill consideration.
Note, repair on 04/13/12 at 23176 miles is the only repair for this concern we have documentation for. N62 does not apply with available information.
Writer called Dealer 45119 phone 317-872-6200 time 14:31 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called Dealer 45119 phone 317-872-6200 time 15:46 ET. SM Jeff answered.
He stated this is a good customer, suggested OOW goodwill for repair with $500.00 customer pay.
Writer called customer phone [redacted] time 16:18 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Customer [redacted] returned call.
Writer advised N62 will not cover the factory parts that were replaced, but does cover the Mopar parts that were installed. Customer will contact CDJ dealer to complete recall.
Writer advised as one-time goodwill based on suggestion of Dealer 45119 for good customer and low mileage we will reimburse for the repair less $500.00. Customer accepts.
Confirmed reimbursement detail as in COIN.
Business Case for Goodwill
****
Customer has submitted request for goodwill, for: Steering repair at low miles.
VIN: 7G7[redacted]
In-Service Date: 07/16/07
Original Owner: Yes.
Loyalty: 25 bought, 12 new, 5 current. Household (same address) 27 bought, 13 new.
Dealer Opinion: Good customer, $500.00 co-pay
Multiple Repairs: No.
Authorized Chrysler Dealership: Yes.
Service Contract/Warranty: 0 MVP. 3/36 expired by time 21 months over.
Customer s proof of payment is: Dealer 45119 invoice stamped PO# 024995, marked PO# 9627.
Date of Repair: 04/13/12
Mileage: 23176
Invoice#: 137436
Out-of-Pocket: $1,615.01
Labor: $530.47
Parts: $739.76
Misc. Charges: $24.99
Towing: $266.25
Tax: $53.54
Total: $1,615.01
Customer co-pay: -$500.00
Total: $1,115.01
Writer is submitting check for approval in the amount of: $1,115.01 Submitted.
Customer [redacted] called.
He asked if it was possible to apply the reimbursement amount to Dealer 45119 for future service. Writer advised not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	7G[redacted]	***Open Date***	01/10/2014	***Built Date***	04/03/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/16/2007	***Mileage***	138,442	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43139	SHIELDS MOTOR CO INC			
Dealer Address	814 WEST CHERRY STREET				
Dealer City	CHANUTE	***Dealer State***	KS	***Dealer Zip***	66720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AUGUSTA KS[redacted]	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Towing Coverage

AM is reimbursing customer for towing coverage for a covered recall repair. Customer was driving down the road when his tie rod broke. This repair is covered under the N62 recall.
Green Service TTS. Inc.
1526 N. 2nd Street.
Fredonia, KS 66736
620-378-2823
Receipt Number: 6187
12/28/2013
Total Receipt: $255.00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	7G[redacted]	***Open Date***	01/10/2014	***Built Date***	05/18/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/20/2007	***Mileage***	81,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CARMEL IN[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left outer tie rod assembly
Product - Suspension - Unknown - Worn - Unknown	left outer tie rod assembly reimbursment
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking reimbursement for a repair he did for the N62 recall. Customer states that his vehicles whole tie rod assembly needed to be replaced in march of 2013 before the recall came out. Customer is not seeking reimbursement for this recall as the repair was already completed and he had to pay for the parts. Writer advised the customer that he needed to send in the following information: Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment
Customer states he is looking to get reimbursed for the parts that got damaged before he could fix the tie rods. Writer advised him to write a letter explaining the information and to send in all the information that I have stated to the customer via ac document: 17420.
reassigning to 88F for reimbursment.
Waiting for documents and CAIR may be reassigned to previous agent or 88F
Waiting for documents
Waiting for documents
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your vehicleÙ. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can

reach me at 855-675-9291, ext. 4718272.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C2	6G[redacted]	***Open Date***	01/10/2014	***Built Date***	06/30/2005
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	08/15/2005	***Mileage***	46,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44463	FALLS CHRYSLER JEEP DODGE			
Dealer Address	4100 STATE RD				
Dealer City	CUYAHOGA FALLS	***Dealer State***	OH	***Dealer Zip***	44223

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ROOTSTOWN OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY recall
Corporate - CNA Change - Default - Default - Default	updated phone number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: Customer replaced his left tie rod on 9/25/12. It had separated so he replaced the parts and had the vehicle realigned. Customer is wondering if he still has to get it done. Customer is disappointed that he has to get parts replaced with not very many miles on it and the parts aren t greased anymore.
Briefly summarize what the customer is expecting: to find out if he has to get the recall done.
Agent advised: agent called dealership and talked to service. Service advised that the customer doesn t need to bring the truck in and that the customer can send in for reimbursement as he has already had the parts replaced.
POSTMARK DATE: 011014; DATE RECEIVED: 011514
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D2	6G[redacted]	***Open Date***	01/10/2014	***Built Date***	04/24/2006
Model Year	2006	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4		
In Service Dt	07/31/2006	***Mileage***	127,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	25055	LOCHMANDY MOTOR SLS INC			
Dealer Address	920 NORTH NAPPANEE ST.				
Dealer City	ELKHART	***Dealer State***	IN	***Dealer Zip***	46515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MISHAWAKA IN[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking possible reimbursment
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler for possible reimbursement for work done about a year ago regarding the current recall on the vehicle N62
Briefly summarize what the customer is expecting: customer is expecting the reimbursement process for work done regarding the recall
Agent advised customer of all the documentation that needs to be mailed in for possible reimbursement. agent advised customer once Chrysler receives the documentation it will take up to 60 days for possible reimbursement.
As per answer connect ID: 17420
Called customer at 10:00 [redacted]) customer was not available. Agent advised a callback will be made.
Called customer at 11:07 [redacted]) customer was not avialable and is in and out of the office all day. Agent advised a callback will be made.
Called customer at 2:43 [redacted]) spoke to customer and advised of recall parameters. Customer stated he has had multiple steering linkage repairs completed. Agent advised we would need to see all these documents. Customer understood. Agent advised if the documents have been received in two days it file would be closed. Agent provided fax and case number.
Documents have not been received. Reassigning case to JK671 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	06/13/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/28/2011	***Mileage***	40,846	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC			
Dealer Address	1461 FARMINGTON AVENUE				
Dealer City	BRISTOL	***Dealer State***	CT	***Dealer Zip***	06010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MIDDLEBURY CT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD recall
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - Unknown - Unknown - Towing Required - Default	
Product - Steering - Linkage - Defective - Default	
Product - Steering - Linkage - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the steering linkage (which is on recall) broke while he was driving and he and his son ran into a tree. Customer states he uses this vehicle as a work truck and he has had too many issues with it already. Customer states this is his 4th vehicle he has owned and has had nothing but trouble with this vehicle. Customer states the dealership told him there are no parts for this recall and he is currently in a rental that is not going to do what he wants it to do. Customer is looking to see what he should do.
Briefly summarize what the customer is expecting: next step
Agent advised customer we will need to research. Agent advised customer that we will have to speak with the dealership. Agent advised customer we will be looking to forward to CM to look into this further. Agent advised customer that if he needs to call us back to give the cell phone number and the next agent will be able to access the file. Customer thanked agent for the information.
**Agent contacted 65023 CROWLEY CHRY-JEEP-DODGE INC at 860-261-3000 and asked for service. Agent spoke with SA Dave. Agent asked if the vehicle has been diagnosed yet. SA states it has not yet been brought in to the shop but a technician thinks the tie rod has popped out. Agent asked if there was any damage due to hitting the tree. SA states there is a dent on rear bumper and possible tire damage due to the tie rod. Agent advised we will be looking to get the case up to a CM for further assistance.
**Agent was just about to get back to the customer when the call dropped.
***Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 65023

CROWLEY CHRY-JEEP-DODGE INC
Reassigned to 88F
Customer states that he lost signal while speak with the llast agent and wanted to speak back with her.
Agent advised that we do not have extensions and is not able to transfer to her. Agent advised that the last agent spoke with the DRL and went his information over to our CM department. Agent advised that and CM would be in contact with him some time on Monday. Customer states that he is in a rental but the vehicle is not adequate for his work. Customer wanted to know if we would cover the cost to get a full ton pick up for him. Agent advised that we only cover $40 a day for rental. Agent advised customer that he can speak with the CM regarding that matter as they would be the only ones that could possibly authorize that.
******
Briefly summarize why the customer is contacting Chrysler: Customer stated the truck broke last week and it is a recall item. Customer stated he is not getting any answers from anyone. Customer stated this is the main business vehicle.
Briefly summarize what the customer is expecting: Customer wants to speak to the person who is in charge of the vehicle.
Customer stated he cannot wait a week for this truck and knows the parts are restricted the dealership has informed him he needs to speak with someone one.
Writer advised there is a CM assigned to the file the cair was sent up on Friday there is a one business day contact.
******
Writer searched Answer connect ID: 19956 - supplied the phone number and extension as well as the cair number and transferred the call advising the customer to leave a message if the CM is not available.
TW574 TANIA 66278.
Customer called writer and left a message stating that he would like a call back regarding his case.
Writer contacted customer at 65023 at [redacted] and spoke with [redacted] who is a cashier is Service Department as the Service Manager was not in the office and they were short handed. Mat stated that the vehicle was towed on 1/10/2014 with the check engine light on. Writer was advised that there is no correction for this. [redacted] advised writer that rental was provided. Writer was advised that the part that was ordered is the outer end and the part #CBUEN491AA.
Writer contacted customer at 65023 at 860-261-3000 and spoke with Denny in the Parts Department who confirmed that #CBUEN491AA is the correct part number and writer advised that the order #17112.
Writer contacted customer at [redacted] Writer informed customer that we are waiting on the part. Customer stated that it is ridiculous to have a new vehicle and have it in the shop as much as it is. Writer informed customer that the Service Manager was unable to be reached but will try and contact again. Customer asked writer what is he supposed to do next week when he goes back to work. Writer informed customer that with him being in a rental we are not able to switch out the vehicles.
Writer contacted customer at 65023 at [redacted] and left message for Service Manager Tim.
Tim, Service Manager at dealer 65203 calling to speak with Case Manager TW574. Writer advised CM is available and will transfer dealer over to ext 66278.
Service manager Tim called per message. SM stated that the customer has a n49 recall. SM stated that the Tie Rod snapped and caused the customer to hit a tree. SM stated that they are doing everything is there power to get this part to the dealership. SM advised writer that he has already involved in manager and parts expediting to try and get this part. SM stated that there is 945 parts sitting at the depot and stated that anything that we can do to help get this part to the dealership would be great. SM advised writer that the customer is in a vehicle that is over the 35$ limit and the customer just needs his vehicle back.
CONTACT UPDATE - 1st Contact attempt, lines 65-71
per line 75 *Writer contacted Dealership**
per line 97 correction to 72 and 65**
Writer contacted customer at [redacted]. Writer informed customer that when i spoke with the dealership yesterday they were still waiting on parts. Customer informed writer that he has been advised by the dealership that the part did arrive. Customer stated that he was advised

that there were some other problems that were found as well. Customer stated that they are going to have it in the body shop as well to fix the dents when the vehicle was crashed into the tree. Customer was advised that it should be ready Wednesday 1/15/2014.
Writer contacted customer at 65023 at [redacted] and spoke with Matt the cashier in Service. Writer was advised that the vehicle in still in the shop waiting for two more parts. The exhaust manifold pressure #68002442AA and the EMT censor #68175216AA are not in yet. Writer was advised that the order #3967 is for both parts.
Writer contacted customer at 65023 at [redacted] and spoke with Service Manager Tim who advised writer that the tie rod has been fixed and then they were dealing with a check engine light. SM stated that they were just finishing up the vehicle and would have it ready to go today.
Writer contacted customer at [redacted] and left a message.
Customer called requesting a call back on cell phone [redacted]
Writer contacted customer at [redacted]. Customer informed writer that everything is running fine with the vehicle. Customer advised writer that there is still a couple things that need to be fixed on the vehicle and that the dealership is taking care of him. Customer advised writer that when his vehicle broke down that he has to pay for towing which was about $70.00 and would like to be reimbursed, writer informed the customer to send in the towing bill and writer will see if that is something that we could assist with. Customer stated that when the vehicle is dropped off that there was $80.00 in diesel gas put in the vehicle and that the dealership drove the vehicle 200 miles for test drives. Customer stated that he wants to be reimbursed for this gas because the dealership was only able to put 5 gallons of gas back in the vehicle. Writer explained to the customer that the towing bill will need to be sent in for more research but gas is not something that we reimburse for customer stated that he needs reimbursement because this happened due to a recall that he had no control over. Writer advised the customer that more research will be completed and will contact customer once the research has been completed. Customer asked writer to send this link for him to send in the documents and asked to put the fax number as well. Customer provided email address [redacted].
* * * * * CASE MANAGER TEAM - District T * * * * * * Per lines 63.
OOW (Which): out by miles 4,000
MVP (Active or expired): active
Ownership history: 1 new 3 used
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-01-20 @ 10:59
Status update provided via email to the following email address:
[redacted]
Mr. [redacted]
I have sent you a link to email the invoice for the towing, and proof of payment as well as the work order from the dealership for the recent repairs. You may fax the documents to 1-801-726-3929 if that works better for you. If you have any questions or concerns, please contact me at 1-800-763-8422 x66278 or respond through the included link. Thank you and have a great day!
End of Status Update
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
This is Greg with Ram customer care on behalf of your Case Manager Tania. I am e-mailing to inform you that she has received your documents, unfortunately Tania will be out of the office until Wednesday, 1/28/14. Once she is in the office she will look over them to verify we have all the information we need and follow back up with you.
Have a great day.
End of Status Update
Writer contacted customer at 2[redacted] Writer informed customer that we would be able to reimburse for the towing but would not be able to reimburse for the gas and explained to the customer that this is not part of his warranty. Customer requested to speak with Supervisor. While on hold for a supervisor the call is disconnected.
*******Immediate Supervisor*******
[redacted]
Writer spoke with Mr. [redacted] writer returned customers call as the

line was disconnected between him and his case manager. Customer stated that he was on hold for quite sometime; customer stated that the dealership used over 3/4 of tank and would like to be reimbursed for the fuel. Writer informed customer that we can t reimburse him for fuel as it is in the owner s manual as well, customer stated that if we can t reimburse him for fuel if we could provide him some oil changes. Writer informed customer that we can provide him an oil change service contract 1 year 4 oil changes ECPS14N, customer stated he is very satisfied now. Customer confirmed mailing address; writer asked customer if there was anything else that Ram can do as his case will be closed when the check is cut. Customer stated that he is taking his vehicle back in for repairs tomorrow, writer asked customer if he would like for us to keep his case open to make sure repairs are to his satisfaction. Customer stated yes and asked for us to follow up on Friday.
Writer contacted customer at [redacted]. Customer stated that he was unable to take the vehicle to the dealership today but plans to take the vehicle in tomorrow 20/1/2014. Customer also verified the mileage at 41,500. Writer will follow up Monday 1/3/2014.
Writer contacted customer at [redacted] and left a message. Writer left a message stating that the case will be closed on Wednesday 1/5/2014 unless there are any other questions.
Writer contacted customer at 65023 at [redacted] and spoke with Matt is Service who stated that the customer has not brought the vehicle in since the 10th. Writer will follow up with customer.
ECPS14N Contract created. Contract number is [redacted]
Customer Document Reviewed.
Correction to line 194: Writer contacted Dealership***
Writer contacted customer [redacted] customer stated that he has the truck back and everything is fine. Writer asked customer if his expectations have been met and he stated not entirely but he is satisfied. Writer asked customer if there was anything that I would be able to do to make sure that his expectations are met and customer stated that there is nothing else writer can do for him. Customer stated that he does not have any other questions or concerns and that it would be fine to close out the case. Writer advised customer that the case will be closed and if there are any other questions to follow up with the dealership.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Case closure approved by LL.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28DX	6J[redacted]	***Open Date***	01/10/2014	***Built Date***	05/02/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/14/2006	***Mileage***	50,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43233	DICK'S COUNTRY CHRYSLER JEEP DODGE			
Dealer Address	767 S W BASELINE				
Dealer City	HILLSBORO	***Dealer State***	OR	***Dealer Zip***	97123

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SCAPPOOSE OR [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added phone number email.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	replacement part steering

N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Briefly summarize why the Customer is contacting: Customer is calling as she has recall on VIN. Agent explained N62 Chrysler is looking for replacement parts. Mrs. [redacted] is not sure if there have been any repairs to linkage. Agent advised Customer to have vehicle in at any CDJR Dealer and they will inspect, and if linkage qualifies it will be replaced complimentary.
Briefly summarize what the customer is expecting: Customer wants remedy of recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A6	7G[redacted]	***Open Date***	01/10/2014	***Built Date***	11/22/2006	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	12/26/2006	***Mileage***	97,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42803	RAMEY CHRYSLER DODGE JEEP			
Dealer Address	27992 GOV. G. C. PEERY HWY.				
Dealer City	NORTH TAZEWELL	***Dealer State***	VA	***Dealer Zip***	24630

Owner	CRANE LLC, QUALITY	***Contact Type***	TELEPHONE
Address	788 GREASY RIDGE RD	***Home Phone***	[redacted]
	PRINCETON WV 24739-8612	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Provided address for reimbursement consideration
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	customer seeking reimbursement for recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states that the vehicles tie rod end has previously broken about 3 months ago and has had it in to be repaired at an IRF. Customer is seeking reimbursement for the repair.
Agent advised that customer needs to mail in all documentation as listed in ac #17420.
Briefly summarize what the customer is expecting:
Customer is seeking reimbursement consideration.
CUSTOMER CONTACT[redacted]: Agent called and spoke[redacted]who took fax information to get the recall paper then transferred to Mark. Agent explained to mark that this is on a MOPAR replacement parts and there would be 2 different replacements. Customer stated he did have an upgrade kit put on and then the tie rod broke and it was towed back in. Agent stated to ensure that he send in all documents in for the repair.
Waiting for documentation
Customer states they will be faxing the require information to fax number advised by JW1102
Waiting for documentation
Waiting for documentation
CUSTOMER CONTACT[redacted]: Agent called and got a answer service.
Agent left message wishing for a call back.
VOICEMAIL: Customer joy called stating to call back as she will be in the office until 3PM and or email her[redacted]
Status update provided via email to the following email address:
[redacted]
Good Morning,
I have received your voicemail. As we previously spoke on the phone I was awaiting your documents for the reimbursement request. At this time I have not received any documents to continue on with the reimbursement. At this time I am going to be temporarily closing your case until further documents do arrive.
As it was previously stated as well with this being a Mopar replacement

recall I will need both invoices.
Thank-you
Jenna
End of Status Update
Reassign to JK671- No documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	01/10/2014	***Built Date***	02/02/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/16/2006	***Mileage***	90,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42698	GLENDORA CHRYSLER JEEP DODGE			
Dealer Address	931 SOUTH LONE HILL				
Dealer City	GLENDORA	***Dealer State***	CA	***Dealer Zip***	91740

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHINO CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod assembly broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called wanting to know when he can get a part for the N62 recall.
Briefly summarize what the customer is expecting: Customer expecting a part for the N62 recall.
Customer contacted agent stating that the left tie rod assembly has broken on his vehicle. Customer wants to know when he can get the parts to repair his vehicle. Agent advised the customer that the agent would call the dealership to find information on th parts to complete the N62 recall. Customer understood. Agent called the dealership and spoke to SA Ryan. Agent asked SA Ryan about the customers vehicle and when the parts would be available. SA Ryan states that the Tie rod assembly has broken on the customers vehicle and that the parts for the vehicle are not available. Agent asked SA ryan if he had a part number. SA Ryan gave agent 2 part numbers and the order number. CBUEN491AA, CBUEN492AA, and Order nuimber 20780. SA Ryan states that the part should be arriving soon though and that it is starting to show in the system but there is no ETA. Agent thanked SA Ryan for his time. Agent asdvised the customer of the information received. Customer understood and stated that he will wait.
Reassigned to RO188 for survey by-pass
Please close CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C0 5[redacted]	***Open Date***	01/10/2014	***Built Date***	05/24/2005		
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/27/2005	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DENVER CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer had this component replaced on 9/15/12
Corporate - Reimbursement - Default - Default - Default	Customer requesting reimbursement for previously replaced tie rod

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-10 @ 14:41
Briefly summarize why the customer is contacting Chrysler:
Customer stated he had left tie rod assembly replaced on 9/15/12.
Customer stated he went to dealer 45500 for recall n62 and they inspected vehicle and determined that the MOPAR replacement steering linkage was on vehicle and ordered parts and put customer on parts list due to Chrysler putting dealers on parts ordering restriction.
Briefly summarize what the customer is expecting:
Customer requesting reimbursement for previously replaced left tie rod assembly.
Agent asked customer if he had document-scanning capabilities on his computer and customer stated he did.
Agent asked customer if he would like a document link sent to his email, with email link to scan documents and customer stated he would. Agent informed customer that email will contain instructions on what documents to scan and that when documents are received, it will take up to 60 days to process request.
Reassigned to 86Y.
***** Customer Document Received *****
Writer acknowledges assignment, and that documents are present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:N62
Name of person writing in:
Does customer have an e-mail address: [redacted]
Concern:recall reimbursement
Reviewed previous files:yes
H46 completed 12/09/2009, inspection only, no parts=factory original equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed

on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised that we cannot reimburse under the N62 recall, as Customer had original equipment replaced, and the N62 is looking for MOPAR replacement parts. Writer advised she did look into cost assistance also as Customer has been loyal, but that was not approved either due to the age of the vehicle. Customer understands and accepts. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
POSTMARK DATE: 012114; DATE RECEIVED: 012814
Concern addressed. No action neccessary.
Customer called back in about the second letter he had mailed in. Agent advised customer that as there was no new information in what he had sent in, the decline for reimbursement and assistance is still declined at this time. Customer was unhappy with that information and states that he will not purchase another Dodge product.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	01/10/2014	***Built Date***	03/03/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/11/2010	***Mileage***	50,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated the tie rod just broke.
Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that her husband is on the side of the road with the vehicle and that the tie rod just broke. Customer stated that the vehicle is under recall.
-
Briefly summarize what the customer is expecting: Customer seeking recall and towing information.
-
Agent advised customer that the first step is to get the vehicle to the nearest authorized Chrysler dealership for diagnosis prior to evaluating their request for any potential assistance. Agent inquired if a tow had been arranged for the vehicle and offered to get the customer in touch with Towing Assistance. Customer stated her husband was arranging for the tow. Customer inquired about the costs for the tow. Agent advised customer to keep any documentation for the tow. Agent advised customer they may be able to apply for reimbursement pending diagnosis of the vehicle.
Agent provided customer with case reference number.
-
Reassigned to 861 (SG893). No Diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G[redacted]	***Open Date***	01/10/2014	***Built Date***	12/15/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/31/2006	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44911	LONE STAR DODGE CHRYSLER JEEP			
Dealer Address	1309 SOUTH PACIFIC STREET				
Dealer City	MINEOLA	***Dealer State***	TX	***Dealer Zip***	75773

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROWNSBURG IN [redacted]0	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his left tie rod broke this morning and he had it replaced at an IRF. Custmer states the vehicle has a recall on it that he just found out about.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent confirmed customer information.
Agent advised customer that the recall was for a certain recall number and the alignment of the part.
Agent advised customer to get the inspection done and then send in the paperwork for reimbursment.
Customer states he is going to the DLR tomorrow.
Customer understood.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39L4	9G[redacted]	***Open Date***	01/10/2014	***Built Date***	09/12/2008	
Model Year	2009	***Body***	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
In Service Dt	05/27/2009	***Mileage***	116,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SCOTTSDALE AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 LEFT TIE ROD
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he had received the notification for the N49 and had been advised that he could not go to the Dealership until after January 6/13. The customer stated that the tie rod broke on Dec 23/13 and the Dealership was closing for Christmas so he had his personal machanic complete the recall. The agent updated the customer s information in COIN. The agent advised the customer that there is an incomplete recall for the N49 LEFT TIE ROD. The cusotmer stated that he contacted the AIRPARK DODGE CHRYSLERDealership and they advised the customer to call CAC and ask for further assistance to get a refund on the repairs completed on the vehicle.
Briefly summarize what the customer is expecting: Assistance to get reimbursed for the repairs completed on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L9	9G5[redacted]	***Open Date***	01/10/2014	***Built Date***	08/06/2009	
Model Year	2009	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	11/09/2009	***Mileage***	29,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RIO RANCHO NM[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	tie rod/restricted distribution
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the Customer is contacting: Customer is calling as he has had recall notice for N49. Agent called Mark s Casa CDJR and spoke to Greg who recommended as the Customer has a Diesel truck he should become accustomed to Malloy Dodge across the street 505 922 2520. Agent called Malloy Dodge but was only able to leave a voice mail with Customers contact information/VIN/Recall/ part restriction request to get an order in/Case #.
Customer then asked as he had tie rod replaced broke, September 2011, could he send in paperwork/invoices in regards to destroying two tires. Agent advised he could send in his documents for review. Agent provided mailing address as per AC ID 17420. Agent provided case #.
Briefly summarize what the customer is expecting: Customer requires recall information.
Agent called customer at [redacted] and left voicemail advising I will be closing the file in two business days if documents not received.
****
Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler and gave agent the case number, agent explain about the information on his file. Agent called over to Malloy dodge at 505-922-2520 and it went to voice mail. Customer also wanted to know the part number of the left tie rod. Customer states he doesn t know what documents he has to give to Chrysler.
Agent told customer to call the DLR tomorrow if he needs to speak with them, customer said okay, agent also told customer that the parts were on back order at the moment and told customer to try and get on a waiting list, customer said okay. No further assistance needed.
Briefly summarize what the customer is expecting: Customer is expecting to speak with the DLRship.
Reassign to JK671 for survey bypass. No documents sent in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A3	8G1[redacted]	***Open Date***	01/10/2014	***Built Date***	01/28/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	02/22/2008	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WEST BOUNTIFUL UT[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	Customer's truck is broken down on the side of the road
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's truck is broken down on the side of the road
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer's truck is broken down on the side of the road
Corporate - Survey By-Pass - No Diagnosis - Default - Default	Recall N620 - Reoccurrance or Related Problem

Briefly summarize why the customer is contacting Chrysler: Customer states he received recall notice in the mail 3 weeks ago. Customer called dealer 2 weeks ago and the parts were not available. Customer s vehicle is currently broken down on the side of the road. Customer states this is due to a recall-related issue. Customer is waiting for towing assistance to the nearest dealership. Customer wants tow to be reimbursed. Customer states that their truck is their only vehicle and is needed for work. Customer states that they would like rental assistance if their truck cannot be repaired in a reasonable amount of time.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for their towing cost and possible rental assistance. Agent advised customer that their vehicle needs to be diagnosed by a dealership, and that until this happens, we cannot determine if they are eligible for reimbursement of any kind.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G[redacted]	***Open Date***	01/10/2014	***Built Date***	05/15/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/29/2006	***Mileage***	109,500	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VALLEY MILLS TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information about the recall.
Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown	Customer states his tires are wearing out quickly.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he has an issue with his alignment causing his tires to wear out and he feels this should be covered under the N62 recall.
Briefly summarize what the customer is expecting: Customer is expecting his tires and new alignment to be covered under the N62 recall. Writer advised customer the the issue the recall is looking to correct is an issue where The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Writer advised customer that as the recall is not looking to repair an issue that would cause misalignment it is unlikely the issue will be covered under the recall. Customer states that as an alignment is needed after performing the recall the alignment and the new tires due to wear from a misalignment should be covered. Writer advised customer that tires are not covered under factory warranty as Dodge does not manufacture the tires. Writer advised customer that there are many issues that could cause an alignment to go out sooner than normal and the issue with the alignment would have to be diagnosed as being directly related to the recall issue to be considered for coverage under the recall. Writer requested to phone the DLR to obtain the diagnosis information regarding the tire wear issue to see if it is related to the recall concern.
Customer states he has an appointment tomorrow for the diagnosis and has not brought the vehicle in yet. Writer advised customer continue with his scheduled appointment and phone CAC back after the diagnosis is completed so verification can be made that the recall issue is causing the misalignment and tire wear out.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG5[redacted]	***Open Date***	01/10/2014	***Built Date***	09/03/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	10/29/2010	***Mileage***	35,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44430	THE NEW MONROEVILLE DODGE INC			
Dealer Address	3633 WILLIAM PENN HWY				
Dealer City	MONROEVILLE	***Dealer State***	PA	***Dealer Zip***	15146

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	IRWIN PA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated information
Dealer - By-Pass - Default - Default - Default	Updated information
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	customer states related issue
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? Owner is calling in.
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Customer states that they had received a recall notification in the mail regarding their vehicle. Customer took their vehicle to the dealership in order to get it inspected to see if it was safe to drive as the part was not available and their little brother would be driving the vehicle. Customer s brother was driving the vehicle and then got into an accident and got injured. Customer states that the reason why their brother got into an accident was due to the fact that there was an open recall that could not get repaired. Agent contacted the dealership and spoke with SA Joe who advised that the SM was not in at the moment however they would be looking at the vehicle on 01/11/2013. Agent then spoke with Lavel in service, and agent advised not to repair vehicle, only to look at it.
3. What is the current location of the vehicle? The current location of the customer s vehicle is at the dealership, as the vehicle just got towed in order to complete a diagnosis.
Reassign to 82S.
-
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
-
****

01.13.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT:
THE NEW MONROEVILLE DODGE INC DTR
3633 WILLIAM PENN HWY MONROEVILLE PA 15146 412-856-1700
Per OGC Matrix, reassigned to 82T. MG17
1/13/14 ASSIGNED TO MJK32. PAG

CAIR NUMBER [redacted] REQUEST EAA INSPECTION 01-13-2014 13:38
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 01-13-2014 13:38
CCRG Open Date: 01/13/2014 10:20:10
Letter Sent: Acknowledgement 01/14/2014 08:02:07
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/18/14 AT 03:15:42 [redacted]
Customer wanted to know when someone was going to contact him regrding this matter.
Agent advised customer of line 26.
Customer is seeking outcomes of LINE 26. Customer referring back to letter from LINE 35. Customer transfer to: 412-856-1700.
SM Ron from dealership New Monroeville Dodge called to see what is happening with the case. Agent advised SM Ron that at this time there is no information available.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Re-opened case as per TL Kim G. Customer called in and is requesting an update from the legal department as to what is happening with the case. Customer calling because he states he has not gotten his callback yet, agent gave customer MG17 number.
****

01.30.14
Customer has not heard from anyone, and is seeking info.
Customer is calling for an update on his file.
Customer states he started a hauling company and one truck is down. The customer states he cannot keep his business going and is finding it difficult. The customer would like a contact as soon as possible. The caller does not want his business to suffer as a result of this. The customer states the bigger the business the more Dodge vehicles he will purchase as within a couple of years he would like a whole fleet of vehicles.
1/30/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	09/29/2010	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	01/27/2011	***Mileage***	70,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WASILLA AK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that his vehicle is down due to the tie rod broke. Customer called in requesting information about the towing coverage. The customer needs to get the vehicle towed to the dealership.
Briefly summarize what the customer is expecting: information about the towing coverage.
Writer advised customer that the towing covers to the nearest dealership. SA Chase calling in to get more information on the customer s case. SA Chase states that the customer told him that Chrysler advised him that we could authorize the customer a rental vehicle. Agent advised that we don t offer rentals for recalls. SA Chase states he will relay this to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	01/10/2014	***Built Date***	09/22/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	05/17/2011	***Mileage***	117,307	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WASHINGTON UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N49 recall repair.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 122713; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N49 recall repair
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Visa payment $622.66
Date of Repair: 5/28/13
Invoice #: 62511
Labor $112.95
Parts $114.00
Misc. Charges $50.00 towingÙ
Tax $17.31 6.25%Ù
Total $294.26
Writer is submitting check for approval in the amount of $294.26.
****

Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	6G[redacted]	***Open Date***	01/10/2014	***Built Date***	03/31/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	04/30/2006	***Mileage***	72,717	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RAMAH NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Other - Front	

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N62 Recall
Reviewed Previous files: Yes, no concerns.
Customer was Previously reimbursed for this customers concern, As per its letter and as per CAIR 2[redacted].
Customer shows and invoice from 2011, Parts invoice from Chrysler dealership, Labor Invoice from IRF and alignment from IRF. Customer was provided reimbursement of $241.07.
customer does not show that he has had the tie rod completed since then.
H46 STEERING LINKAGE SAFETY 04/27/2009 09/17/2009 COMPLETE --- inspection only.
CUSTOMER CONTACT [redacted] Agent attempted to call the customer, rang busy.
CUSTOMER CONTACT [redacted] The number that has been disconnected. Agent 411 the customer

[redacted] Ramah, NM [redacted]

CUSTOMER CONTACT [redacted] agent called the customer. Agent explained the recall to the customer that its on MOPAR replacement parts. AGent stated she would need to show a second replacement after that. Customer stated that it did break but she wasn t charged because it broke 2 days after that. Agent stated that she can t reimburse because she didn t pay anything. Customer stated she was still charged for the first one. Agent stated the first one she replaced was factory components. Customer stated she got it from the dealership and she is not sure if it was replaced before then. agent stated she is the first owner of the truck and she got the vehicle with factory parts. Agent stated to go to the dealership to have the vehicle inspected to see if there is any parts that need to be changed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG36A3	8G[redacted]	***Open Date***	01/11/2014	***Built Date***	03/28/2008	
Model Year	2008	***Body***	DC3L63	DODGE RAM 3500 REG CHASSIS CAB 4X2			
In Service Dt	06/23/2008	***Mileage***	92,473	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	SOUTH, LLC, CUMMINS POWER	***Contact Type***	LETTER
Address	321 SW 52ND AVE	***Home Phone***	
	OCALA FL 34474-9365	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010314; DATE RECEIVED: 010314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N49
Name of person writing in:[redacted]
Does customer have an e-mail address: No
Concern: Reviewed previous files: Yes, no concerns
Correction to line 6
Concern:Customer wrote in seeking reimbursement for recall N49 repair completed
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: PO#125582
Date of Repair: 10/3/13
Invoice #: 060-33272
Labor $112.40
Parts $83.70
Misc. Charges $0
Tax $0
Total $196.10
Writer is submitting check for approval in the amount of $196.10.
****
Writer verified that address for check matches address on submitted documents.
Customer requests that the following information be specified with reimbursement:
Service Vehicle 06003/Cummins Power South-Ocala Service Center.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	7J[redacted]	***Open Date***	01/11/2014	***Built Date***	08/25/2006	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	12/20/2006	***Mileage***	109,779	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CHILTON WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Worn - Front	replaced tie rod
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	replaced upper and lower ball joints

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N62
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall.
Customer sent in a repair invoice with no proof of payment.
******
Writer located the N62 is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE.
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be completed:H46 STEERING LINKAGE SAFETY 04/27/2009 07/13/2009 COMPLETE
Writer located in claims this recall was an inspection with no parts replaced.
******
Customer will need an invoice showing a repair between 2009 and 2013 to be considered for reimbursement for this repair.
******
Invoice - 24710 - 12/27/2013 - 109779 M - shows replacement of ball joints and tie rods using non Chrysler parts.
******
Writer will call the customer @ [redacted]
Writer left a message this call is for MICHAEL WEBER from Debbie of

Chrysler in regards to an invoice received for the 2007 DODGE RAM.
Writer supplied 855-675-92691, extension 4718492 and cair number [redacted]
******
Writer received a call from the customer who stated he took the vehicle in for an oil change and they would not let him drive it out as the tie rods were in need of repair.
Writer advised the recall attached to this vehicle is for a replacement part and not the original equipment. Writer asked if there had been a previous repair. Customer stated no.
Writer apologized advising reimbursement will not be provided. Writer advised the customer to contact the dealership to have the recall completed.
Customer understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C4	6G[redacted]	***Open Date***	01/11/2014	***Built Date***	08/23/2005	
Model Year	2006	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/06/2005	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF		KLAMATH FALLS	
Dealer Address	2675 WASHBURN WAY				
Dealer City	KLAMATH FALLS	***Dealer State***	OR	***Dealer Zip***	97603

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KLAMATH FALLS OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Address different
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Reimbursement request for Recall N62.
Reviewed Previous files: Yes, no concerns.
Customer submitted an invoice showing Moog parts were replaced on the vehicle and inner and outer tie rods were replaced.
No other invoices and repairs.
H46 STEERING LINKAGE SAFETY 04/27/2009 09/30/2009 COMPLETE---Inspection only
CUSTOMER CONTACT [redacted]5: Agent attempted to call the customer unable to leave message.
Status update provided via email to the following email address:
[redacted]
Good Morning,
My name is Jenna your case manager. I have reviewed your case for your request for reimbursement for N62. As it states on the letter N62 is on MOPAR replacement Parts.
I will need to see an invoice showing that you had the steering linkage replaced with MOPAR replacement parts then a second invoice showing the tie rods was replaced.
If you could send in both invoices so the reimbursement process can continue. If you wish to discuss the recall further to please contact me directly at 855-675-9291 ext 4718558.
Thank-you
Jenna
End of Status Update
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received all of your documents to completed your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update

CUSTOMER CONTACT [redacted] Agent called the customer and stated that she sent 2 emails. Customer stated that he doesn t use Email. Agent explained that this recall is on MOPAR replacement parts on the linkage. Agent explained that he had the tie rod replaced with Moog Parts. Customer understood and thanked agent. Agent advised to get into the dealership so they can inspect the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G861269	***Open Date***	01/11/2014	***Built Date***	05/26/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	07/26/2005	***Mileage***	134,477	***Dealer Zone***		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LAVA HOT SPRINGS ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced the ball joints
Product - Steering - Linkage - Other - Default	replaced the steering assembly

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
******
Writer verified the customer s information to match coin, and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a repair invoice with no proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be attached and completed:H46 STEERING LINKAGE SAFETY 04/27/2009 06/17/2010 COMPLETE
Writer located in claims the H46 was an inspection with no parts replaced.
******
Invoice - FOCS39802 - 09/27/13 - 134477 Miles - ball joints and steering assembly upgrade due to the parts being loose.
******
Customer will have to supply an invoice showing a repair completed between 2010 and 2013 to be considered for reimbursement as this recall

is for a replacement part.
******
Customer blacked out the telephone number on the invoice there are no numbers showing in coin.
******
Writer will search 411.com.
Writer will call Home [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2005 DODGE RAM. Writer supplied 855-675-9291, extension 4718492 and cair number 2[redacted]
******
Writer will call - [redacted].
Writer spoke with Cindy who stated this was her sons truck and she sent in the paper work in. Writer advised reimbursement will not be provide as the recall is for a replacement part and is not for the ball joints. Customer s mother stated he had this repair in the fall and the steering had been replaced. Writer advised the recall is for a replacement part that was not on this vehicle at the time of repair as the customer s mother stated no other repair had been completed. Customer s mother suggested the writer call her husband as he paid for the repair and would understand about parts.
Customer s mother supplied [redacted] cell.
******
Writer will cal[redacted].
Writer left a message this call is for Shane Irick from Debbie of Chrysler. Writer advised a conversation had taken place with his wife and would like to speak to him in regards to the repair and recall for the 2005 Ram. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will call [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to a repair completed on the 2005 DODGE RAM. Writer supplied 855-675-9291, extension 4718492 and cair number[redacted]
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.
Customer called stating she is not sure why we will not reimburse her. Agent advised as per previous notes (lines 53-58) that the reimbursement will not be provided as the recall is for the replacment part and not the ball joints. Also that the replacement parts were not on the vehicle at the time of the repair. Customer states her husband will call. Agent advised the decision will remain the same and will not change as the recall is very specific.
Customer has been advised of decline. Close the file.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C0	5G[redacted]	***Open Date***	01/11/2014	***Built Date***	11/30/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	07/15/2005	***Mileage***	100,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	GASSAWAY WV [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	Customer purchased four Moog tie rods
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	MOPAR replacement left outer tie rod
Corporate - CNA Change - Default - Default - Default	added phone number
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	out of park alarm system

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N62 / E17 / H46
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Writer acknowledges assignment.
Writer has acknowledged that Customer has submitted a parts invoice dated 10/07/2013, where he purchased four(4) Moog tie rods, from Federated Auto Parts. Customer indicates he completed the repair himself.
Writer went to 411.com to find a phone number. Writer guessed approximate mileage.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts

steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Safety Recall E17 Out-of-Park Alarm System
2003 2004 (DR) Dodge Ram Pickup Truck
2005 (DH) Dodge Ram Pickup Truck
NOTE: This recall applies only to the above vehicles equipped with a 5.9L diesel engine (6 or C in the 8th VIN Position) and an automatic transmission (sales code DGP or DG8).
In certain circumstances when a driver has not placed the shifter lever fully into the Park position and leaves the engine running, the vehicle may unexpectedly move rearward after seeming to be stable. Unintended rearward movement of a vehicle could injure those in and/or near the vehicle. An Out-of-Park alarm system must be installed on the vehicle. The alarm system will beep the horn and flash the headlamps and shift indicator if a driver tries to exit a running vehicle without fully placing the shifter into the Park position.
Customer called bcak in. Agent advised customer of lines 17-21.
Customer understood.
CW653 can close the case.
Writer acknowledges Customer has made direct contact, and has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46C3	6G[redacted]	***Open Date***	01/11/2014	***Built Date***	06/27/2006	
Model Year	2006	***Body***	D18L62	DODGE RAM 3500 ST REG CAB 4X4			
In Service Dt	09/29/2006	***Mileage***	143,558	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LAWRENCEBURG TN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N62
Name of person writing in:[redacted]
Does customer have an e-mail address: no
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Writer acknowledges assignment, and that documents are present.
H46 recall completed 01/08/2010, inspection only, no parts = original factory equipment.
Customer has submitted two invoices: Simpsons $200 towing, and a repair invoice from Glovers , no mileage, no contact information.
Writer estimated mileage.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case# and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners

Manual.
Customer called in after receiving the message. Agent advised customer that we did receive the receipt from Glovers but we needed something that shows the actual part numbers for what was replaced. Customer understood and will speak with the IRF to get that information. Agent advised customer that even if he had the parts repaired, he would still need to bring the vehicle into a Ram dealership to have the N62 inspection done to confirm that the correct parts are on the vehicle. Customer understood and will get that done.
Customer states that the vehicle currently has 175000 miles on the vehicle.
Customer states that it was about 160 thousand miles when the accident occurred.
Customer provided contact number for Glover s Auto & Diesel Service 931-209-6297.
CUSTOMER CONTACT: Writer called [redacted] Writer called back customer because Agent advised him we needed to know what kind of parts he put on his vehicle. Writer did NOT want to inconvenience the Customer. Customer is confirming this is the first repair he has done on the steering. Writer advised we cannot reimburse as Chrysler is looking for replacement parts. Customer advising he used aftermarket - non MOPAR parts. Writer advised that is fine, and we will close the case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	01/11/2014	***Built Date***	10/25/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	01/02/2006	***Mileage***	120,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBUS IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement
Corporate - CNA Change - Default - Default - Default	updated address

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:N62
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
******
Writer updated customer address to reflect the letter and the envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 12/01/2009 COMPLETE
Writer located in claims the H46 recall was for an inspection no parts replaced.
******
Customer will have to send in a repair invoice showing a previous repair for this repair to be considered for reimbursement as the N62 recall is for a replacement part not the original equipment.
******
Writer will contact the customer at the number showing in the letter.
Writer will call [redacted]
Writer spoke with [redacted] advising an invoice had been received for the 2006 DODGE RAM. Customer stated he would not expect to be reimbursed for the oil change. William stated he had a previous repair for a wheel bearing. Writer advised the recall attached to this vehicle is on a replacement part and not the original equipment on the vehicle.

Writer advised reimbursement will not be provided for this repair.
Customer stated he understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A6	7G[redacted]	***Open Date***	01/11/2014	***Built Date***	03/29/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/30/2007	***Mileage***	141,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WINCHESTER VA [redacted]6	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	Right outer, and Left Inner tie rods were replaced.

POSTMARK DATE: 123113; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Recall N62 Reimbursement request
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that documents are present.
H46 completed 09/10/2010, no parts, inspection only = original factory equipment.
Writer acknowledges Customer has submitted invoice from Tire Outfitters 12/26/2013 where Right outer tie rod and Left Inner Tie rod are replaced.
Neither one of these initial parts would be covered by the N62 recall.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted] Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle now has replacement parts so

Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
CUSTOMER CONTACT: Writer called [redacted] GGS. Writer provided case # and US CAC for contact.
**********AGENTS - please read and relay lines 37-43.
Customer called stating they received a call from US CAC.
Agent advised Customer that because aftermarket parts are used we will not be reinbursing. Customer did not agree.
Customer called for clarification on decision.
-
Agent reviewed case notes and advised customer (lines 11-13) that the parts he had replaced are not part of the parts list for the N62 recall.
Agent informed the customer that the N62 recall is for the left outer tie rod assembly and he had the left inner tie rod and the right outer tie rod replaced.
-
Agent recommended that the customer take his vehicle in for inspection for the N62 recall. Agent advised at this time he could take his vehicle for inspection to determine if replacement is required. Agent advised customer that if replacement is required the dealership should be able to put the vehicle on the waiting list for parts.
-
Customer thanked agent for explaining the decision.
Writer acknowledges that Customer has contacted directly and has been advised of the proper information (MP1270). Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28A0	8G198539	***Open Date***	01/11/2014	***Built Date***	02/15/2008
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	03/01/2008	***Mileage***	77,589	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PB7	PATRIOT BLUE PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Owner	SNIDER, KENT	***Contact Type***	LETTER
Address	5386 EARL CORE RD	***Home Phone***	
	MORGANTOWN WV 26508-1494	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Steering upgrade kit was installed
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N49 recall repair.

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: m[redacted]
Concern: The customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer
is seeking reimbursement for the N49 recall repair.
Performed Internet Search: www.factorymoparparts.com Part #52122362AH
Mopar Dodge Ram Steering Upgrade Kit
RECALL - Template N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: DISCOVER recorded on invoice.
Date of Repair:8/14/13
Invoice #: 602602
Labor $0.00
Parts $317.78
Misc. Charges $0.00
Tax $19.07
Total $336.85
Writer is submitting check for approval in the amount of $336.85.
****
SECOND INVOICE
Customer s proof of payment is: See below
Date of Repair:8/19/13
Invoice #: 108193
Labor $0.00
Parts $0.00
Misc. Charges $69.95 + $6.30 alignment + suppliesÙ
Tax $4.58
Total $80.83
Writer is submitting check for approval of both invoices in the amount of
$336.85 + $80.83= $417.68, upon proof of payment.
Status update provided via email to the following email address:
[redacted]

MR [redacted]
I have reviewed your documents for reimbursement consideration. Could you please fax me the proof of payment for both invoices. Once I receive the documents I will be able to send your check for approval.
Please have the previous repair inspected at your Chrysler Dealership, the repair was performed prior to the recall and is still showing as incomplete on your file. Fax number is 877-768-5076 and reference your case number on the documents.
Have a great day!
End of Status Update
Checked for documents.
OUTBOUND CALL to URSE DODGE CHRYSLER RAM at 800-690-2788, verified customers proof of payment with Seth SAÙ.
Customer paid on VISA for alignment.
Status update provided via email to the following email address:
[redacted],
Just a quick note to let you know that I have verified your proof of payment with Urse Dodge. I have submitted a check in the amount you are expecting to the address we have on file. Please allow 7-10 days for processing. Any further questions contact 1-800-853-1403.
Have a great day!
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A3	8G[redacted]	***Open Date***	01/11/2014	***Built Date***	02/08/2008	
Model Year	2008	***Body***	DC8L64	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	10/23/2008	***Mileage***	42,025	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	DELTA TRUCKING INC, SEGALS	***Contact Type***	LETTER
Address	PO BOX 338	***Home Phone***	
	REYNOLDS IN 47980-8000	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.

POSTMARK DATE: 010714; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: SEGALS DELTA TRUCKING INC
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and recall H46 completed in 2009 but no parts were replaced at that time.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer contacting Chrysler returning GG467 call. Agent advised of lines 14-19. Customer became irate stating that he paid to have the part replaced and even though the part was fine at the time of the recall it still broke and feels he should be reimbursed. Customer stated that he feels Chrysler is trying to get out of paying for the part all together.
Agent advised this recall only applies to the parts that were replaced during H46 recall, since he did not have parts replaced he will not be reimbursed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	7G8[redacted]	***Open Date***	01/11/2014	***Built Date***	04/11/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	05/25/2007	***Mileage***	140,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER	JEEP DODGE
Dealer Address	4175 W 3500 SOUTH		
Dealer City	WEST VALLEY CITY	***Dealer State*** UT	***Dealer Zip*** 84120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEST JORDAN UT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer seeking information about the part he purchased for N62 recall

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler wanting to make sure that the part he purchase for the N62 recall on his truck is the right part. Customer states that he has had his tie rods break twice. Customer states that he has to get his vehicle towed and it is cheaper to have it towed to an IRF, rather than the KEN GARFF WEST VALLEY CHRYSLER, DRL 44644. Writer contacted the parts department and spoke with PA Ian. PA Ian informed the writer that the part the customer purchased has a general part number and not the recall part number. PA Ian informed the writer that the customer should have his vehicle serviced at a Chrysler dealership. Writer informed him that she would let the customer know. Writer informed the customer of what PA Ian said about the part number, and suggested that he should get it inspected by his Chrysler dealership. Customer again stated it was cheaper to have his vehicle towed to an IRF. Customer understood what the writer informed him.
Briefly summarize what the customer is expecting: Customer is seeking information about the part he purchased to get the N62 recall completed on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39C0	7G[redacted]	***Open Date***	01/11/2014	***Built Date***	10/06/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	10/24/2006	***Mileage***	112,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	***Dealer State***	CO	***Dealer Zip***	80234

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WESTMINSTER CO [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Left Tie Rod Broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Left Tie Rod

Briefly summarize why the customer is contacting Chrysler: Customer has had the left tie rod replaced and would like reimbursement for costs paid. Agent provided mailing address: Chrysler Recall Assistance Center, P. O. Box 21-8007, Auburn Hills, MI 48321-8007. Agent provided the information from Answer ID 17420.
Briefly summarize what the customer is expecting: Customer needed the mail in information regarding recall reimbursement.
POSTMARK DATE: 011514; DATE RECEIVED: 012214
Documents attached for review
CUSTOMER CONTACT: [redacted] Spoke with the Customer.
Agent advised that the Recall applies to vehicles with a Mopar Steering Linkage Upgrade.
Customer states that the vehicle had the original Factory parts before the repair.
Agent advised that Chrysler will not be able to reimburse for the repairs at this time.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	01/11/2014	***Built Date***	08/14/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/07/2009	***Mileage***	70,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67995	TRONCALLI CHRY-JEEP-DODGE			
Dealer Address	818 ATLANTA RD				
Dealer City	CUMMING	***Dealer State***	GA	***Dealer Zip***	30040

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LIVINGSTON TX[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on the recall N49. Customer is not happy that the parts are not available and states that the dealerships are not being very helpful. Customer states that he is concerned if the Tie Rod Ends do break. Agent apologized and advised to continue to try and work with the dealerships. Agent advised to have the dealership place his VIN on a list so that they can order the part when they get the chance for his vehicle. Customer will contact his local dealership and attempt to have his vehicle placed on a list.
Briefly summarize what the customer is expecting: Customer seeking assistance with the Rcall N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	01/11/2014	***Built Date***	09/14/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/27/2004	***Mileage***	160,320	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44725	TOWBIN DODGE LLC			
Dealer Address	275 AUTO MALL DRIVE				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	HENDERSON NV[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Changed Ownership
Corporate - Recall - Default - Default - Default	N62/ tire rod concern

Briefly summarize why the customer is contacting Chrysler:
Customer states last night the customer was driving on the freeway(Customer did not get in an accident) But the tire rod broke.
Customer was advised that there is a safety recall on the repair and that it would be covered.
Customer states now the DLR wants to charge him $1085.00
Customer states when the tire rod broke it also broke his steering shock
Customer has the following recall:
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Customer had to pay for a tow only to find out that the repair is not covered..
Customer spoke with Liz and Liz's boss.
-
Briefly summarize what the customer is expecting: Customer wants it towed back to his house or he wants the recall fixed.
-
Agent contacted:
Dealer Code: 70- 44725 Dealer Name : TOWBIN DODGE LLC Dealer Phone : 702-558-3800
Agent spoke with Liz, Liz states the bolt goes through the tire rod- so it is the correct version.
This one can not be replaced by the recall.
Liz states the SA is Robert Windham.
-
Agent spoke with the SM Jay R
The vehicle was towed in when his tire rod broke.
SM states he said to have the vehicle towed in and check if it pertains to the recall.
SM states the customer had it towed in and unfortunately it has the correct sterring stabilizer.
SM states if the tirerod is the correct one it doesn t pertaining to recall.
SM states to have the repair done it will cost $1085.00
-
Does the customer have prior history with current issue?no

Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)?no
Is the customer the original owner of this vehicle?no
Does customer have previous vehicle purchase history (new and used, household)?yes
Did the customer purchase a MVP Mechanical service contract (not simply oil changes)?no
-
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer is calling back for an update on this case. Customer reports that his right tie rod end broke while driving down the highway.
Writer advised that the recall action is related to customers with Mopar service parts steering components. Writer explained that if the steering linkage is a singular bolt through the tie rod tube, no further repairs are required.
Writer advised if the steering linkage is two U bolts, there is a repair process the dealership will follow.
Writer explained, as per Liz (lines 20-21), customer has a singular bolt and therefore no repair actions are required under the recall.
Customer is seeking reimbursement for towing, as customer states Liz from TOWBIN DODGE LLC informed him that it would be covered under the recall.
Writer advised that this would need to be reviewed with the dealership.
Writer offered to contact dealership; however dealership is not open at this time as advised by customer. Customer declined writers offer to look into this further. Writer strongly encouraged speaking with the Service Manager or owner to discuss this situation. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	01/12/2014	***Built Date***	01/31/2011
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	08/15/2011	***Mileage***	30,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	67775	CRYSTAL LAKE CHRYSLER-JEEP INC			
Dealer Address	5404 S.STATE RTE 31				
Dealer City	CRYSTAL LAKE	***Dealer State***	IL	***Dealer Zip***	60012

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WOODSTOCK IL [redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	Customer seeking towing assistance
Recall - N49: LEFT TIE ROD - Other	Tie rod broke on the vehicle.

Briefly summarize why the customer is contacting Chrysler:n Customer stated that his tie rod broke last night while parked in a parking lot.
Customer stated that he would like a tow.
Briefly summarize what the customer is expecting: Customer is seeking a tow to a DLR.
Agent warm transferred customer to Roadside assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL5	BG[redacted]	***Open Date***	01/12/2014	***Built Date***	12/07/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/04/2011	***Mileage***	97,421	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CONROE TX 7[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states outer tie rod broke
Corporate - Reimbursement - Default - Default - Default	recall

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle was pulling to the left, so he had stopped at an AutoNation to get an alignment and was made aware of a possible recall on the vehicle. Customer stated once the vehicle was up on the lift they noticed the linkage had snapped. Customer seeking information on recalls on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking information on recalls.
Agent stated there was an open recall on the vehicle for the N49, left tie rod. Agent advised the customer to take the vehicle to a DLR once the repair is completed by the IRF, and keep the IRF receipt, as there may be possible reimbursement. Agent advised customer to call back once the DLR had diagnosed the vehicle as having the broken left tie rod. Customer stated he would speak with a DLR once he was able to find a DLR, as he is not at home.
Reassigned to BR379 for survey bypass-no diagnosis
Customer calling back to make sure the previous call was documented. Agent advised Customer that it was.
Agent advised Customer to contact us back if the DLR states that the issue and repairs were the same as the recall and we could look into reimbursement for him. Customer understood
Customer has taken vehicle to dlr 44231 - DEMONTROND AUTO COUNTRY (281-443-2500). SA Leo has been advised as per lines 19 - 21. SA states he will get a technician on the vehicle as soon as possible and the call CAC back with repair information for reimbursement consideration.
Customer called back and stated that the dealership is checking his vehicle to see if the repairs are related to Recall #N49. Customer will then send in his receipts for reimbursement.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer is stating that the dealership has approved that the repairs he had done were related to the recalls on his vehicle . Customer is stating that he is going to fax in his proof and documents for reimbursement .
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: decline
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?44231

Reassigned to 86y
Writer contacted customer at [redacted]Left message with contact information & fax#. Writer informed customer that fax has not been received.
[redacted]
We are waiting on your documentation concerning repairs made to your 2011 Ram 3500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you wish a document link can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-23 @ 14:16
Customer states he faxed the documents on 1/21/14. Writer informed customer they have not been received. Customer will send via document link.
Customer states there will be 2 documents, one for the repairs, & one for alignment.
Writer verified address.
Customer would like writer to send an email acknowledgement when documents are received.
Agent transferred customer over to ext 4718304.
Customer states he tried to send through the link but is getting an error message.
Customer seeking call back [redacted].
Voicemail received on 1/24/14 at 11:24 am.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer contacted customer at [redacted]7. Left message with contact information & informing customer that a new document link has been sent.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 11:36
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 11:43
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 11:51
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 11:52
Briefly summarize why the customer is contacting Chrysler: Customer called trying to send link to Case Manager MP1067. Customer states that he opens the link and tries to send over the documents and he is being told that his cookies have to be enabled, he also stated he is using Firefox. Agent advised customer to try another internet page, like Google chrome. Customer downloaded Google chrome while agent was on the phone with customer and was then informed that the attachment was too big. Agent sent the link 2 more times so the customer can send the documents. Customer stated that he would like MP1067 to call him back as he was on the phone with the agent when MP1067 called him back.
Briefly summarize what the customer is expecting: Customer expecting documents to reach MP1067
Status update provided via email to the following email address:
[redacted]
I have received your documents and they are now being reviewed.
End of Status Update
Customer called to check on documents.
Customer stated he is going out of the country and to call his wife [redacted] if there are any questions.
Writer informed customer that documents have been received and she will contact IRF to verify payment of second alignment.
Writer informed customer that she would send email when check is approved.
Writer contacted IRF Firestone at 936-539-4481. Writer spoke with SA James who stated they did give customer an alignment quote but there was no charge. SA states customer only paid for the tie rod repair and both alignments were covered.
Status update provided via email to the following email address:

[redacted]
I have approved a check for the tie rod repair. I spoke with a Service Advisor at Firestone who informed me that both alignments were covered under your lifetime agreement. The Service Advisor stated that they did write up the quote for alignment but there was no charge. He stated that you were only charged for the repair to the tie rods.
You should receive the check by mail within the next 2 weeks.
End of Status Update
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 1/12/14
Customer s proof of payment is: debit, auth.[redacted]
Invoice #: 221642
Labor $111.15
Parts $116.99
Misc. Charges $6.67
Tax $10.20
Total $245.01
Writer is submitting check for approval in the amount of $245.01.
****

Address verified on line 63.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	01/12/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	05/29/2010	***Mileage***	81,956	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]-8359
	POCATELLO ID [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 122613; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address:
Concern: Reimbursement request for N49 Recall
Reviewed Previous files: Yes, no concerns.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: check #6619
Date of Repair: 6/11/13
Invoice #: 12678
Labor $163.31
Parts $79.05
Misc. Charges $5.53
Sublet $69.99 alignmentÙ
Discount -$85.95
Tax $5.01
Total $236.94
Writer is submitting check for approval in the amount of $236.94.
****

Writer contacted customer at [redacted] Writer informed customer of reimbursement amount & to have recall completed by dealer.
Writer verified address.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	01/12/2014	***Built Date***	12/16/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/25/2010	***Mileage***	58,972	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	GREENWELL SPRINGS LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Reimbursement request for N49 Recall
Reviewed Previous files: Yes, no concerns.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 11/22/13
Invoice #: 49076
Labor $164.95
Parts $109.56
Misc. Charges $12.00
Towing $65.00
Tax $31.64
Total $383.15
Writer is submitting check for approval in the amount of $383.15.
****

Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	7J[redacted]	***Open Date***	01/12/2014	***Built Date***	08/11/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/10/2007	***Mileage***	54,573	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	BOISE ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 122613; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: N62 Recall reimbursement request.
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that documents are present.
H46 completed09/02/2009, no parts, inspection only = factory original equipment
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Customer directly and explained that Chrysler is looking for replacement parts that may fail, not factory original equipment. As customer has stated this is the only repair he has done on linkage we will assume it is factory original equipment that has failed/worn out. Chrysler is not reimbursing for that. Customer has been encouraged to have his vehicle inspected at any CDJR Dealer and if his replacement parts are deemed recall related that need re- replaced Chrysler will do so.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	7G7[redacted]	***Open Date***	01/12/2014	***Built Date***	10/05/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	01/26/2007	***Mileage***	237,809	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RICHFIELD UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS
Any open recalls: Yes N62, but it was already completed.
Name of person writing in: [redacted]
Does customer have an e-mail address:Not on file
Concern: Customer is seeking reimbursement for recall N62 that has already been completed for the amount of 172.78 and 460.15. Customer has supplied proof of payment for each amount.
Reviewed previous files: Yes
Reassigned to 86Y
******
Writer verified the customer s information to match coin, letter and envelope.
******
Customer is requesting reimbursement for a part purchased and repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 02/15/2010 COMPLETE
Invoice - 6146047/1 - 2/15/10 - 237809 Miles - completed the H46 recall and replaced a broken tie rod the customer supplied.
Invoice - 5623023 - 2/15/10 - part invoice showing the purchase of the pitman arm and steering damper.

******
Writer will contact the customer the repairs were completed on the same day reimbursement will not be provided for this repair as the recall is for a replacement part which may now be on the vehicle. Customer would have to supply an invoice showing a previous repair.
******
Writer will call [redacted].
Writer received a message this number is no longer in service.
******
Writer will search 411.com.
Writer did not locate a phone number.
Writer will try the number on the invoice - [redacted]
Writer received a message the voice mail box has not yet been set up.
******
Writer will send a letter asking the customer to call.
PLEASE CALL US
January 21, 2014
[redacted]
,
RICHFIELD , UT- 8[redacted]
Reference [redacted]
Dear MR [redacted]
Thank you for your recent letter to regarding your 2007 DODGE RAM .
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (7G7[redacted] available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
****
Disregard lines 52 - 68
****
[redacted]
,
VENICE, UT[redacted]
Reference #2[redacted]
Dear M[redacted]
Thank you for your recent letter regarding your 2007 DODGE RAM .
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension 4718492, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number, 7G7[redacted], available when you call.
Sincerely,
Debra
Customer Assistance Representative
Letter sent 1/24/14.
******
Writer received a voice message from the customer dated February 7, 2014 @ 9:20 am leaving [redacted] as the contact number.
Writer updated coin with the number.
******
Writer will call - [redacted]
Writer spoke with [redacted]. Writer advised the customer the documents were received. Writer advised the customer this recall is for a replacement part not the original equipment. Customer stated he paid for the repairs as there were no recalls. Customer stated he lost the steering. Writer apologized advising the recall is for a replacement part that may be on the vehicle now as the repair had been completed in 2010. Writer advised the customer to contact the dealership to have this inspected and they will change the part if necessary. Writer advised reimbursement will not be provided. Writer thanked the customer for the call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	01/13/2014	***Built Date***	06/27/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/11/2008	***Mileage***	95,105	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	EVERGREEN CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: N49 Recall reimbursement request
Reviewed Previous files: Yes, no concerns.
Writer contacted customer at [redacted] Left message with contact information & informing customer that proof of payment is required.
Writer provided fax# & CAIR#.
Status update provided via email to the following email address: [redacted]
I have reviewed your submitted documents regarding repairs made to your 2008 Ram 2500 and noted that proof of payment was not provided for the repair invoice. Proof of payment is necessary in order to process your reimbursement request.
You may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
Should you have any questions you may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
Writer contacted IRF R & E Auto Body Inc at (303) 458-1546. Writer spoke with owner Carl who stated the RO was paid in full by credit card.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: verified with IRF
Date of Repair: 12/23/13
Invoice #: 3777
Labor $75.00
Parts $96.00
Misc. Charges $86.00 towingÙ
Tax $7.32
Total $264.32

Writer is submitting check for approval in the amount of $264.32.
****
Writer contacted customer at [redacted]. Writer informed customer of reimbursement amount and advised customer to have recall completed by dealer.
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L5	9G5[redacted]	***Open Date***	01/13/2014	***Built Date***	07/29/2009	
Model Year	2009	***Body***	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/18/2009	***Mileage***	54,350	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CRESCENT CITY CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: BUY THE FIRE INC
Does customer have an e-mail address: No
Concern: Recall N49 reimbursement request
Reviewed Previous files: Yes, no concerns.
RECALL LEFT TIE ROD END L16
****

Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 11/8/13
Customer s proof of payment is: Account Check #10741
Invoice #: 215925
Labor $85.00
Parts $67.65
Misc. Charges $0
Tax $5.07
Total $157.72
****

Date of Repair: 11/07/13
Customer s proof of payment is: Account Check #10705
Invoice #: 0002114
Labor $0
Parts $0
Misc. Charges $55.00 towingÙ
Tax $0
Total $55.00
****

Combined Total $212.72
Writer is submitting check for approval in the amount of $212.72.
****

Writer verified that address for check matches address on submitted documents.
Writer removed the word 'Business' from the check screen.
APPROVED
CLOSED LOOP
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C9	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	02/11/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/20/2006	***Mileage***	102,370	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FALLON NV[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	Customer seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Customer s address matches HPIMS
Any open recalls:Yes N62 and H46, customer feels these were both completed at an earlier date
Name of person writing in:[redacted]
Does customer have an e-mail address:Not on file
Concern: Customer is seeking reimbursement for N62 and H46 recalls but nowhere in the work orders does it say tie rods. The amount the customer is seeking reimbursement for is
2144.46
1209.51
totaling 3353.97
Reviewed previous files: Yes
Reassigned to 86y
Writer acknowledges assignment, and that there are documents present.
Customer has submitted two invoices
C.O.D. Garage May 2009 - ongoing, mileage 93,344
broken steering joint, straightened and balanced
front and rear U joints bad
constant velocity joint replaced.....$1.209.51 DOES NOT QUALIFY FOR RECALL REIMBURSEMENT.
C.O.D. Garage 08/15/2009, 102,370 mileage
replaced flywheel and clutch assembly.....$2,144.46 DOES NOT QUALIFY FOR RECALL REIMURSEMENT.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke directly with Customer and advised the two invoices submitted cannot be reimbursed as they do not meet the recall outline, where Chrysler is looking for replacement steering parts(mainly tie rod ends). Customer understands and accepts. Writer advised Customer can take vehicle to any CDJR Dealer to have the vehicle inspected, recalls closed. If Chrysler deems they need to replace parts under the recall they will do so complimentary. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	10/07/2005	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	04/29/2006	***Mileage***	205,578	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RENO NV [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Recall - L16: LEFT TIE ROD END - Reimbursement	Reimbursment request
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Waiting list
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 122713; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Reimbursement request for tie rod repairs related to recalls.
Reviewed Previous files: Yes, see related CAIR [redacted]
Customer Submitted invoices for Repairs to the Steering Linkage and Tie Rod Ends. Agent sees that the Customer has had the Mopar Steering Linkage Upgrade performed on 06/04/10 as per the Invoice 195313Ù.
Agent sees in Invoice # 253326 that the Customer had the vehicle taken back to the DLR as the Tie Rod End had failed. Amount of Reimbursement is Over Agents Limit.
No Invoice for Towing was submitted.
Reviewed Previous Cair - No new information that was not provided in the current CAIR.
Reassigned to 86H.
Writer called Dealer 43508 phone 775-883-2020 time 11:07 ET. Machine answered for Service and disconnected.
Writer called Dealer 43508 phone 775-883-2020 time 16:59 ET. SA Colleen answered.
She checked with technician, Invoice# 253326 Job# 1 total parts and labor $2391.94, parts used that do not relate to the tie rod failure were joint kit $292.74, seal-axle drive shaft $74.56, lubricant-axle $67.05 and cleaner-brake $16.00.
Process when schedule permits.
Writer called Dealer 43508 phone 775-883-2020 time 16:58 ET. SA Mike answered.
He stated the labor for the steering kit was 2.5 hours at $112.00 per hour.
Writer called customer phone [redacted] time 17:13 ET. Fax answered.
Writer called customer phone [redacted] time 17:15 ET. Machine

answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Status update provided via email to the following email address:
[redacted]
Regarding your 2006 DODGE RAM 2500
We received your documents for repairs.
I need to speak with you regarding the reimbursement amount.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
[redacted].
Robert
Customer Assistance Representative
End of Status Update
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 3D7KS28C56G[redacted]
In-service Date: 04/29/06
Replaced factory parts with Mopar: Doc page 5-6 invoice# 195313 06/01/10.
Customer s proof of payment is: Doc page 12-14: Dealer 43508 invoice stamped Paid, attached Mastercard sales slip Auth#[redacted]
Date of repair: 10/07/13
Mileage: 201414
Invoice#: 253326
Labor: (2.5 hours @ $112.00) $280.00
Parts: $664.79
Alignment: $69.95
Misc. Charges: $3.00
Tax: (7.475% Parts) $49.69
Total: $1,067.43
Customer[redacted] returned call, left message with call back phone [redacted]3[redacted]
Customer[redacted] called.
Customer stated he goes by Vic, but reimbursement check can be either [redacted] Confirmed COIN.
Writer advised reimbursement in process and amount.
Confirmed Dealer 43508 has customer on waiting list for N62 completion.
Writer is submitting check for approval in the amount of: $1,067.43.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL6	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	04/14/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/14/2010	***Mileage***	93,134	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44454	ALLEN SAMUELS DODGE INC			
Dealer Address	1515 SOUTH LOOP WEST				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77054

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BEAUMONT TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Address does not match HPIMS, address in letter is 1555 S. Major Dr., Beaumont, TX, 77707
Any open recalls: Yes N49 LEFT TIE ROD
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking recall reimbursement for recall N49, in the amount of 3162.00 but customer only has receipts for 1612.00.
Reviewed previous files:Yes
Reassigned to 86y
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that more documentation is required to continue processing his request for reimbursement consideration as the customer only submitted invoices showing the towing charges. Please advise customer that invoices showing the tie rod repairs need to be submitted by mail, fax 1-877-768-5076 or an email link.
Customer states that they got a voicemail and is seeking further information.
Agent advised customer we are seeking more documentation to continue processing.
Customer states that the tie rods broke twice before the recall was issued and Dodge declined to repair as it was not their defect. Customer states that he brought his vehicle to 4 different dealerships that advised they should not just fail. Customer states that he sent Dodge emails in this regard and was never answered. Customer states that he also sent in a letter advising he does not have the invoices showing the repairs. Customer states that he submitted all the documentation he has.
Customer requesting to speak with a manager. Customer seeking that the manager review the letter submitted before contacting. Customer states that he has pictures of the broken tie rod ends from the lab that was sent up to see why they are breaking.
Customer has requested Supervisor callback
Preferred daytime [redacted]

Agent called customer at [redacted] but was unable to reach him at this time.
Agent called customer and left a message advising that documentation showing the tie rod repairs is required to consider the reimbursement.
****
Next agent please advise the customer that documentation showing the repairs as well as proof of payment is required in order for Chrysler to consider any reimbursement for the N49 recall. Please provide the customer with the fax number or a document request link so the customer can submit the required documentation.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement and require documentation showing the repairs done to your vehicle to continue processing your request. Please contact us at 1-800-853-1403 and refer to the case number [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer of lines 42-46.
Agent called customer and advised him without the invoices for the tie rod repairs Chrysler is not willing to reimburse him for the cost of the tie rods. Agent advised customer that his towing invoices may be covered under the recall and that more research would need to be completed.
Customer states if Chrysler is not going to reimburse him for the tie rod repairs he is going to contact a lawyer.
Agent called ALLEN SAMUELS DODGE CHRYSLER JEEP and spoke with SA Robin Cothron about the customer s repair history. Robin states the customer s vehicle was towed into the dealer with a broken tie rod and no repairs were completed at that time as the customer declined to have the repairs completed at that time.
Agent called IRF Lumberton Offroad LLC at 409-755-2225 and spoke with Richard about the customer s concerns. Richard states he is aware of the customer s issue and that when he had the vehicle towed to the IRF with a broken tie rod he didn t want the IRF to repair it, just to tell him why it broke. Richard states he advised the customer that the IRF does not employ engineers and that he would need to speak with the manufacturer for more information.
Agent called customer and advised him after further research and review Chrysler is not willing to reimburse the customer for the cost of the repairs without proper documentation showing the tie rod repairs were completed on the vehicle. Customer demanded to speak with a Supervisor.
Agent advised customer that it would be a 1 business day callback.

Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Reimbursement request declined
CAIR assigned to: JK671
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 1 business day.
Customer called seeking to speak to Greg as the call was dropped.
Customer inquiring on what was states on his case file.
Writer advised customer of lines 63-87.
Customer will wait for Supervisor call.
Begin Customer Message reviewed:
Greg please email me a copy of your notes from your phone calls to Lumberton Off Road, Spanky s Wrecker Service, and Allen Samuells Dodge in Houston.
John Vaughan
I would also prefer your manager contact me via email instead of by phone if possible so I have documentation of our communication.
End of Reviewed Customer message
See above
Status update provided via email to the following email address:
[redacted],
I am unable to send you a copy of your notes from your phone calls I had made as the information is proprietary, but I am able to send you our decision via email.

Thank you for your recent contact regarding your vehicle. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
End of Status Update
Begin Customer Message reviewed:
Greg this response it completely off subject and not applicable to my claim at all. What is this?
My claim was related to tie rod recall that I solved myself because Dodge refused to repair the problem claiming it was not a factory default. I proved it was and Dodge still would not help me. Now 3 years later you issued a recall and offer to pay for out of pocket cost to those that paid for their own repairs because Dodge would not. My truck had almost no miles at the time of my problems.
Doesn t surprise me Dodge hides its notes on this subject.
End of Reviewed Customer message

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39A1	8G[redacted]	***Open Date***	01/13/2014	***Built Date***	07/17/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/22/2007	***Mileage***	130,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HILHAM TN [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Seeking possible assistance.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod link snapped on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about an issue with his vehicle. Customer states that the front end tie rod link snap. Customer states that he brought the vehicle to a dealership, and was advised to contact Ram about possible assistance for the repair.
Agent contacted Jim Cogdill 42576 and spoke with SM Roger in service.
Roger states that the right tie rod end broke, but it was not the N62 recall, as the vehicle had the original steering linkage system or so he thought. Roger states that this is the first time the vehicle has been at the dealership.
Customer is original owner.
Customer has three vehicles.
Customer does not have a history with the issue.
Customer does not have dealership repair history.
Customer does not have a Mopar mechanical service contract.
Briefly summarize what the customer is expecting: Agent advised customer that at this time, due to the time and mileage, Ram would not be able to assist with the repair. Customer understands and thanked agent for looking into it for him.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WF4CL7	BG[redacted]	***Open Date***	01/13/2014	***Built Date***	07/05/2011	
Model Year	2011	***Body***	DD3L93	DODGE RAM 4X2 3500 CREW CAB CHASSIS			
In Service Dt	11/28/2011	***Mileage***	146,387	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	44952	MARK DODGE			
Dealer Address	3118 GOVERNMENT BLVD				
Dealer City	MOBILE	***Dealer State***	AL	***Dealer Zip***	36606

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOBILE AL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised about the recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in because the customer owns a 2011 dodge 3500 and is concerned with the left tie rod N49 recall. Ball joints broke for two of the customer s friend s vehicle. The customer is extremely concerned about the product. The DLR doesn t have the parts yet. Driving commercially is he makes his living. He carries flammable gasses or hydrogen during certain times and knows that Chrysler doesn t want the liability that an explosion would cause. The customer was calling from his vehicle and which was in Louisiana so the writer called over to GULF COAST AUTOPLEX LLC 44966 and spoke with SA Brian. Brian confirmed that he definitely didn t have parts but had 300 people waiting for parts and claimed that Chrysler would only send 1 a week when they finally did have parts. The writer advised to continue working with the DLR in his hometown ROUNDTREE CHRYSLER DODGE JEEP RAM 44952 as they are Chrysler s technicians.
Briefly summarize what the customer is expecting: Customer is expecting to work with the DLR 44952 and ensure the vehicle gets fixed before an issue does arise.
Reassigned to PC739 for no diagnosis - survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	11/25/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	12/17/2006	***Mileage***	121,139	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MACKINAW IL [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left outer tie rod
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Customer submitted documents for reimbursement consideration of the N62 for the left outer tie rod.
Agent reviewed documentation where a Mopar service parts steering linkage may have been installed during a prior service appointment.
Vehicle was reviewed for prior service of the tie rods, and no verification was located.
Agent is denying claim.
Agent called MR [redacted], informed customer that reimbursement for the tie rod is denied.
A Mopar service parts steering linkage may have been installed during a prior service appointment.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Chrysler does recommend that you take the vehicle into a Chrysler dealership and have them inspect the previous repair to ensure everything is alright and have them update your file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	7J[redacted]	***Open Date***	01/13/2014	***Built Date***	08/25/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/27/2007	***Mileage***	92,274	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41798	ALLEN SAMUELS DODGE			
Dealer Address	7740 NORTHEAST LOOP 820				
Dealer City	NORTH RICHLAND HILLS	***Dealer State***	TX	***Dealer Zip***	76118

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]5
	TEXARKANA TX [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	advised completed in 2009
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	caller states he completed this himself and is sending in paperwork

****** Below Customer Contacted for Documentation Request ******
[redacted]
Briefly summarize why the customer is contacting Chrysler: Customer states he did the N62 recall in July himself. Caller states he purchased the parts at a Chrsyler and would like to submit the paperwork. Customer states he did the recall previously. Caller states that replaced the steering linkage. Agent informed caller that the open recall stated the left tie rod assembly is tne N62 recall. Agent informed caller the H46 STEERING LINKAGE SAFETY 04/27/2009 09/18/2009 COMPLETE was completed in 2009. Agent informed caller the recall that is open is the N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE.
Agent sent document request link and informed that this is a one time use and valid for seven days.
Briefly summarize what the customer is expecting: Caller wants to submit paperwork and agent sent doc link to caller
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 09/18/2009 COMPLETE
Writer located in claims the H46 recall showing no parts replaced.
******
Customer will be required to send in two invoices one showing a previous

repair as the N62 recall is for a replacement part and not the original equipment.
******
Status update provided via email to the following email address: [redacted]
Hello
This message is for William Norris from Debbie of Chrysler in regards to a request for reimbursement for a repair completed on the 2007 Ram. I have been waiting for documents to arrive and will be closing the file in two days, the file will be re opened for review once the documents arrive. My contact information 855-675-9291, extension 4718492 and refer to file number [redacted] You can fax the documents to 877-768-5076.
Thank You
End of Status Update
******
Begin Customer Message reviewed:
I never received the email link to attach the files
End of Reviewed Customer message
******
Status update provided via email to the following email address: [redacted]
I am sorry the link did not arrive it does show it has been sent. I will send another link for you. This link can only be used one time and is only valid for seven days. Please look in the spam or junk folder as sometimes it is sent there. You can also fax the information to 877-768-5076 writer the file number on the page.
Thank You
Thank You
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-22 @ 15:16
******
Writer will wait for the documents.
***** Customer Document Received *****
Begin Customer Message reviewed:
thank you it came threw this time have a great day I will get it submitted now
End of Reviewed Customer message
******
Customer sent in a part invoice showing the purchase of the steering kit, damper and arm.
Writer will contact the customer to advise reimbursement will not be provided unless a repair invoice can be sent showing a previous repair.
******
Writer will contact the customer @[redacted]
Writer spoke [redacted] asking if a repair had been completed before. William stated he did not have a prior repair and the new part purchased is a heavier linkage. Writer advised the customer to contact the dealership as they will inspect the connection at the tie rod to see if the part should be replaced this will be free of charge. Writer advised the recall is for a replacement part. Customer stated he does not think he has the replacement part now as he did purchase a heavier part but it will be a couple of weeks before he can get to a dealership. Writer apologized advising the customer reimbursement will not be provided. Customer understood.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	01/13/2014	***Built Date***	03/04/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/02/2005	***Mileage***	70,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44463	FALLS CHRYSLER JEEP DODGE			
Dealer Address	4100 STATE RD				
Dealer City	CUYAHOGA FALLS	***Dealer State***	OH	***Dealer Zip***	44223

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PUT IN BAY OH [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	agent declined customer goodwill
Product - Steering - Linkage - Defective - Default	customer replaced about 3 months ago
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer replaced about 3 months ago
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	inquire about recall letter
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler for information about a recall on the vehicle and further understanding due to the fact that the front end has just been replaces on the vehicle.
Briefly summarize what the customer is expecting: information on what pertains about the recall and possible reimbursement for repairs already done on the vehicles front end.
Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
sending to TL for survey by pass
Customer contacted Chrysler for possible reimbursement for the repairs done to the vehicle as the customer understood of the recall letter sent in the mail.
Agent explained to the customer that the recall was for replacement MOPAR parts and not OEM parts as the customer just had the front end replaced recently.
Agent advised customer that we can not consider reimbursement until the repairs done to the vehicle has been inspected at a Chrysler dealership and if the parts used to repair the customers vehicle are part of the recall we then could consider possible reimbursement for the repairs done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G1[redacted]	***Open Date***	01/13/2014	***Built Date***	07/13/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/29/2005	***Mileage***	133,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44856	HOOPESTON STAR CHRYSLER INC			
Dealer Address	900 WEST ORANGE STREET				
Dealer City	HOOPESTON	***Dealer State***	IL	***Dealer Zip***	60942

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOOPESTON IL[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information request

Briefly summarize why the customer is contacting Chrysler:
Customer states that his drag link broke and he contacted his dealership and was advised that due to the mileage of the vehicle it may not be completed under it.
Briefly summarize what the customer is expecting:
Customer expects recall information.
Agent advised that customer that he would need to get a diagnosis on the vehicle to determine if that the issue he is currently having with the vehicle is related to the recall on the vehicle. Agent advised customer that if the issue he is having on the vehicle is related to the recall then the mileage would not play a factor into it. Customer stated that he would contact the dealership back to schedule an appointment to bring it in.
Reassigning to KG363 for survey by pass
Customer calling back, very upset, feels the issue with vehicle pertains to recall received N62. Customer receives recall one day and two days later front end is on the ground.
Agent explained to customer recall pertains to Left Outer Tie Rod Assembly and the right side on vehicle has broken. Agent called Dealership, spoke with SA Gail, explained it was customers right side that broke, has multiple issues on front end which needs repaired, upper ball joints as one. Agent apologized and explained to customer Chrysler would not be able to assist with repair. If there is any new information, you can always call back and we will revisit your case., Customer disconnected from agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C0	7G[redacted]	***Open Date***	01/13/2014	***Built Date***	09/02/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	10/12/2007	***Mileage***	106,500	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43245	SCHMIT BROS DODGE INC			
Dealer Address	905 E GREEN BAY ROAD				
Dealer City	SAUKVILLE	***Dealer State***	WI	***Dealer Zip***	53080

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TOMAH WI 5[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting Chrysler: customer contacted Chrysler stating that he would like new tires on his vehicle and wants Chrysler to cover them
Briefly summarize what the customer is expecting: writer advised the customer the Chrysler does not cover the tires on the vehicle the agent states that all tires are cover by the tire manufacturer writer advised the customer that that the customer has Michelin tires and needs to contact 1-800-637-5527
SM Brain called from dealer 43245. SM Brain stated that the customer has the recall N62 and the tie rod had broken and punchured the drives side front tire. SA Brain stated that the are replacing the one tire because the punchure was caused by the recall. SA Brain stated that they recommanded that the customer replaced the other three tires because they are worn out and having one new tire and three old could cause problems with the four wheel drive. SA Brain stated that the customer would like to have a co-pay because the recall has caused him to get new tires.
Agent advised caller that because the vehicles warranty is 3 year and 36000 miles and he is out of the warranty by 3 years and 40 500 miles. Chrysler will not be assisting with the repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29CX	7G7[redacted]	***Open Date***	01/13/2014	***Built Date***	10/06/2006	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	05/19/2007	***Mileage***	99,558	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	OLANTA PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement information
Product - Suspension - Tie Rods / Drag Link - Other - Front	left outer tie rod replaced

Briefly summarize why the customer is contacting: Customer contacted Chrysler seeking recall reimbursement information regarding N620 recall.
Briefly summarize what the customer is expecting: Customer expecting recall reimbursement information. Customer stated that he recently received the recall notification; however two weeks earlier, the tie rod broke. Customer stated that an IRF completed repairs, and he is now seeking reimbursement. Customer inquired if the cost of alignment would also be reimbursed; however writer advised him that he would have to cover alignment. Customer thanked writer and stated that he would submit for reimbursement, and had the following information.
-
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Writer acknowledged assignment, there are NO documents present.
No documents.
No documents.
No documents. Writer will try to call tomorrow.
H46 completed 02/07/2011, inpsection only, no parts = original factory equipment(or non MOPAR parts).
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This

could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted] Writer connected with Customers mother. Customer is working the gas rigs in WV doing twelve hour shifts. Mother advised best to call after 5PM. EST.
Mother provided [redacted]. Writer provided mother with US CAC and Case #.
***Agents we may not require Customers documents if this is the first and only repair done to steering linkage, but Customer can still send in if he wishes. *****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer states that he has already sent in his documentation. Agent advised that we have yet to receive the documentation.
Writer acknowledges the update, but non specific as to when documents were sent - Writer will wait a few more days.
No documents.
POSTMARK DATE: 011514; DATE RECEIVED: 012214
Documents attached for review
Writer acknowledges that documents have arrived. Customer has already been advised directly that recall is not on factory original equipment, but on MOPAR replacement parts. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	01/13/2014	***Built Date***	08/17/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/04/2008	***Mileage***	121,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57889	DESKINS MOTOR CO INC			
Dealer Address	100 DESKINS DRIVE				
Dealer City	PIKEVILLE	***Dealer State***	KY	***Dealer Zip***	41501

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	PHELPS KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer calling regarding recall letter N62
Corporate - Reimbursement - Default - Default - Default	customer seeking reimbursment on recall
Product - Steering - Linkage - Defective - Default	customer states had to replace steering linkage
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states had to replace tie rods

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: customer calling stating he got a recall letter for the N62 and in 1/2012 he has to replace all these items he was not able to just purchase the tie rod he had to purchase the entire package and customer is seeking reimbursement on this. Customer states that he is not able to fax over the documents if agent could contact the dlr to have them submit it over.
Briefly summarize what the customer is expecting: customer seeking reimbursement
Agent advised: Agent contacted the dlr DESKINS MOTOR CO INC and spoke with Vicki and stated that she would fax over the documents for the customer. Agent informed dlr FAX: 877-768-5076 attention case number 4429700. Agent informed customer that allow time to receive the documents and it will be reviewed and once a decision is made the agent will be in contact with the customer.
POSTMARK DATE: 011714; DATE RECEIVED: 011714
Writer acknowledges assignment and that there are documents present.
Writer acknowledges assignment, and that documents ARE present.
H46 completed 9/16/2009, inspection only, no parts = original factory equipment
Customer had complete steering linkage upgrade kit installed 1/11/12 (goodwill declined previous CAIR s)
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, we cannot reimburse. The vehicle NOW has replacement parts so

Chrysler should inspect those, and if parts need re- replaced Chrysler will do so and realign the vehicle complimentary. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Agent stated lines 28-35. Agent stated AC ID 17420 the mailing address for the customer. Customer understood.
Writer is closing case. Customer has been informed of decline directly, if Customer is sending in more information this case and previous cases can be accessed.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
POSTMARK DATE: 021714; DATE RECEIVED: 021714
POSTMARK DATE: 032114; DATE RECEIVED: 032114
POSTMARK DATE: 042214; DATE RECEIVED: 042214

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	6J[redacted]	***Open Date***	01/13/2014	***Built Date***	05/18/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/17/2006	***Mileage***	87,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	68648	ATASCOSA CPDJE LTD			
Dealer Address	110128 IH #37				
Dealer City	PLEASANTON	***Dealer State***	TX	***Dealer Zip***	78064

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	THREE RIVERS TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer inquiring about recall
Product - Steering - Linkage - Other - Default	Customer stated the shifting linkage broke a while back

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall notice in the mail.
Briefly summarize what the customer is expecting: Customer is expecting to find out about the recall. Writer advised customer of the recall. Writer contacted the DLR to inquire about a waiting list for the recall. Writer spoke Angela in service who advised they can put the customer on the waiting list. Angela advised the customer can bring the vehicle to the DLR and they can inspect it right on the drive and determine if they need to order the part for the customer. Writer advised the customer of this. Customer stated a while back the shifting linkage went out and he had that fixed and he would like to know if that would have been covered under the previous steering linkage recall. Writer advised would recommend to have the DLR inspect that as well to determine if it would have been covered under the recall if it was he could submit for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	11/18/2009	
Model Year	2010	***Body***	DJ7P92	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	09/16/2010	***Mileage***	30,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44526	NEW COUNTRY AUTO CENTER			
Dealer Address	333 SOUTH BROADWAY				
Dealer City	CORTEZ	***Dealer State***	CO	***Dealer Zip***	81321

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BANDERA TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer calls seeking recall information. Advised the customer of incomplete recall N49 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler: Customer states that he has contacted his DRL a couple of times now regarding the N49 recall but they advised him that they can order the parts but do not know when they can get a part for him, therefore to keep contacting them and when they have a part they will contact him. Customer wants to know when they are going to get his part.
Briefly summarize what the customer is expecting: To know when his part will become available.
As agent was about to advised customer to keep working with his DRL the call dropped. Agent tried to contact customer back, but it went to Voice mail.
Reassign for survey by-pass. No parts PC739.
******
Briefly summarize why the customer is contacting Chrysler: Customer was speaking to someone about a recall and the phone was disconnected. Customer stated he called the dealership and does not know when the parts will come in it was suggested he can only order one set a week. Customer stated this is serious that the tie rod could break at any time and should be able to get the parts sooner. Customer stated the dealership advised the customer to keep calling.
Briefly summarize what the customer is expecting: Customer seeking information.
Writer advised the parts are not available at this time the dealership may be able to put the customer on a waiting list. Customer stated they told him to keep calling.
******
Writer will call:
CRENWELGE MOTORS KERRVILLE @ 830-896-4835.
Writer spoke with Steve SM who stated the parts are restricted to one in seven days and this customer is on the waiting list.
Writer advised the customer he is on the waiting list.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	01/13/2014	***Built Date***	08/19/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/11/2011	***Mileage***	36,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44155	DODGE OF WINTER HAVEN			
Dealer Address	299 CYPRESS GARDENS BLVD				
Dealer City	WINTER HAVEN	***Dealer State***	FL	***Dealer Zip***	33880

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] PMB 3058	***Home Phone***	
	SIOUX FALLS SD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he is travelling with a large trailer and would like to get the recall completed as soon as possible. Customer is travelling but will be in his current area for a little while. Customer concerned about towing this trailer when his tie rods could break.
Briefly summarize what the customer is expecting: Customer is seeking recall completion.
Agent called a few dealers in the area and found 3 that could support the vehicle to get the recall completed. Customer chose the 2nd dealer as they have the shortest wait list for the recall.
Reassign to BR379 for 861 - Undiagnosed under recall with a concern

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	01/13/2014	***Built Date***	11/05/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	07/30/2011	***Mileage***	253,192	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25001	RON SAYER'S DODGE			
Dealer Address	490 NORTHGATE				
Dealer City	IDAHO FALLS	***Dealer State***	ID	***Dealer Zip***	83401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	IDAHO FALLS ID[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall iquiry n 46
Product - Steering - Unknown - Other - Default	tie rod broke

Briefly summarize why the customer is contacting Chrysler:Customer states he is broken down and he believes he has broke the tie rod that he received a notice for last week. Customer wants to know what he should do now.
Briefly summarize what the customer is expecting:Recall information.
Agent advised he will need to contact a Towing company in his area, have vehicle towed to DLR to verify its same part, if so then they will advised him then if they can get parts for the repair.
The part required to provide a permanent remedy for recall N 46 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: n/a
Reassigned to 961
JT1108 - N49 is not included in the 961 process
Agent contacted DLR, spoke to parts Advisor Wendy who placed customer on a wait list and will contact him @[redacted] when part is available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG[redacted]	***Open Date***	01/13/2014	***Built Date***	06/07/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	06/30/2011	***Mileage***	68,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26633	FERMAN JECP OF NEW PORT RICHEY			
Dealer Address	3939 US HWY 19				
Dealer City	NEW PORT RICHEY	***Dealer State***	FL	***Dealer Zip***	34652

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORT MC COY FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer advised of outstanding recall
Product - Cooling System - Water Pump / Thermostat - Other - Default	customer states he needs a new water pump.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the left tie rod broke previously.
Customer states he replaced the left tie rod
Briefly summarize what the customer is expecting: Customer is seeking to get reimbursed.
Agent provided the reimbursment address found in Answer ID 17420 and advised that the vehicle would still need to have the inspection performed when the parts become available.
Agent advised customer that customer will need to get on dealer s list.
Customer states vehicle is there right now and he will speak to them when he goes in to pick it up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A1	7G[redacted]	***Open Date***	01/13/2014	***Built Date***	03/07/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	04/13/2007	***Mileage***	138,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	***Dealer State***	UT	***Dealer Zip***	84003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALPINE UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler: Customer states that he contact a local DRL as his left tie rod broke and his vehicle is not drivable and they advised him to contact CAA.
Briefly summarize what the customer is expecting: Customer wanted to know what he can do to get his vehicle to the DRL to have his left tie rod replaced.
Agent apologized for the inconvenience. Agent advised that he would need to contact his local DRL and advised them that he is having his vehicle towed to their DRL as his left tie rod broke and have then see if they can put his vehicle to the top of the list to have the recall performed.
Reassign for survey by-pass. PC739

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C9	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	06/27/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	08/08/2007	***Mileage***	31,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26118	KEFFER CHRY-JEEP INC			
Dealer Address	8110 E INDEPENDENCE BLVD				
Dealer City	CHARLOTTE	***Dealer State***	NC	***Dealer Zip***	28227

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LOCUST NC [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	information for the N62
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Writer verified the customer s information to be correct.
******
Briefly summarize why the customer is contacting Chrysler: Customer has a safety recall last month and contacted the dealership and it is suggested there is a restriction on the parts. Customer stated that is against the law. Customer stated this is dangerous and will contact the Governor and the Attorney General. Customer stated this is front end parts. Customer stated N62 recall.
Briefly summarize what the customer is expecting: Customer seeking information.
Customer stated he has problems with the front end there is something wrong. Customer said it is the same as the recall. Customer stated the truck may lose control when hitting a bump and is something to do with the tie rod. Customer stated the vehicle was purchased new. Customer stated there are 31000 miles attached to this vehicle. Customer stated the dealership did not look at this. Customer stated there is also a “sloppy” job installing the instrument cluster he and a friend repaired this.
Writer advised this recall is for a replacement part.
Customer read the letter. Writer advised the customer did read about the replacement service parts.
Writer advised the dealership would be able to look at the vehicle to find out why the truck is behaving this way.
Customer stated this is a danger and needs to be address the dealership suggested the parts are restricted.
Writer advised the dealership is limited to the parts at this time.
Writer advised the recall is for a replacement part.
Customer stated he called the dealership and described what was going on it was suggested it sounds like this may be the concern.
Customer stated there should not be a restriction on the part. Customer stated he described the situation.
Writer advised without a diagnosis the dealership would not know what parts to order for the concern.
Writer advised the customer the part that is on recall is the linkage if the truck has the original equipment the dealership would not have to

replace anything as the recall is on a replacement part.
Customer stated he will put the vehicle on a lift and him and his friend will check it out.
******
Writer will reassign to the TL for the addition of a survey by pass for no diagnosis or repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	7G[redacted]	***Open Date***	01/13/2014	***Built Date***	06/20/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/24/2007	***Mileage***	75,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	36100	LEE CHRYSLER JEEP DODGE			
Dealer Address	777 CENTER ST				
Dealer City	AUBURN	***Dealer State***	ME	***Dealer Zip***	04210

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FAIRFIELD ME [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking a reimbursement for the tie rod
Corporate - CNA Change - Default - Default - Default	updated primary phone number and added an email address

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the reimbursement for the N62 recall on the LEFT OUTER TIE ROD ASSEMBLY. Customer states that in September 2011 the tie rod broke and they had it replaced at an IRF. Customer states that the part was a OEM tie rod.
Briefly summarize what the customer is expecting: Customer is expecting a reimbursement. Agent offered to send an email documentation request for the invoice and receipts. Customer states that she will mail in the invoice and receipt for the repair.
Chrysler Group Customer Care
P.O. Box 21-8007
Auburn Hills MI 48321-8007
POSTMARK DATE: 011714; DATE RECEIVED: 012314
Documents attached for review
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Briefly summarize why the customer is contacting Chrysler: Customer states she received a voice mail message regarding her reimbursement.
Briefly summarize what the customer is expecting: Customer seeks reimbursement for N62 recall.
Agent advised as per line 21-28. Agent advised Customers reimbursement is

declined due to verification that recalled component has not been replaced. Agent advised N62 recall be check by her dealership. Customer very dissatisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	06/27/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/15/2005	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43526	BOSSIER COUNTRY			
Dealer Address	350 EAST I H 45				
Dealer City	FAIRFIELD	***Dealer State***	TX	***Dealer Zip***	75840

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HIXSON TN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeeking possible reimbursment
Corporate - Reimbursement - Default - Default - Default	customer seeks reimbuesment on recalled parts
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that they had to replace their left tire rod and that they would like to see if they would be eligible for reimbursement. Customer states that they are going to send in all the information needed to see if she would be eligible for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting the agent to inform them of how to see if they are eligible for reimbursement.
agent advised as per answer id 17420
Writer acknowledges assignment, and that are NOT any documents attached
H46 completed 09/18/2009 inspection only, no parts = original factory equipment.
No documents.
No docuiments.
No documents. Writer will call on the 29th.
No documents, no contact. Writer will call today.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.

Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # , and US CAC for contact.
****AGENTS - Documents have not arrived. Please advise the Customer case will close in two days, but can be accessed or re-opened as needed.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
No documents/No contact.
Customer called in response to a phone call she got yesterday. Agent updated the primary phone number as the customer states it was her work number but she resigned today. Agent advised the customer that we have not gotten any documents so we cannot reimburse her as of now. Customer states she just got the invoices from the shop today and will mail them in the next couple days. Agent advised to take the vehicle to the dealership to be inspected for the n62 recall. Customer states she will do that.
Writer acknowledges update, no firm commitment as to when documents will arrive. Writer has waited the seven days as prescribed, can Writer get a by pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	7G[redacted]	***Open Date***	01/13/2014	***Built Date***	02/01/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	10/26/2007	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44565	FRANK FLETCHER DODGE-CHRYSLER-JEEP			
Dealer Address	5922 WARDEN RD.				
Dealer City	SHERWOOD	***Dealer State***	AR	***Dealer Zip***	72120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AUSTIN AR[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the N62 recall. Customer states that the tie rod broke on him in from of his house and he hit his mail box. Customer states that he purchased the OEM parts and fixed it himself. Customer states that the tie rod broke in August 2013. Customer states that he will send in the invoice and receipt for a reimbursement. Briefly summarize what the customer is expecting: Customer is expecting a reimbursement for the repair. Agent advised customer that he could mail the original receipt to Chrysler Group Customer Care P.O. Box 21-8007 Auburn Hills MI 48321-8007. Agent advised customer that he would need to bring vehicle to the dealership for an inspection process can be done by write-up personnel in the write-up area

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G2[redacted]	***Open Date***	01/13/2014	***Built Date***	06/12/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/07/2006	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44725	TOWBIN DODGE LLC			
Dealer Address	275 AUTO MALL DRIVE				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PERRIS CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer s tie rod end broke on 12/02/2013 her sleeve also broke. She purchased the parts 12/04/2013 and had them put on by her next door neighbor, who is a mechanic for free. She had her alignment done at an IRF 12/05/2013.
Briefly summarize what the customer is expecting:The customer wanted reimbursement. Agent advised what to submit for reimbursement. Agent advised that the final determination for reimbursement would be made by the reimbursement department once we receive the documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	01/13/2014	***Built Date***	05/28/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/12/2008	***Mileage***	87,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE			
Dealer Address	2425 WEST CAMELBACK ROAD				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85015

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GLENDALE AZ[redacted]	***Country***	UNITED STATES

Product - Brakes - Pads/Shoes - Broken/Cracked - Front	L/F rotor damaged by tie rod failure
Product - Wheels and Tires - Wheels - Other - Unknown	L/F wheel damaged by tie rod failure
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Outer
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Reimbursement	seeking reimbursement
Corporate - CNA Change - Default - Default - Default	updated customer information
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer stated he hadn t received the N49 recall letter and was wondering if it was on his vehicle. Customer stated he had the repair done at a dlr previously and wanted to know if he could be reimbursed as well.
Briefly summarize what the customer is expecting: Customer seeking recall information for N49.
Agent advised customer that he could submit for reimbursement and provided the necessary information to submit as well as the address for submission.
POSTMARK DATE: 011814; DATE RECEIVED: 012314
Documents attached for review.
Writer acknowledges assignment, and that there are documents present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Writer will contact Dealer to find out why there is an aluminum wheel charged.

DEALER CONTACT: Writer called BILL LUKE CHRYSLER-JEEP&DODGE 602-249-1234. Writer spoke to SA Toby who advised he did not have any history with the incident but is going to assume the broken tie rod must have damaged the wheel, as there is only one charged. Writer is reassigning to 86H.
Dealer 08625 invoice# 597662 has the following jobs that relate to left outer tie rod failure:
Job# 1, Job# 6 Alignment, Job# 7 'Replaced left side rotor for damage', Job# 8 'replace L/F wheel, damaged on the inside from tie rod'.
Confirmed reimbursement information in documents matches COIN.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 8G[redacted]
In-service Date: 06/12/08
Customer s proof of payment is: Dealer 08625 invoice.
Date of repair: 07/07/11
Mileage: 55996
Invoice#: 597662
Labor: $405.31
Parts: $922.56
Towing: $0.00
Alignment: $85.20
Misc. Charges: $19.99
Misc. Discount: -$16.20
Tax: $87.66
Total: $1,504.52
Writer is submitting check for approval in the amount of: $1,504.52
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	02/11/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/08/2010	***Mileage***	38,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPANISH FORK UT 8[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod is broken
Corporate - Rental Vehicle - Default - Default - Default	customer seeking rental
Corporate - Survey By-Pass - D-12-27 - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she is calling in on behalf of her son. Customer stated the tie rod had broken on the vehicle. Customer states they took the vehicle in to the DLR but the part would be on back order for 4 months. Customer stated the DLR was going to put an after-market part on the vehicle until the part becomes available, as the Customer needs the vehicle for work. Customer states they need a rental as it would be 4 days until the aftermarket part comes in and that the DLR had advised them to contact Chrysler.
Briefly summarize what the customer is expecting: Customer seeking rental.
Agent stated due to the age and mileage of the vehicle we could not assist with a rental at this time. Customer stated she did not understand why as it is not a warranty issue it is a safety recall. Agent stated that we were still unable to give a rental due to the age/mileage. Customer stated she wished to speak with a supervisor. Agent stated she had the same empowerment as the supervisor and she would be told the same thing, which due to the age/mileage there would be no assistance with rental. Customer re-stated the want for a supervisor callback.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: Customer feels they should get a rental, due to the issue being a safety recall and not a warranty issue.
CAIR assigned to: BR379
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Called customer and left message to advise support decision.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	01/18/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	09/24/2010	***Mileage***	37,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ANCHORAGE AK[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Other - Default	Possible reimbursement for part 68164578aa and labor
Corporate - Reimbursement - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called in because he had a part replaced under warranty December 21, 2012 at 21717 miles at CALIFORNIA SUPERSTORES FOLSOM 44962 but the same part broke again and had to be repaired on November 26, 2013 at 35978 miles at the DLR LITHIA CHRYSLER JEEP DODGE OF AK 44984. The part was the high pressure power steering hose. Part number: 68164578aa. The customer is seeking for reimbursement since at the time of repair he had to pay out of pocket. He was only about a month outside of his warranty as takes his vehicle to DLR s to get it done.
Briefly summarize what the customer is expecting: Customer is expecting to receive a document request link and attach the original repair order and proof of payment as per answer connect ID: 19074 before reassigning to 86Y for possible reimbursement.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
Reassigning to 86Y ofr possible reimbursement
CORRECTION: line 17 should read for
Status update provided via email to the following email address:
[redacted]
Hi David, I have received your invoice and proof of payment from Lithia for repair on November 27,but I also need the invoice and proof of payment for the repair completed at California Superstore prior to this. I will send another document request link. Thank you.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-22 @ 10:04
Waiting for docs.
Waiting for docs.
Status update provided via email to the following email address:
[redacted]

Reference [redacted]
Hi David, I have not received your invoice from California Superstore yet showing the first repair. I will be closing the file on Friday Jan. 31 if not received, but we will reopen once the document has been received. Thank you.
End of Status Update
Begin Customer Message reviewed:
Hi [redacted]
I m working on your request for the information from California Superstore Folsom. I won t have any proof of payment, as the original repair was performed under warranty. I don t have the original invoice on hand. It s likely buried in a box somewhere from our recent move. I ve reached out to the service department at Folsom to see if they can email a copy to me. Do you have any inside method for obtaining the invoice?
Thanks,
David Pup
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hi David, If you can provide me with a phone number and date of repair I can call and see if the dealer can pull it up on their computer and provide me with verbal verification. Thank you.
End of Status Update
Begin Customer Message reviewed:
Hi Deborah,
The phone number for Folsom Dodge is 916-458-0400. I believe it is option 2 to speak to a service advisor. The date of service was 12/21/2012. They have the invoice in their system for the work performed under warranty to replace the power steering hose.
Thank You!
-David Upp
End of Reviewed Customer message
Customer has sent in for power steering hose under a mopar part warranty. Agent has verifed customer is entitled to reimbursement under time and mileage.
****
Mopar Warranty
****
Customer submitted request for reimbursement for Mopar Part warranty as the same part was replaced under 12 months.
Customer s proof of payment is:Credit Card Slip, auth. 015993
In-service Date:09/24/2010
Date of repair:11/27/13
Invoice #:663223
Mileage:35978
Labor $119.95
Parts $116.95
Misc. Charges $0.00
Tax $0.00
Total $236.90
Writer is submitting check for approval in the amount of $236.90.
****
Status update provided via email to the following email address:
[redacted]
Hi David, I was able to get verification of the first repair, so I am sending a check for the power steering pressure hose plus labor. Just wanted to advise you have an open recall, N49 LEFT TIE ROD, so please take your vehicle to your local dealer at your convenience for a free inspection and replacement if necessary. Thank you.
End of Status Update
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	6J[redacted]	***Open Date***	01/13/2014	***Built Date***	05/08/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/26/2006	***Mileage***	150,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44335	EDDIE GILSTRAP CHRYSLER DODGE JEEP			
Dealer Address	207 SOUTH MAIN ST				
Dealer City	SALEM	***Dealer State***	IN	***Dealer Zip***	47167

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PEKIN IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Briefly summarize why the customer is contacting Chrysler: customer called in stating that the steering linkage and ball joint broke on his vehicle on the passenger side. Customer states that he had the vehicle towed to his place of residents. Customer inquired what parts were covered under the recall.
Briefly summarize what the customer is expecting: recall information
Writer advised customer of the information provided in Answer ID 24057.
Writer advised customer to get the part inspected by the dealership to see if it was part of the recall.
Customer understood and thanked writer for the information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	01/13/2014	***Built Date***	04/18/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/16/2005	***Mileage***	85,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45086	FOWLER DODGE INC			
Dealer Address	55 WEST INTERSTATE 240				
Dealer City	OKLAHOMA CITY	***Dealer State***	OK	***Dealer Zip***	73139

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	TUTTLE OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for N62 recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Tie Rod End broke on the vehicle
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall reimbursment information

Briefly summarize why the customer is contacting Chrysler: Customer called because her dealer advised her that some parts she already had replaced in her vehicle had to be replaced because of recalled parts. Customer stated she had the shock stabilizer, left outer tie rod and track bar replaced. Agent advised for recall reimbursement only parts that would have been replaced under the recall but were replaced prior to it are considered. Agent advised that the shock stabilizer and track bar were not going to be replaced under the recall however the left tie rod was. Agent advised she could then submit for reimbursement for the left tie rod.
**
Briefly summarize what the customer is expecting: recall reimbursement information
POSTMARK DATE: 011514; DATE RECEIVED: 012214
Customer seeking reimbursement for N62 recall.
Reassigned to 86Y.
Customer called wanting to know if information had been recieved. Agent advised yes. Agent advised customer to allow 30-60 days for review and contact in regards to decision.
CUSTOMER CONTACT: [redacted] Left message.
Please advise that the Recall applies only to the MOPAR Upgrade Steering Linkage and would not apply to the Repairs made on 12/26/13 as the replacement parts are too small for the Mopar Parts that are part of the recall.
Recall only applies to vehicles that had a Mopar steering upgrade installed on a previous service appointment.
Chrysler will not be able to reimburse for these repairs at this time
CUSTOMER CONTACT: [redacted]. Left message.
Agent advised of Lines 21-27.
Customer Understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	06/17/2005
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	11/30/2005	***Mileage***	240,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	60219	BUTLER CHRYSLER DODGE JEEP, INC.			
Dealer Address	1555 SALEM RD				
Dealer City	BEAUFORT	***Dealer State***	SC	***Dealer Zip***	29902

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUMTER SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking reimbursement for recall repair

Customer states that the tie rods were replaced 2 years ago (5/12/11) at the Nappa Automotive store because they broke. Customer is seeking reimbursement for the repair.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WF4EL2	BG[redacted]	***Open Date***	01/13/2014	***Built Date***	10/11/2010	
Model Year	2011	***Body***	DD3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	10/27/2011	***Mileage***	85,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DALLAS TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	DLR told customer he had to pay for recall and then get reimbursed.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding the N49 recall. Customer took the vehicle to the DLR and was told he has to pay for this and get reimbursed.
Customer stated he spoke with Leslie.
Agent called the DLR and left a message for Leslie.
Next agent get information from DLR and make sure there is no cost as this is a recall. Also have them add the customer to the waiting list for the N49 recall.
Briefly summarize what the customer is expecting: Customer was told he had to pay for the N49 recall and then get reimbursed.
Customer is contacting Chrysler because they have not received a call back about their case.
Agent contacted HOLT CHRYSLER JEEP DODGE and spoke with Leslie.
Leslie states the Customer uses the vehicle is a tow truck.
Leslie states she advised Customer to purchase a mopar steering kit which would include the parts needed to complete the recall and to file for reimbursement later.
Leslie states she advised Customer to do this because the dealership is only able to order one part per week and the Customer needed the vehicle for their business.
Agent asked if parts have been ordered for Customer to complete this recall.
Leslie states the parts to complete the recall have been ordered.
Agent asked for the part order number.
Leslie placed Agent on a 20 minute hold to find the part number.
Agent disconnected and attempted to contact the dealership three times and was sent directly to an answering machine.
Agent advised Customer that we were unable to get the parts order number so that we may have the part expedited.
Customer states they think the repair has already been done.
Customer states he is supposed to go in for an alignment later this week.
Agent advised Customer we will need to contact the dealership to ask if the repair has already been completed and then contact him back.
Customer states they will call back tomorrow if they do not receive a call.
Writer received a dealer call from SA/Leslie Ph: 817-557-6036 to have the case manager call her.
The dealer had repaired the vehicle with an entire steering kit because the open recall pars were on back order.
The customer is seeking payment. The vehicle is not under the restriction H.
The dealer is going to check with the D-12-27 good will parameters with

the business center or AM.
The dealer is requesting a case manager call back.
Correction to line 40. The dealer is seeking payment.
SA Leslie contacted from DLR. SA stated that the tie rod has broken other steering linkage parts. SA states that it could have been the tie rod or it could have also been caused from the Customer driving the vehicle and not being aware of the recall and taking caution when driving.
SA would like to confrm if this is covered under the recall.
Agent advised that if the recall damages other parts of the vehicle it is considered consequential damage or expenses.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	7G[redacted]	***Open Date***	01/13/2014	***Built Date***	12/04/2006	
Model Year	2007	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	02/23/2007	***Mileage***	138,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26772	MCCONNELL CHRYSLER JEEP DODGE,	INC.
Dealer Address	27000 ASTI RD		
Dealer City	CLOVERDALE	***Dealer State*** CA	***Dealer Zip*** 95425

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANTA ROSA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states he had the tie rods replaced

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states he already replaced all of the tie rods on the vehicle before receiving the recall letter. The customer wants to know how he would get reimbursed. Agent referred the customer to the bottom of the letter where the reimbursement address is. Agent also advised the customer of what needs to be included when he submits as per answer connect document 17420. Briefly summarize what the customer is expecting: The customer is expecting reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L8	9G5[redacted]	***Open Date***	01/13/2014	***Built Date***	02/17/2009	
Model Year	2009	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	03/27/2009	***Mileage***	73,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68347	SCOTT PETERSON MOTORS INC			
Dealer Address	30 5TH AVE				
Dealer City	BELLE FOURCHE	***Dealer State***	SD	***Dealer Zip***	57717

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUSTER SD[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states that the tie rod broke
Corporate - Recall - Default - Default - Default	recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with her vehicle. Customer states that the tie rod broke in her driveway. Customer is looking for Chrysler to tow her and provide a rental vehicle as she needs a way to get to work.
Briefly summarize what the customer is expecting: Customer is expecting to have vehicle towed to the dealership and get a rental vehicle. Agent advised customer that she would need to pay for the towing and seek reimbursement after the vehicle is diagnosed. Agent advised customer that after the vehicle is diagnosed than we could look into a rental consideration. Agent provided customer with the Roadside assistance phone number and provided customer with a tow.
Status update provided via email to the following email address:
[redacted]
Please include the following information on your request for reimbursement per the terms of your Roadside Assistance. Customers may use the mailing address or fax number below as it relates to their request. Please include:
A valid original receipt of payment from the tow or repair facility for the services rendered
The Chrysler Roadside Assistance authorization number.
A valid Mopar Vehicle Protection contract number.
Vehicle Identification Number (VIN)
Chrysler Group LLC, Roadside Assistance
Attn: Claims Department
P.O. Box 9145
Medford, MA 02155
Fax: (781)395-6706
Please allow 30 days for processing the request.
End of Status Update
Customer seeking information on towing reimbursement. Writer consulted Answer ID 19226 to ensure that towing reimbursement may be issued. Writer sent customer email regarding towing reimbursement information.
Customer called stating that she had submitted her documentation for reimbursement and she received a notice back stating it has been declined. Agent advised we cannot reimburse as the warranty has expired,

customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C9	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	11/24/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/19/2006	***Mileage***	140,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43416	BOB BRADY DODGE CHRYSLER			
Dealer Address	4025 E BOYD ROAD				
Dealer City	DECATUR	***Dealer State***	IL	***Dealer Zip***	62526

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT ZION IL[redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Unknown - Complete Failure - Default	Customer's tie rod has broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer has a recall

Briefly summarize why the customer is contacting Chrysler: Customer s finacee [redacted] is calling because the tie rod has broke and they have also recieved recall letter.
Briefly summarize what the customer is expecting: Customer is calling because they have had to tow the vehicle to the dealership at BOB BRADY DODGE CHRYSLER 217-876-3800. Caller [redacted] the dealership is unable to fix the issue as the part is unavailable. Customer wants a rental. Agent advised the customer that is up to the dealership to provide rental. Customer is upset about the tow bill. Agent advised the caller Melissa to call back if she has any further concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	06/20/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/28/2006	***Mileage***	192,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MC FARLAND KS [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added primary phone number.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer states that in August of 2013 she had the tie rods replaced because they broke. Customer states that she would like to know how to go about getting reimbursed for this repair.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the recall that they had completed before it was issued.
Agent advised the customer that she can submit the information for the repair to us for reimbursement if she has the invoice and proof of payment. Agent advised the customer that the information for submitting for reimbursement is on her recall notice that she received. Customer understood and will submit her information if she has it still.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	03/16/2010	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	06/07/2010	***Mileage***	70,894	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45276	WHITE'S ENERGY MOTORS			
Dealer Address	2801 S DOUGLAS HWY				
Dealer City	GILLETTE	***Dealer State***	WY	***Dealer Zip***	82718

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALLIANCE NE [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Tie Rod
Recall - N49: LEFT TIE ROD -	Left Tie Rod
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Part can only be ordered 1 every 7 days
Dealer - By-Pass - Default - Default - Default	

**********FLEET MANAGER TEAM 88X**********
Contact information: ARI Fleet, [redacted]
[redacted]
Customer Concern: Customer states this truck is in need of having recall N49 completed, but the dealer has informed the driver that they can only order one tie rod a week and this truck is number 26 on the list.
Customer states he is seeking review and ETA of when part will be at the dealership. Customer states he does not want vehicle to sit at the dealership until the part will be there.
Status update provided via email to the following email address:
[redacted],
My name is Kris and I have been assigned as your Case Manager.
We have confirmed that parts #CBUEN491AA and CBUEN492AA for the N49 recall are on 1 every 7 days to order. For your convenience we have escalated your request up to our Parts Expediting Department for ETA of when part will be at the dealership.
I will let you know when I have more information.
Here is some additional information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66324
My work hours: 9:30am-6pm Mountain Time Monday-Friday
Thank you and have a great day,
End of Status Update
CONTACT UPDATE - 1st Contact attempt, customer contacted through email on line 12.
****** Below Customer Contacted for Documentation Request ******
ks793@chrysler.com on 2014-01-13 @ 20:12
Begin Customer Message reviewed:
Good morning,
This truck belongs to the BNSF railroad and needs to be repair asap.
Thanks

Chris
End of Reviewed Customer message
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
These are campaign parts CBUEN491AA and CBUEN492AA . Assigning to parts agent CG1016 to contact customer to let them know about their campaign part. Please contact parts department and have them contact expediting or place a web request for these parts. Dealer can do up to 5 parts at time.
Thank You
**********END OF TRIAGE**********
CM to note there is no part on order this part is a campaign part and customer will need to speak to dealer in regards to part concern. CM to reassign case to KS793 for further handling.
***** Customer Document Received *****
Customer Document Reviewed.
Email sent to Fleet customer Chris Neville stating we he needs to follow the Fleet Recall Ordering Process to order parts for his fleet vehicles needing the N63 recall.
Writer informed customer this case will be closed on 1/27/16 unless additional assistance is needed.
Line 52 should read Writer informed customer this case will be closed on 1/27/14 unless further assistance is needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C7	5G7[redacted]	***Open Date***	01/13/2014	***Built Date***	11/12/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/25/2005	***Mileage***	114,441	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CANDLER NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	lower ball joints replaced
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	right outer & left Inner tie rod replaced
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	upper ball joints replaced

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:Anna Wines
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment and there ARE documents present.
H46 completed 11/06/2009 inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Mileage 114,441 is from 11/06/2009, so customer will have many more miles on vehicle when repaired 6/8/13.
Invoice from Asheville Alignment;
replaced all four ball joints
right outer tie rod and it looks like Left inner tie rod

alignment.
Writer will try to contact IRF(tomorrow Wednesday Jan. 22) to confirm if MOPAR parts.
IRF CONTACT: Writer called ASHEVILLE ALIGNMENT 828 252 0988. Writer connected with Jim, but they are just closing up. Writer provided invoice number, Jim said he would get it pulled in the morning. Writer will set C/B.
IRF CONTACT: Writer called ASHEVILLE ALIGNMENT 828 252 0988. Jim is not there, gentleman hung up. Writer wanted to verify repair/ manufacturer of parts/ proof of payment.
Writer will try to contact IRF again this afternoon.
IRF CONTACT: Writer called ASHEVILLE ALIGNMENT 828 252 0988. Hang up.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called back and is not accepting the information provided. The caller wants the case manager to speak with her husband. [redacted] - Clay. Customer would like a call back as soon as possible.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided the US CAC and Case #.
CW653 is not a CM, please carefully explain that Chrysler is not paying for repairs to original factory equipment that failed or got worn out. Chrysler is looking for replacement equipment, as that is what the recall is on. The decision stands. Unless the Customer has evidence of having another Left Outer tie rod put on the vehicle Chrysler will NOT reimburse. Customer can still take their vehicle to any CDJR dealer and have them inspect the parts. If Chrysler deems that they can replace parts under recall they will do so and re-align the vehicle.
*********AGENTS please read lines 52-58 & 64-71.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke with Customer directly. Writer explained that N62 recall outline. Customer is not happy. Customer said he had Moog parts put on. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G[redacted]	***Open Date***	01/13/2014	***Built Date***	12/19/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	03/15/2006	***Mileage***	169,127	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPENCERVILLE OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	reolaced upper and lowr ball joints

POSTMARK DATE: 123113; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a stamped paid invoice.
******
Writer located the N62 recall attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 02/21/2011 COMPLETE
Writer located in claims the H46 shows no parts replaced.
******
Writer will contact the customer to advise the ball joints are not included in the N62 recall as this recall is for a replacement steering linkage.
******
Writer will contact the customer @[redacted]
Writer received a siren like noise.
******
Writer will search 411.com.
Writer located phone number - Home[redacted]
Writer will send a letter asking the customer to call.
******

When the customer calls update the phone number and ask for an email address.
******
PLEASE CALL US
January 22, 2014
[redacted]
SPENCERVILLE , OH-[redacted]
Reference [redacted]
Thank you for your recent letter to regarding your 2006 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (6G[redacted]) available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
****
Disregard lines 46 - 62
****
January 22, 2014
[redacted]
SPENCERVILLE, OH-[redacted]
Reference #[redacted]
Dear MR[redacted]
Thank you for your recent letter regarding your 2006 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension 4718492, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number, 6G[redacted], available when you call.
Sincerely,
Debra
Customer Assistance Representative
****
Disregard lines 67 - 82
****
Please attempt to contact customer using phone [redacted] >Update COIN with correct phone #. Line 36 States:
Writer will contact the customer @[redacted].
[redacted] Spencerville, OH [redacted]
Home [redacted]
Reassign back to BB940 If form letter still needed.
******
Writer will call - [redacted].
Writer received a message this call could not go through.
******
Writer will reassign to BB940 to send the letter.
****
Please send form letter re lines 67 - 82
****
Letter sent 1/29/14.
****
Writer received a call from the customer. Writer advised a letter had been sent as the number on file Writer advised the repair complete on the vehicle is for the ball joints and the adjuster sleeve on the pitman arm, these repairs are not part of the N62 recall.
Customer stated the tie rods broke at the ball joint and are the same.
Writer advised the customer this recall is for a replacement part by Mopar on a steering linkage. Customer stated that is what had broken.
Writer advised an inspection had been completed on the vehicle in 2011 no parts were replaced at that time. Writer asked the customer if the steering linkage had been replaced before the repair in 2013 but after

2011. Customer stated yes. Writer advised the dealership will inspect the connection at the tie rod and replace the part if needed.
Customer stated this repair is part of the tie rod concern and will find the invoice showing the replacement of the steering linkage. Customer asked for the mailing address.
Writer provided the information in Answer connect ID: 17420
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
******
Customer supplied [redacted] as the contact number.
******
Should the customer send in documentation that shows the steering linkage had been replaced before the repair completed and they are not Chrysler Mopar parts the recall still does not apply.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	02/02/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/08/2010	***Mileage***	73,805	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BEAVER UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repair to components: N49 recall

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing [redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Writer reviewed documents and file and determined that tie rods could not be found on the invoice.
Briefly summarize why the customer is contacting Chrysler: Customer states that they wanted to make sure their documents were received.
Briefly summarize what the customer is expecting: Customer wanted to know whether their documents were received. Agent advised the customer that they were. Agent advised the customer that their P.O. Box address is on file. Customer was satisfied.

N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
The left and right tie rods must be replaced.

Writer notes that according to the customer s repair invoice the repairs required are as follows:
-#52122362AH steering
As per Google the above part shows:
LINKAGE ASSY - 2010 Dodge Ram 2500 (52122362AH)
This part fits your 2010 Dodge Ram 2500 this component includes both tie-rod endsÙ

As per GWA, claim #711259 L16 completed by Ken Garff West Valley dealer at 11/21/2012 in the amount of $26.88. no parts were replaced.Ù

Writer contacted the Stephen Wade dealership at 435-634-4500 at 2:15pm and spoke with the SA, Heather. Writer advised her of the reason for the contact and provided her with the customer s VIN and their RO in question. Writer advised her that I was inquiring as to the labor break down for the cost of the steering component repair for reimbursement purposes. She stated that her SA, Jason is currently assisting a customer, so she obtained writer s contact information and she stated that she would have Jason return a call to writer regarding the request.

Writer contacted the Stephen Wade dealership at 435-634-4500 at 4;20pm

and was advised that the SA, Jason was currently unavailable, however, did receive his direct line at 435-634-4232.

Writer contacted the Stephen Wade dealership at 435-634-4232 at 4:20pm and spoke with the SA, Jason. Writer advised him of the reason for the contact today and provided him with the RO in question. He stated that the labor operations for the steering linkage repair would take 1.1 hours and the cost per hour is $95.00. Writer also inquired if the repair was paid in full and he stated that it was paid in full. Writer thanked him for the information and his time today.

Tier 2 Agent

Safety Recall N49 / NHTSA 13V-529
Left Outer Tie Rod Assembly

Repair
The left and right tie rods must be replaced.

Recall applies to customer s vehicle: YES
In-service Date: 03/08/2010
Invoice: #6027491/1
Date of repair: 09/09/13
Mileage: 73,805
Labor : $104.50 labor time of 1.1 hours @ $95.00 per/hourÙ
Parts : $372.00
Misc. Charges : $27.00
Towing costs: $50.00
Alignment: $96.61
Subtotal: $650.11
Tax : $40.63 tax rate of 6.25%Ù
Total : $690.74
Total Reimbursement : $690.74

Customer s Proof of payment is: the customer has provided us with a copy of their MasterCard Receipt with an approval code of #042137, the date of 09/12/2013, the amount of $1021.61 and the name of the repair facility: Stephen Wade.
Please see lines 46-52 for further payment verifications.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Writer notes that the customer s address on their repair invoice and return envelope match and also reflect what we have on record for the customer at this time.

Writer contacted the customer at [redacted] at 4:40pm and reached her VM. Writer left a detailed message advising her that her documents have been received and reviewed and writer wishes to provide her with her reimbursement claim and verify her address for the check submission. Writer provided all contact information with CAIR number and hours of availability.

Writer received a call from the customer, Ms. [redacted] at 1:35pm in regards to her reimbursement claim. Writer advised her of the recall components that are covered within the N49 recall and advised her of the reimbursement amount to be provided to her. Writer also had her confirm her address and our records are correct. Writer advised her of the time frame for the check arrival, and thanked her for her loyalty.

Writer is submitting a check in the amount of $690.74 for approval.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/13/2014	***Built Date***	05/24/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	10/01/2010	***Mileage***	48,650	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WOODBURN KY[redacted]	***Country***	UNITED STATES

Recall - K33: POWER STEERING RESERVOIR CAP - Advise Owner/Incomplete Recall	Advised to contact CDJ
Recall - K34: 2010 DJ/D2 REPROGRAM ECM - EGR DIAGNOSTIC - Advise Owner/Incomplete Recall	Advised to contact CDJ
Recall - L14: REPROGRAM HVAC CONTROL HEAD - Advise Owner/Incomplete Recall	Advised to contact CDJ
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised to contact CDJ
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left outer tie rod broke
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 010714; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: K33 K34 L14 N49
Name of person writing in:[redacted]
Does customer have an e-mail address:
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
RECALL - Template N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: CFNA 0171 - 09809, recorded on invoice.
Date of Repair: 8/14/13
Invoice #: 188919
Labor $87.30
Parts $109.56
Misc. Charges $0.00
Tax 6% $6.57
Total $203.43
Writer is submitting check for approval in the amount of $203.43, upon contact with the customer.
Customer has stated they had vehicle towed, customer will have to submit original bill and proof of payment.
OUTBOUND CONTACT to [redacted] number has been disconnected.
Customer must be informed of incomplete recalls.
K33 POWER STEERING RESERVOIR CAP
K34 2010 DJ/D2 REPROGRAM ECM - EGR DIAGNOSTIC
L14 REPROGRAM HVAC CONTROL HEAD
N49 LEFT TIE ROD - inspect previous repair
Performed Internet Search: www.411.com - no contact
Agent will send form letter.
*****

1/22/14
[redacted] ,
WOODBURN , KY-[redacted]
UNITED STATES
Reference [redacted]
Dear Mr [redacted]
Thank you for your recent letter regarding your 2010 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-853-1403, to discuss your letter. Please refer to the reference
number
above or have your Vehicle Identification Number (VIN) available when you
call.
The following Recalls have not been performed on your vehicle. Please
contact your Chrysler Dealership to have the Recalls performed and file
updated:
K33 POWER STEERING RESERVOIR CAP
K34 2010 DJ/D2 REPROGRAM ECM - EGR DIAGNOSTIC
L14 REPROGRAM HVAC CONTROL HEAD
N49 LEFT TIE ROD - have previous repair inspected
Sincerely,
Kelly
Customer Assistance Representative
****
NEXT AGENT PLEASE UPDATE CUSTOMERS PHONE NUMBER IN COIN, ADVISE CUSTOMER
AS PER LINES 23-24, REIMBURSEMENT IS $203.43 WITHOUT THE TOWING. CHECK
CAN BE ISSUED OR WILL WAIT FOR THE OTHER INVOICE AND PROOF OF PAYMENT.
PLEASE DOCUMENT WHAT THE CUSTOMER REQUESTING.
Letter sent 1/24/14.
Customer complained about not receiving a call back about the
reimbursement. Agent looked into the status of his reimbursement
situation. Agent read lines 60 - 64. Agent went to AC 17780 and gave
Customer mailing address for sending in his towing receipt to get
reimbursement for that. Agent reassigning CASE to KH484 for further
action. Agent read lines 23-24.
As per JK671, case will be closed until documents arrive. Customer stated
that he will be sending in documents as per line 68-69.
Disregard line 71-72.
*
***Waiting for proof of payment.
Checked for proof of payment.
Performed Image Queue Search Selection - no documents.
Agent closing case until documents arrive. Customer is to send in towing
invoice and proof of payment.
Reopen to issue check under AC: K reopen for check issueÙ.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	01/13/2014	***Built Date***	03/31/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/31/2006	***Mileage***	114,451	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KETCHUM ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	all inner /outer tie rods and steering damper replaced.
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	lower ball joints replaced
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	upper ball joints replaced

POSTMARK DATE: 123013; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls:No
Name of person writing in:[redacted]
Does customer have an e-mail address[redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment and that documents are present.
H46 completed 09/30/2009, inspection only, no parts= original factory equipment.
Customer has sent in document from Pro Tech Auto Repair Inc. Customer states in letter that ball joint broke. Customer had all ball joints and both inner and outer tie rods replaced, along with a steering damper.
Vehicle has 114,451 miles.
Writer will have to call IRF and ask what manufacture of tie rods, or call 45311 Lithia and find out why N62 recall was closed.
DEALER CONTACT: Writer called LITHIA CJD 877 361 6637. Writer spoke to SA Seth who advised the only notes on R.O was that vehicle had correct tapered equipment, and recall closed.
IRF CONTACT: Writer called PRO TEC AUTO REPAIR INC., voice mail only, writer did not leave message. Writer will try again later.
IRF CONTACT: Writer called PRO TEC AUTO REPAIR INC.208 788 8282. Writer spoke to Tom the SM. SM Tom advised all parts were NAPA Chassis.
CUSTOMER CONTACT: Writer called [redacted]. Writer contacted directly with Customer. Customer is very disappointed with Dodge. Writer advised Chrysler cannot reimburse, for the original equipment breaking that the N62 recall is looking for replacement parts. Customer understands and accepts. Customer no longer owns the vehicle, he has traded it in for a new Dodge.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	01/14/2014	***Built Date***	02/11/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/08/2010	***Mileage***	60,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	([redacted]
	SALT LAKE CITY UT null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-01-14
Road Side File Created 01-14-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
N MAIN ST 1825 N UNIVERSITY PKWY
E 800 N
SPANISH FORK PROVO
UT USA UT
RECALL, PART BROKE; LEFT TIE ROD VEH HS BN ANNOUN
DEALER CODE : 45506 LARRY H. MILLER CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/14/2014	***Built Date***	05/05/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/29/2005	***Mileage***	81,020	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	OREM UT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	2nd time
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	Pre-parts availability repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010714; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Customer Contact: [redacted] Message.
Next Agent - Please advise that the Recall applies to vehicles that have had a Mopar Upgrade Steering Linkage Replacement installed. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
If the Customer had a Steering Linkage replacement PRIOR TO THE TIE ROD REPAIR, Please have the Customer submit the invoice and Proof of Payment to the Chrysler Customer Assistance Center for review.
If the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the Tie Rod repair - Please advise that the recall does not apply to the vehicle at this time.
******
Please Document whether the Customer states that they had the Mopar Steering Linkage installed and whether they are mailing in the Documentation.
Customer Contact: [redacted] Spoke with Customer.
Agent advised that the Recall applies to vehicles that had a Mopar Steering Linkage replaced on the vehicle before the Tie Rod End was replaced. Agent advised that the Recall is for Mopar Parts and if the Parts were the Original Factory Parts that we would not be able reimburse at this time.
Agent advised that if the Mopar Steering Linkage was installed at the time of the repair then the Parts that were just recently installed may be part of the recall and advised that the Customer take the vehicle to the DLR to have an inspection completed and possible Tie Rod End Upgrade (if needed) at no extra Charge.
Agent reported LINES 24 > LINES 34.
Customer expects to seek resolve at DLR as advised.
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that these parts on the vehicle are Mopar parts and would like to be reimbursed. Agent stated that the customer needs to send in documentation that they are Mopar parts. Agent stated that we need the second repair order faxed in for further investigation. Customer stated that they are Mopar parts and stated that she had this vehicle inspected

at Larry H. Miller dealership. Agent called over to the dealership and spoke with Trevor. Trevor stated that he inspected the vehicle and stated that they are Mopar parts. Agent gave fax number to customer to send in second repair orders.
Briefly summarize what the customer is expecting: To be reimbursed for this recall.
Next agent reassign to 86Y
After the documents have been sent.
POSTMARK DATE: 013114; DATE RECEIVED: 013114
CUSTOMER CONTACT: [redacted]. Customer states that they had sent in the Documentation.
Agent found FAX and that the Customer has had the MOPAR Parts installed on the vehicle prior to the repairs.
IRF CONTACT: Autobahn Service Center: 801-374-0012. Spoke with Service Manager Courtney.
SM advised that the Invoice has been Paid in full.
Amount of Reimbursement is over Agents Limit - Reassigned to 86H.
**
Customer Contact # update: Customer prefers to called at - [redacted]
Note, CAIR# [redacted] 7 concerns issue customer had getting backordered parts for repair pitman arm and steering box in August 2011, no part numbers listed in CAIR.
Documents include Dealer 45506 parts invoice from August 2011 for parts including PN 52122362AG Steering Kit installed at IRF RKL Diesel Performance. Recall N62 applies to the parts installed this incident.
Writer called IRF Autobahn Service Center phone 801-374-0012 time 15:52 ET. Machine answered, no message left.
Updated email per update card in documents: [redacted].
Writer called IRF Autobahn Service Center phone 801-374-0012 time 16:07 ET. Manager Courtney answered, she stated the customer paid Cash.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 5G[redacted]
In-service Date: 07/09/05
Replaced factory parts with Mopar: 08/11/11
Customer s proof of payment is: IRF Autobahn Service Center invoice.
Date of repair: 12/23/13
Mileage: 81060
Invoice#: 063051
Labor: $136.00
Parts: $303.00
Alignment: $59.95
Tax: $34.18
Total: $533.13
Writer called customer [redacted] 16:11 ET. Customer [redacted] answered.
Writer advised reimbursement in process for the 2013 repair. No reimbursement available at this time for the 2011 repair.
She advised check payee: [redacted], address as in COIN.
Writer advised incomplete N62. Conference to Dealer 45506 phone 801-373-2570 time 16:20. Parts clerk confirmed they have 2 kits for N62 in stock, first come first serve and no appointment needed. Customer stated she will go in now.
Writer is submitting check for approval in the amount of: $533.13.
Submitted.
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	01/14/2014	***Built Date***	12/09/2010
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	03/19/2011	***Mileage***	90,273	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	PINE CO null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-01-14
Road Side File Created 01-14-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
JOHNSON ROAD 16655 WEST COLFAX AVE
LOOKOUT MT SCHOOL
GOLDEN GOLDEN
CO USA CO
BROKEN STEERING LINKAGE LOOKOUT MOUNTAIN YOUTH SE
DEALER CODE : 44067 CHRISTOPHER S DODGE WORLD INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	12/02/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/22/2006	***Mileage***	207,581	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	EUGENE OR[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advised owner of incomplete recall: L16
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repairs to components: N62

POSTMARK DATE: 010214; DATE RECEIVED: 010714
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: L16 N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns

Writer notes that the recall parameters are as follows:
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.

As per GWA, claim #208336 H46 completed by Lithia Chrysler on 03/19/2010 @ 133,095 miles in the amount of $132.59 & listed below are the parts that were replaced.
P1 CBD1H361 BRACKET
X 1 |
P2 CBFAH362 PACKAGE
1 |
P3 CBCZH461 ARM
1 |
P4 06505623AA NUT
1 |

Writer notes that the customer shows to have the L16 recall still showing incomplete.
As per ACDoc#22648, the L16 recall parameters are as follows:
Note: This recall applies only to the above vehicles that were built between July 12, 2002 and Feb 13, 2011 and had the steering linkage replaced with Mopar service parts between Feb 14, 2008 and Aug 9, 2011.

Tier 2 Agent

Safety Recall N62 / NHTSA 13V-528

Left Outer Tie Rod Assembly
2003 - 2004 (DR) Dodge RAM Truck (2500 & 3500 series 4x4)
2006 - 2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2005 - 2008 (DH) Dodge RAM Truck (2500 series 4x4)
2005 (DH) Dodge RAM Truck (3500 series 4x4)
2006 - 2008 (D1) Dodge RAM Truck (3500 series 4x4)
2007 -2008 (DC) Dodge RAM Truck (3500 Cab Chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair
The steering linkage assembly must be inspected and replaced if required.
Parts Information
CBUEN491AA Steering Linkage Package
CBUEN492AA Linkage Installation Package

Recall applies to customer s vehicle: YES
In-service Date: 05/22/2006
Invoice: #6100
Date of repair: 11/15/2013
Mileage: 207,581
Labor : $100.00
Parts : $528.00
Alignment: $55.00
Tax : $0.00 no taxÙ
Total : $683.00
Total Reimbursement : $683.00

Customer s Proof of payment is: the customer has provided us with a copy of their Credit Card Receipt with an approval code of [redacted] the amount of $683.00 on the date of 11/15/2013, to the repair facility: Hunter Brake & Alignment.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Writer notes that the customer s address on their return envelope match and also reflect what we have on record for the customer at this time.

Writer contacted the customer at [redacted] at 12:00pm and spoke with MR. [redacted] Writer advised him of the reason for the contact today and advised him of the fact that he will be reimbursed in full for the costs incurred and also had him confirm his address for writer, and our records are updated correctly. Writer advised him of the time frame for the check arrival and also suggested that he bring his vehicle to any dealership to have the components inspected, and to show the recall completed in our system. Mr. [redacted] thanked writer for the information and the assistance.

Writer is submitting a check in the amount of $683.00 for approval.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C2	5G7[redacted]	***Open Date***	01/14/2014	***Built Date***	09/22/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/18/2004	***Mileage***	100,399	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WARTBURG TN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced inner and outer tie rods
Product - Suspension - Shock Absorbers / Struts - Other - Front	replaced shocks
Product - Steering - Unknown - Other - Default	replaced steering stabilizer

POSTMARK DATE: 123013; DATE RECEIVED: 010714
01/14/14
[redacted]
Reference #2[redacted]
Dear Ms.[redacted]:
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 3500. I am unable to contact you by phone because there is no contact number on file. Please contact us at 1-800-992-1997, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number 3D7LS38C25G[redacted] available when you call.
Sincerely,
Tina
Chrysler Customer Assistance
******
Writer verified the customer s information to match coin, the recall completion form and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed:H46 STEERING LINKAGE SAFETY 04/27/2009 09/17/2009 COMPLETE
Writer located the H46 in claims to be an inspection with no parts replaced.
******
Invoice - 35457 - 11/15/2013 - 100399 Miles - inner and outer tie rods.
******

Writer will contact the customer to advise reimbursement will not be provided for this repair unless the customer can supply an invoice showing a previous repair as the N62 recall is on a replacement part.
******
Writer searched 411.com as no phone number shows in coin or on the invoice.
Home [redacted]
******
Writer will call [redacted].
Writer received a busy signal.
******
Writer will call [redacted]7.
Writer received a busy signal.
******
Writer will send a letter asking the customer to call.
PLEASE CALL US
January 27, 2014
[redacted]
WARTBURG , TN-[redacted]
Reference [redacted]
Dear MS [redacted]:
Thank you for your recent letter to regarding your (YEAR/MAKE/MODEL).
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (5G[redacted]) available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
****
Disregard lines 56 - 72
****
January 27, 2014
[redacted]
WARTBURG , [redacted],
Reference #[redacted]
Dear MS[redacted]:
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 3500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension 4718492, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number 5G[redacted]8 available when you call.
Sincerely,
Debra
Customer Assistance Representative
Letter sent 1/29/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	01/14/2014	***Built Date***	10/13/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/03/2005	***Mileage***	174,310	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WESTWOOD CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced inner and outer tie rods
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced upper and lower ball joints

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N62
Reviewed Previous files: Yes, no concerns.
******
Writer verified the customer s information to match coin, letter and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recal is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 06/07/2013 COMPLETE
Writer located in claims the H46 shows no parts replaced.
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless an invoice can be sent showing a previous repair as the N62 recall is for a replacement part.
******
Writer will contact the customer @[redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2006 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will call - [redacted]
Writer spoke with [redacted]. Writer advised the N62 recall is for a

replacement part and not the original equipment. Writer asked the customer if the steering linkage had been replaced before this repair. Customer stated no. Writer advised reimbursement will not be provided for the repair completed as the recall part is not on the vehicle. Customer stated he understood and asked what to do about the recall. Writer advised the dealership will inspect the repair to make sure the linkage is attached correctly to the tie rods and if so complete the recall as necessary.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	A[redacted]	***Open Date***	01/14/2014	***Built Date***	06/16/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	02/26/2011	***Mileage***	108,136	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42738	HARRY BROWN'S CHRY-DODGE-JEEP			
Dealer Address	1905 GRANT ST				
Dealer City	FARIBAULT	***Dealer State***	MN	***Dealer Zip***	55021

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HARRODSBURG KY [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer seeking reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 010814; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
Agent can not read the receipt. Agent needs the amount, credit card type, and authorization #. Agent needs a rescan. Agent reassigning to 82B.
1/16 Owner sent in original invoice from Barrett Auto and Diesel and original receipt. Receipt is very faded and rescanning it will not make it any easier to read.
Here is the information requested by NW159 off of the faded receipt:
Amount: $239.30
Credit Card: MasterCard - ending in [redacted]
Authorization #: 583387
Date on the receipt is: 9/24/13
Reassigned file back to NW159 for handling.
RECALL N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Left tie rod end on vehicle may fracture due to a misalignment condition.
Under certain driving conditions, this may lead to a weakening and eventual fracture of left tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without [redacted]
583387
Date of Repair: 09/24/2013
Invoice #: 4899
Labor $115.12
Parts $117.15
Misc. Charges $0.00
Tax $7.03

Total $239.30
Writer is submitting total reimbursement in the amount of $239.30
****
Agent contacted customer [redacted], and stated that they would receive $239.30 as a reimbursement. Agent asked customer to take their vehicle to a CJD dealership to have the open recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A9	8G[redacted]	***Open Date***	01/14/2014	***Built Date***	04/01/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/29/2008	***Mileage***	143,129	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPRING CREEK NV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod/steering damper

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 11/27/13
Invoice #: 231127005
Labor $174.25
Parts $191.17
Misc. Charges $17.87
Tax $13.76
Total $397.05
Writer is submitting check for approval in the amount of $397.05.
****

Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D1	5G[redacted]	***Open Date***	01/14/2014	***Built Date***	02/25/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/26/2005	***Mileage***	274,085	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45027	SAFFORD MOTORS DODGE			
Dealer Address	5202 JEFFERSON DAVIS HWY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FREDERICKSBURG VA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, 2[redacted]
****** Below Customer Contacted for Documentation Request ******
jb1781@chrysler.com on 2014-01-14 @ 06:43
***** Customer Document Received *****
Writer acknowledges assignment and that documents are present.
Customer has submitted same documents as in previous case.
SAFFORD CHRYSLER JEEP DODGE # 27443, 06/22/2011 - repairs involved
damper, pitman arm, steering ste..,bolt and a nut $995.68, vehicle at
206,551.
SAFFORD CHRYSLER JEEP DODGE # 160924, 09/07/2013 - repairs involved
damper, pitman arm, steering ste.., hub stud and wheel nut, $1,152.19
vehicle at 274,085.
DEALER CONTACT: Writer called SAFFORD CHRYSLER JEEP DODGE 540-898-7200,
Writer spoke to SA Bob who transferred to Parts to determine what
steering ste is part # beside 52122362AH. Writer was transferred to voice
mail. Writer did not leave a message.
Writer googled the part 52122362AH it IS the Chrysler steering linkage
upgrade, as this is present on each invoice,
Writer googled 52122362AF it IS the Chrysler steering linkage tie rod
assembly.
Writer is reassigning to 86H.
There are three incidents related to tie rods:
Invoice# 27443 customer pay 06/18/11 at 206559 miles.
Claim# 148963 tie rod end replaced under L16 05/16/13 at 264262 miles.
Invoice#160924 customer pay 09/07/13 at 274090 miles.
Note, repair line 28 qualifies this for N62.
Repair line 29 covered by L16, also qualifies this for N62.
Repair line 30 should be covered by N62, contact Dealer 45027 to confirm.

Writer called Dealer 45027 phone 540-898-7200 time 16:39 ET. SA Rob answered.
He confirmed pitman arm and damper on invoice# 160294 had to be replaced due to updated parts in steering kit.
He said invoice# 27443 appears to show replacement of factory parts.
Note, repair invoice 160924 includes unrelated repair wheel stud $138.58, shop supplies $35.00 and discount coupons -$50.00. Writer excluded shop supplies and discount from reimbursement.
Confirmed reimbursement information in documents matches COIN.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 3D7KS28D15G[redacted]
In-service Date: 07/26/05
Replaced factory parts with Mopar: 06/18/11 Invoice# 27443
Customer s proof of payment is: Dealer 45027 invoice, attached[redacted] sales slip Approval Code: 007219 for $588.00, remainder Cash.
Date of repair: 09/07/13
Mileage: 274085
Invoice#: 160924
Labor: $304.44
Parts: $600.10
Alignment: $89.95
Tax: (5% Parts) $30.01
Total: $1,024.50
Writer called customer phone [redacted]6 time 17:46 ET. [redacted] answered.
Writer advised of reimbursement amount, and that N62 is still incomplete, she will contact CDJ dealer to schedule.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer is submitting check for approval in the amount of: $1,024.50.
Submitted.
[redacted].
Writer called customer phone[redacted] time 13:53 ET. Customer [redacted]
She wondered why the first repair would not be covered since they were Mopar parts, writer advised that Mopar refers to replacement parts, not the factory parts. Factory parts failed at 206551 miles, and could be considered wear.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH36L5	9G[redacted]	***Open Date***	01/14/2014	***Built Date***	12/17/2008	
Model Year	2009	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	01/08/2009	***Mileage***	80,519	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	WASHOE VALLEY NV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N49 Recall
Reviewed Previous files: Yes, no concerns.
Writer reviewed submitted documents.
Repair order customer was charged on account.
Writer will contact customer for proof of payment.
Writer contacted customer [redacted] Left message with contact information. Writer informed customer that we require proof of payment.
Writer provided fax# & CAIR#.
Writer contacted customer at [redacted] Left message with contact information & informing customer that proof of payment is required.
Customer called and stated he will either get proof of payment from the IRF or he will have to get it from his accountant. Customer states he will fax it. Writer informed customer that we are currently experiencing problems with our faxes. Customer states he does not have scanning abilities so he is not able to send through a document link.
Customer states he will call when he sends the fax.
Writer checked and documents have not been attached.
Writer contacted customer at [redacted]. Left message with contact information & informing customer that case will be temporarily closed in 2 business days if proof of payment is not received.
Proof of payment has not been received.
No response from customer.
Reassign to TL for survey bypass.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Response
Received call from IRF Steve who stated that he just faxed a paid invoice.
POSTMARK DATE: 021114; DATE RECEIVED: 021114
Proof of payment received.
Writer contacted IRF Les Schwab Tires at 775-888-4600. Writer spoke with SA Mike who stated that the repair to the bumper was a separate issue and not related to the tie rod replacements.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.

Recall applies to customer s vehicle: yes
Customer s proof of payment is: account ledger
Date of Repair: 7/9/13
Invoice #: 95900108530
Labor $191.25
Parts $392.97
Misc. Charges $0
Tax $29.38 on partsÙ
Total $613.60
Writer is submitting check for approval in the amount of $613.60.
****

Writer verified that address for check matches address on submitted documents.
Received call from IRF Steve. IRF checking on documents.
Writer informed IRF that proof of payment fax was received.
POSTMARK DATE: 041714; DATE RECEIVED: 041714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL8	AG[redacted]	***Open Date***	01/14/2014	***Built Date***	11/13/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	04/30/2010	***Mileage***	210,546	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOLLAND MI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N49 Recll
Reviewed Previous files: Yes, no concerns.
Writer contacted customer at 616-403-9149. Customer states he can try to have the IRF call writer to verify payment. Customer states his father just passed away and he is has a lot to do right now. Writer advised customer that she would attempt to verify payment.
Writer contacted IRF M-40 Auto Repair at 269-751-7001. Writer spoke with co-owner Jennifer who stated repair for tie rod was paid in full.
Writer contacted IRF Tim s Towing at 616-738-2200. Owner Tim will call back with payment verification.
Received call back from Blaine at Tim s Towing who stated Invoice #021914 from May 2012 was paid in full with a credit card.
Voicemail received on 1/23/14 at 11:45 am.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 5/22/12
Customer s proof of payment is: verified with IRF
Invoice #: 547
Labor $67.50
Parts $81.99
Misc. Charges $5.00
Tax $5.22
Total $159.71
****

Date of Repair: 5/21/12
Customer s proof of payment is: verified with IRF
Invoice #: 021914
Labor $0
Parts $0
Misc. Charges $90.00 towingÙ
Tax $0

Total $90.00
****
Combined Total $249.71
Writer is submitting check for approval in the amount of $249.71.
****
Writer contacted customer [redacted]. Writer informed customer reimbursement has been approved. Writer verified address.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	AG[redacted]	***Open Date***	01/14/2014	***Built Date***	01/23/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/15/2010	***Mileage***	58,475	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54618	MIKE'S MOTOR COMPANY INC			
Dealer Address	111 ELM STREET				
Dealer City	CLINTON	***Dealer State***	IN	***Dealer Zip***	47842

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	ROCKVILLE IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced tie rod

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
Writer needs to verify payment of towing receipt.
Writer contacted Lee s Double D Towing at 765-569-6822. Writer spoke with owner Lee who stated he remembers the customer & the vehicle. Lee stated the towing invoice was paid in full.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 10/7/13
Customer s proof of payment is: sales receipt
Invoice #: 93446
Labor $219.97
Parts $104.00
Misc. Charges $15.40
Tax $8.35
Total $347.72
****

Date of Repair: 10/5/13
Customer s proof of payment is: verified with IRF
Invoice #: 5196
Labor $0
Parts $0
Misc. Charges $80.00 towingÙ
Tax $0

Total $80.00
****
Combined Total $427.72
Writer is submitting check for approval in the amount of $427.72.
****
Writer contacted customr at [redacted]. Writer was informed that this is the wrong number.
Writer contacted customer at [redacted]. Left message with contact information & advising customer to have recall completed by dealer.
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP
Customer seeking call back at [redacted].
Voicemail received on 1/22/14 at 3:28 pm.
Writer contacted customer at [redacted]. Writer informed customer that reimbursement check has been issued and to have the recall completed by dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	01/14/2014	***Built Date***	09/09/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/11/2010	***Mileage***	132,900	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLAREMORE OK 7[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer has already had tie rod break on his vehicle
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer states he has already had a tie rod break on his vehicle and has had it repaired before recall was issued.
Briefly summarize what the customer is expecting:
Customer is inquiring about reimbursement.
Agent informed customer that Chrysler has dealers under a parts ordering restriction due to the limited availability of parts for this recall.
Agent informed customer that dealers are required to put customers who call dealers on a parts list, contacting them when parts arrive.
Agent informed customer that reimbursement instructions are contained in recall letter but agent offered customer faster way to process reimbursement request with document request link. Customer stated he had scanning ability on his computer and preferred this option.
Agent informed customer that he would send email with instructions on what documents to scan and informed him that once documents are received, request would take up to 60 days to process.
Reassigned to 86Y.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-14 @ 09:29
Writer will contact customer on 1/21/14 if documents have not been received.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
I have reviewed your submitted documents and noted that proof of payment was not provided for the repair invoices. Proof of payment is necessary in order to process your reimbursement request.
I have sent a document link in a separate email or you may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
Should you have any questions you may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
****** Below Customer Contacted for Documentation Request ******

r[redacted] on 2014-01-17 @ 09:07
Writer contacted customer at [redacted]. Left message with contact information and asking customer for proof of payment.
Customer called back and stated that these invoices are all he was given. Customer states he contacted the IRF s and they told him that it is all they provide.
Writer verifed address.
Writer contacted IRF Abertson Towing at 918-832-9663. Writer spoke with owner Debbie who stated the towing invoice was paid in full.
Writer contacted IRF Mingo Salvage at 918-437-2374. Writer spoke with Michael who stated his wife is the owner. Michael stated the repair invoice for $185.00 was paid in full.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 12/3/13
Customer s proof of payment is: verified with IRF
Invoice #: n/a
Labor $85.00
Parts $100.00
Misc. Charges $0
Tax $0
Total $185.00
****
Date of Repair: 12/3/13
Customer s proof of payment is: verified with IRF
Invoice #: 74857
Labor $0
Parts $0
Misc. Charges $227.33 towingÙ
Tax $0
Total $227.33
****
Combined Total $412.33
Writer is submitting check for approval in the amount of $412.33.
****
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D4	7G[redacted]	***Open Date***	01/14/2014	***Built Date***	08/25/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	08/06/2007	***Mileage***	78,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LAKE IN THE HILL IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Ball stud broke.

Briefly summarize why the customer is contacting Chrysler: Customer called stating his ball stud on his vehicle had broke. Customer s vehicle is currently at an IRF, they have not done any repairs as this is the same as the recall. Agent contacted DLR 45445, spoke with SA Dan who advised that part is on restriction, and he advised to get the repair done and then submit for reimbursement. Agent informed customer that the DLR had stated, customer agreed.
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	01/14/2014	***Built Date***	12/21/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/31/2005	***Mileage***	170,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68279	ENGLISH CHRYSLER-DODGE-JEEP CO.,	INC.
Dealer Address	1401 HIGHWAY 17 SOUTH		
Dealer City	WAUCHULA	***Dealer State*** FL	***Dealer Zip*** 33873

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FLORA MS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states her left tie rod broke and when she went into the DLR with the part they told her it is a recall.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Agent confirmed customer information.
Agent advised customer of the fax number and the mailing address.
Agent advised customer of the case number to attach.
Reassigned for survey by-pass
Reassigned to CC1364 for next step.
Customer states she replaced the part herself.
Customer states DLR told her it is the part that was recalled.
Reassigned to 86Y
OUTBOUND CALL TO CUSTOMER: [redacted] Message states that customer has a voice mail box that has not been set up yet.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail message stating that call is in regards to documentation being submitted for the 2005 Ram. Writer advised that no documentation has been received as to today. Case will be closed in 2 days, however, a new case will be created once documentation if received. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
ATTEN: JK671 Please add survey by pass as per disposition code #5 waiting for documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28L7	9G[redacted]	***Open Date***	01/14/2014	***Built Date***	02/23/2009	
Model Year	2009	***Body***	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	03/18/2009	***Mileage***	35,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MIDDLETOWN NY[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-01-14 @ 10:50
Briefly summarize why the customer is contacting Chrysler: Customer called for reimbursement for a repair that was included in a recall. Customer stated he brought his vehicle to his local Chrysler dealer on 04/02/2012 to have the L16 LEFT TIE ROD END recall completed. Customer stated last October the tie rod broke and needed to be repaired again. Customer stated his vehicle due to being broken was taken to an IRF but did buy the replacement parts from his local Chrysler dealer. Customer stated when he recently received the new recall notice for the N49 LEFT TIE ROD it is noted on the bottom of the page that if he has had a repair completed he could submit for reimbursement. Agent advised the reimbursement will fall under the L16 recall and he may have to still bring the vehicle in to have the N49 completed. Agent offered the email link to submit the documentation.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2009 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you wish a document link can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	06/20/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/29/2006	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	***Dealer State***	AR	***Dealer Zip***	72908

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MANSFIELD AR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall N62 needs to be done
Recall - H46: STEERING LINKAGE - Reimbursement	reimbursement request for recall work done

Briefly summarize why the customer is contacting Chrysler:Customer called and stated the steering linkage on her vehicle broke while she was driving with her children in vehicle. Customer stated husband found recall online and asked dealership for assistance. Customer stated they were told no assistance available because no recall showed on vehicle. Customer stated 2 months later they received relevant recall notice in mail. Customer stated husband did repair. Customer stated she found situation very unfair at time because they could not afford service department repair costs. Writer advised reimbursement is possible and gave address per AC17420, with list of what to include. Customer stated husband does mechanical work for others and she thinks labor should be reimbursed as well as parts. Writer advised that was unlikely. Writer advised customer that recall N62 is on vehicle and letter should be arriving soon. Writer offered to call dealership to inquire about parts availability and make appointment but customer preferred to call later herself.
Briefly summarize what the customer is expecting:Customer wanted reimbursement for recall H46.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28LX	9G[redacted]	***Open Date***	01/14/2014	***Built Date***	03/03/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/29/2009	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RUETER MO[redacted]	***Country***	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer seeking goodwill
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Unknown	Customer seeking goodwill
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Owner knew about recall

Escalation Override approved by SJ372 - customer is the original owner of the vehicle and customer has purchase history (4 VINs (2 purchased new)).
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer states the upper and lower ball joints need to be replaced. Customer states he has not been in for diagnosis yet. Customer states he is looking for cost assistance.
Briefly summarize what the customer is expecting: Customer seeking goodwill.
Agent confirmed customer information.
Agent advised customer of the N49 recall on the vehicle.
Customer states he knew.
Agent advised customer to go to the DLR for diagnosis.
Agent offered to contact DLR for appointment.
Customer declined.
Agent provided case number and advised customer to contact back when the diagnosis is complete.
Next Agent
Once diagnosis is confirmed reassign to 88F.
Agent spoke with Paul SA. Take both upper and lower joint and tie rods. Tie rods are not part of the recall. Recall part is on backorder. Good customer for maintenance, did not buy here but comes here regularly.
Briefly summarize why the customer is contacting Chrysler: customer calling to state the diagnosis has been complete
Briefly summarize what the customer is expecting:to recieve cost assistance witht he concern with ball joint and tie rods.
Who has possesson of the vehicle? 60395 - Tri lakes CDJ - Paul SA
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 60395 Tri lakes CDJ
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: 4[redacted]
Reassigned to: 88F
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW: By Time and Miles

History: 2 New 2 Used
MVP: None
Writer attempted to contact dealer at 417-334-3134;
Writer left message regarding information from the customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted];
Writer spoke with customer. Writer advised looking into the issue. Writer advised follow up on 01/20/14.
SM Darren called in. SM stated customer came in for the N49 recall. SM stated and checked it out, and replaced the left tie rod but not the ball joints. SM stated will transfer to SA Paul.
Writer spoke with SA Paul. SA stated that there are parts on order for the left tie rod, should be in within 3 business days. SA Sated 72182. SM is willing to accept a RA. Writer advised will look into the case and find out if we can give the customer assistance with the ball joints. Writer advised will call back when the parts arrive.
SA Paul called in. Writer inquired as to how much repairs would cost for the ball joint. Writer advised needs warranty pricing. SA Paul stated will call back with the information required.
customer called in for an update on case
Agent transferred to case manager ext 66162
Customer calls to speak with their Case Manager.
Transferred the customer to MV860 at ext 66151.
Customer called in for CM. Cm was not available. Customer was transferred to ext. 66151. Writer advised customer that the writer is speaking with the customer on behalf of their CM. Customer asked if the dealership had any update for him. Writer advised customer that their CM needs to contact the dealership to find out about warranty pricing. Follow up 1-21-14.
Customer states that he would like to speak to his Cair Manager.
Agent transferred to ext 66151
CUSTOMER-The customer contacted the writer. The customer was on hold to get CM than the call was disconnected. The writer got CM and transferred to JM2557.
Customer called in. Customer stated spoke with SA Paul, and stated that SA is waiting for a call. Customer stated runs a company and uses only Dodge Deasels. Writer advised will contact SA paul for further information regarding the pricing for the ball joint repair. Writer advised follow up 1/22/14.
Writer attempted to contact dealer at 417-334-3134;
Writer spoke with SA Paul. SA stated warranty pricing for the ball joint repair:
Labor: $688.32
Parts: $628.81
Total: (+ Tax) = $1355.49
Writer attempted to contact dealer at 417-334-3134;
Writer left message with SM Darren.
Writer attempted to contact dealer at 417-334-3134;
Writer spoke with SA Bill. SA stated that the SM will be in tomorrow for discussion about the pricing for the customer co-pay.
Writer attempted to contact dealer at 417-334-3134;
Writer left message with SM Darren. Writer inquired if a $200 customer copay sounded reasonable.
Writer attempted to contact dealer at 417-334-3134;
Writer left message with SM Darren. Writer inquired as to a good deal for the customer co-pay. Writer asdvised will need an answer by tomorrow. Writer left contact information.
SM Darren called in a left a message stating that he is okay with a $200 co-pay. Writer will contact customer.
Writer attempted to contact customer at [redacted]
Writer spoke with customer. Writer advised Chrysler has decided to participate in a one time good will offer. Writer advised customer will need to participate with a $200 customer copay. Writer advised will contact the SM letting him know that everything is ready, and that repairs should be under way soon.
Writer attempted to contact dealer at 417-334-3134;
Writer left message with SM Darren. Writer advised that the RA has been made, and that the repairs can now be under way. Writer left contact information.
Writer attempted to contact dealer at 417-334-3134;
Writer spoke with SA Bill. SA transfered to SM Darren. SM stated ordered

parts. SM transferred to parts department. Writer spoke SA Paul. SA Stated parts are in. SA stated will contact customer to set an appointment. Writer advised will follow up Monday 02/03/14.
Writer attempted to contact dealer at 417-334-3134;
Writer spoke with SM Darren. SM stated customer is waiting out the bad weather for an appointment. Writer advised will contact customer.
Writer attempted to contact customer at [redacted];
Writer spoke with customer. Writer advised follow up next week on 02-12-14. Customer agreed.
Writer attempted to contact dealer at 417-334-3134;
Writer spoke with SA Paul. SA stated customer has been repaired and the vehicle is returned.
Writer attempted to contact customer at 4[redacted]
Writer spoke with customer. Customer stated everything is working properly. Customer stated small noise issue in the front of the vehicle. Writer advised customer to get into the dealership to fix the noise issue. Writer advised will follow up Friday 02-14-14. Customer stated on business trip, and will get the vehicle into the dealership tomorrow at the earliest.
Writer attempted to contact dealer at 417-334-3134; Writer spoke with SA Kyle, who transferred writer to SA Paul, who is the SA in charge of the vehicle, and also advised that the vehicle is there at the dealership. SA Paul advised that the vehicle is repaired and returned to the customer. Writer will check with the customer.
Writer attempted to contact customer at[redacted] customer advised that the noise that was mentioned was coming from a debris cover over by the brake assembly and he just made an adjustment himself and the noise is gone. Customer advised that he doesn t need any further assistance.
Writer verified customer s address as:
[redacted],
RUETER ,[redacted]
Writer asked if the case could be closed. Customer agreed and expressed appreciation.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL6A[redacted]	***Open Date***	01/14/2014	***Built Date***	05/15/2010		
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	08/07/2010	***Mileage***	37,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	***Dealer State***	LA	***Dealer Zip***	70508

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GREENWELL SPRING LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Open recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states that tie rod broke and would like to see about rental vehicle if possible. Agent advised we do not offer rentals for recalls, however agent needed to confirm diagnosis and call dealership so she would ask for rental under d11-53 as customer falls within these parameters. Agent could not find number for dealership and when she went back to customer he had already disconnected. There is no Ron carter dealership in his vicinity only texas. agent could not call customer back because she was not in aftercall and another call came through write away
Briefly summarize what the customer is expecting:rental
Next agent if customer call back please get exact dealership information or location so we can reach out to dealer for rental under goodwill.
Briefly summarize why the customer is contacting Chrysler:The customer s tie rod end broke.
Briefly summarize what the customer is expecting:The customer wants a rental.
Agent contacted the dealership, the vehicle just got towed in about 30 minutes ago and they have not be able to look at it yet, but they tie rod end is definitely broken. The dealership will not provide at rents or loaner at this point due to the vehicle being under the recall. The customer says he is from out of town and has no other way to get around. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: 00
Reassigned to 86R
Customer goodwill being offered: Rental
In-Service Date: 08/07/2010
Original Owner: No, third owner
Mileage: 37,000
Vehicle purchase Loyalty: Only vehicle
Multiple Repairs/ Previous related repairs: N49 LEFT TIE ROD Recall
Dealer Goodwill Opinion:
MVP plans: None

Other related information:
Assigned to EP761 - Returned case for next step. Customer is third owner of vehicle and does not qualify for rental.
Agent contacted the customer and informed him that we cannot provided him with a rental. He said that was okay because the dealership said his vehicle would be ready in a day or two.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D3KS28D2	7J[redacted]	***Open Date***	01/14/2014	***Built Date***	10/17/2006
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/09/2006	***Mileage***	15,000	***Dealer Zone***	74	DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	49974	FOREST LAKE CHRYSLER-PLYMOUTH-		DODGE	
Dealer Address	500 FORD RD				
Dealer City	MINNEAPOLIS		***Dealer State***	MN	***Dealer Zip*** 55426

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH EASTON MA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking Reimbursement for N62 Recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states left tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that he got a recall letter in the mail, and is seeking reimbursement. Customer states that his left tie rod snapped and the tires went out and went into opposite directions, caused car to split. Agent provided customer with the information. Advised customer to go to the DLR and get a diagnosis for the steering linkage, customer agreed, no further assistance needed
Briefly summarize what the customer is expecting: customer was expecting reimbursement for the left tie rod and seeking information about the steering linkage.
Waiting for Documentation.
CUSTOMER CONTACT [redacted]: Agent called the customer and asked him if he has sent in his documents as of yet. Customer stated he has not. AGent stated she would like to explain the recall to him. Agent explained that this is not on factory components but rather MOPAR replacement steering linkage. Agent stated that those parts are what are being recalled. Customer stated that he hasn t had that replaced. agent strongly suggested to get into the dealership to see if his parts need to be switched out on his vehicle. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	7G[redacted]	***Open Date***	01/14/2014	***Built Date***	04/16/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	03/20/2008	***Mileage***	225,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44809	CHEROKEE CHRYSLER DODGE JEEP			
Dealer Address	200 LIBERTY BLVD				
Dealer City	CANTON	***Dealer State***	GA	***Dealer Zip***	30114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BALL GROUND GA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Recall reimbursement

Briefly summarize why the customer is contacting Chrysler: tie rod broke and had to get the vehicle towed, bought Mopar parts and put on the vehicle, and an alignment
Briefly summarize what the customer is expecting: can reimbursement be possible?
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment*

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	02/07/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/31/2006	***Mileage***	180,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45349	COLORADO SPRINGS DODGE			
Dealer Address	7455 AUSTIN BLUFFS PKWY				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LIVINGSTON TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that he needed to have the Tie Rods Replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states he did not receive a recall letter in the mail but thinks it does pertain to the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent confirmed customer information.
Agent advised customer of the N62 recall and the instructions on the next steps.
Agent advised customer to pop into the DLR as they just need to look at the part number on the vehicle.
Agent advised customer of the part restriction if he needs to the part replaced he will be put onto a waiting list.
Reassigned for survey by-pass
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
POSTMARK DATE: 012414; DATE RECEIVED: 012914
Customer is seeking reimbursement for recall N62
CUSTOMER CONTACT: [redacted]8. Spoke with the Customer.
Agent advised that the Recall applies to the MOPAR Upgrade Parts. Agent advised that Chrysler will not be able to reimburse for the Upgrade as the parts that were replaced were the Factory parts but the Parts that were installed were the parts that were later included in the Recall.
Customer understood.
Agent seen that the recall has been completed.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	01/14/2014	***Built Date***	12/11/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/05/2008	***Mileage***	94,552	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60347	DOW CHRYSLER DODGE JEEP, INC.			
Dealer Address	2244 HWY. 271 NORTH				
Dealer City	PITTSBURG	***Dealer State***	TX	***Dealer Zip***	75686

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	PITTSBURG TX[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	added secondary number
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	advised Chrysler is looking for replacement MOPAR parts
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke on vehicle.

N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Briefly summarize why the Customer is contacting: Customer advising her tie rod broke and she had replaced at IRF. Agent advised that the N62 is a recall that involves Chrysler looking for MOPAR parts, not factory original equipment. Now that Customer has had repair vehicle needs to be inspected at CDJR. Customer advised that has been done at DOW CHRYSLER DODGE JEEP, INC. Agent advised there is no need for Customer to send in repair paperwork. Chrysler is not reimbursing for initial repair of factory equipment. Customer understands.
Briefly summarize what the customer is expecting: Customer seeking recall information.
POSTMARK DATE: 012114; DATE RECEIVED: 012814
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair. Agent concurs with previous decision.
02/06/2014
[redacted]

[redacted]
PITTSBURG , TX-[redacted]
Reference #[redacted]
[redacted]:
We have received your letter and fully appreciate the concerns you have raised regarding your 2008 DODGE RAM 2500. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Greg
Chrysler Customer Service Representative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	01/14/2014	***Built Date***	08/03/2007	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/31/2007	***Mileage***	90,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66917	UNIVERSITY AUTO CENTER			
Dealer Address	1817 NORTH SR 97				
Dealer City	ELLENSBURG	***Dealer State***	WA	***Dealer Zip***	98926

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ISSAQUAH WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about the recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated that his tie rod has broken

Briefly summarize why the customer is contacting Chrysler: Customer stated he received the recall notice in December and his tie rod has broken. Customer stated he had the vehicle towed to DLR 66917. Customer stated that he was dealing with John in service and was advised that it would not be under the recall as his tie rod was not a Mopar part it was a Dodge part. Customer stated he was advised that the DLR would not recommend putting a Dodge or Mopar part in the vehicle but rather a 3rd party part.
Briefly summarize what the customer is expecting: Customer is expecting to find out about the part he can put on the vehicle. Writer advised customer would contact the DLR to gather further information. Writer spoke to John in service who advised the steering package that was on the customers vehicle was a stock part. John stated a Mopar package was not installed on the vehicle and this is why it would not be covered under the recall. John stated Dodge cannot track which vehicles have the Mopar steering package installed which is why so many of the vehicles have the recall. John stated he had looked into the steering package and it is showing AJ which means it it up to date and is not suspect under the recall and he would have no fear of recommending it for the customer s vehicle. Johns stated this package would cost more than an aftermarket part and that he was going to call the customer later today to discuss this with him. Writer advised customer of what John advised. Writer offered to transfer the customer to the DLR to speak with John however customer stated he would call John in service himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	07/15/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	01/26/2006	***Mileage***	148,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OROVILLE CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent confirmed open recall

Briefly summarize why the customer is contacting Chrysler:customer called to advise he had his tie rods replaced at a tire shop as they were breaking. Agent advised customer to go to a Chrysler dealership to have them inspect the vehicle to ensure the recall has been completed and if so he can follow the instructions on the letter on having receipts sent in for reimbursement.
Briefly summarize what the customer is expecting:Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	BG[redacted]	***Open Date***	01/14/2014	***Built Date***	10/11/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/15/2010	***Mileage***	20,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEST VALLEY CITY UT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	why the parts are restricted

Briefly summarize why the customer is contacting Chrysler: Customer called because he was advised the part was on backorder and the parts were being restricted. Customer was not happy at the beginning of the call because he worries about the left tie rod will break. Customer did not know if the parts were ordered or not and he did not know if the tie rod was inspected. Customer had tried to set up an appointment to get the recall done. Agent stated that I will verify the part was ordered. Agent contacted the dealer and spoke to Sean PA. Sean stated that he would order the parts for the customer. Agent provided the information to Sean for him to order the parts for customer. Sean stated that the part numbers are cbuen491aa and cbuen492aa. Customer has been added to the list for the part order.
Briefly summarize what the customer is expecting: why the parts are restricted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	06/29/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/02/2006	***Mileage***	113,574	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44510	LARRY MILLER DODGE INC			
Dealer Address	8665 W BELL ROAD				
Dealer City	PEORIA	***Dealer State***	AZ	***Dealer Zip***	85382

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MORRISTOWN AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Request for recall reimbursement information.

Briefly summarize why the customer is contacting Chrysler: Customer states that he had a concern with his vehicle in November of last year and he was advised by his dealership that the tie rod ball had broken or cracked and that it had put pressure on the steering linkage and power steering box and caused $2.204.00 worth of damage.
Briefly summarize what the customer is expecting: Customer is seeking to know if he will be fully reimbursed for the repairs to the vehicle.
Writer advised we can not guarantee reimbursement but advised customer to submit his documents. Customer understood and was satisfied.
POSTMARK DATE: 011514; DATE RECEIVED: 012214
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at LARRY H MILLER DODGE PEORIA and submitted documentation showing only 1 repair.
Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood and states they will contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D1	8G1[redacted]	***Open Date***	01/14/2014	***Built Date***	02/08/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/03/2008	***Mileage***	152,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	59548	STOCKTON DODGE INCORPORATION			
Dealer Address	3333 AUTO CENTER CIR				
Dealer City	STOCKTON	***Dealer State***	CA	***Dealer Zip***	95212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DENVER CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that the company has a vehicle and a few months ago the tie rod broke. Customer would like to know about reimbursement. Agent advised that he should take the vehicle to the dealer for the inspection. Agent advised if the part under the recall is on the vehicle then he can call us back and submit for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting agent to provide the requested information.
Reassign for survey by pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	09/21/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	12/16/2005	***Mileage***	72,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PRESCOTT AZ 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he brought his vehicle to the DLR for the N62 recall. Customer states that the DLR advised him that he needs the tie rod replaced but there are no parts. Customer believes this is very inconvienent as he had to go to the DLR for them to advise there is no parts to fix the vehicle. Customer states if he gets in an accident due to this recall he will sue Chrysler.
Briefly summarize what the customer is expecting: Customer wants to know why there are no parts for this recall and to file a complaint about this issue.
Agent advised the Customer that she will contact the DLR to confirm if the parts have been ordered. Agent contacted DLR and spoke with SA Thomas. SA stated that the vehicle did fail the inspection. SA stated that they did order parts for the Customer. SA stated that the vehicle is safe to drive and he has advised the Customer of this. SA stated if the tie rod were to break it would have broke awhile ago. Agent thanked SA. Agent advised the Customer that the DLR confirmed the vehicle is safe to drive. Agent advised they have ordered the parts for the Customer and will advise the Customer when the parts come in. Agent advised that the Customer will not receive a callback or notifcation about the complaint as they are handled internally. Customer stated they will not drive the vehicle until it is fixed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL9	BG[redacted]	***Open Date***	01/14/2014	***Built Date***	06/28/2011	
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	06/30/2011	***Mileage***	38,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT PLEASANT UT [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall N 49

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-14 @ 17:17
Briefly summarize why the customer is contacting Chrysler:Customer states he received the recall notice for N49. Customer states he had been carrying 5 full grown Steers, his son was driving the vehicle, and at the time they were off the highway, in the stock yard, the tie rod broke. This past november is when this occurred. Customer wants to know the reimbursement process as well as contact the DLr for the customer to get part on the vehicle.
Briefly summarize what the customer is expecting:DLR contact for customer, reimbursement information.
Agent advised customer follow information on the recall information he received in the mail.
Customer requested agent sends a documentation link to [redacted]@[redacted], for reimbursement purposes.
Agent contacted DLR, and spoke to Parts Manager Mike who placed customer on the list to contact the customer @ [redacted] when the parts are available.
Customer asked agent if the vehicle was safe to drive since he just had repairs done in november, 2013.
Agent advised customer if he is not feeling safe he is able to take the vehicle to the DLR for inspection.
Customer states the DLR is quite a distance, and will go ahead and use a different vehicle until the parts become available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	07/06/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/12/2005	***Mileage***	109,896	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TOMBALL TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced all tie rods
Product - Steering - Linkage - Other - Default	replaced drag link

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in two repair invoices with no proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 03/27/2010 COMPLETE
Writer located in claims the H46 showing no parts replaced.
******
Invoice - 39930 - 7/16/10 - 85845 Miles - all tie rods and drag links replaced with Moog products
Invoice - 39628 - 3/19/12 - 109896 Miles - upper and lower links.
******
Writer will contact the customer to advise reimbursement will not be provided as the N62 recall is for a Mopar replacement part the repair invoice shows Moog products have been used.
******
Writer will contact the customer @[redacted]
Writer received a message this number has been disconnected.
******

Writer will try the other number [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2006 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer received a call from the customer. Writer advised this recall is for a replacement part by Mopar. Writer advised the first repair shows Moog parts had been used reimbursement will not be provided as Chrysler parts were not used. Customer stated the vehicle lost control so the front end of the vehicle had been replaced. Writer apologized advising they did not use Chrysler parts the recall is for a Mopar replacement part this vehicle does not have the part installed.
Customer stated so because Chrysler parts were not used the recall does not apply. Writer advised this to be correct reimbursement will not be provided.
Customer stated he understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D7	6J[redacted]	***Open Date***	01/14/2014	***Built Date***	01/20/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	02/17/2006	***Mileage***	122,090	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	09561	CAVANAUGHS' MOTORS INC			
Dealer Address	1121 N 6TH ST				
Dealer City	MONMOUTH	***Dealer State***	IL	***Dealer Zip***	61462

Owner	PRODUCTION SERVICES, CROP	***Contact Type***	LETTER
Address	17040 E 250TH STREET	***Home Phone***	
	BLANDINSVILLE IL 61420	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:No, unsure of ownership
Any open recalls: N62
Name of person writing in:Crop productions
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Customer had tie Rod replaced with Moog Parts.
H46 STEERING LINKAGE SAFETY 04/27/2009 05/17/2010 COMPLETE---Inspection only.
DS1464- Moog Innner tie Rod
CUSTOMER CONTACT 309-652-3694: Agent attempted to call the customer no answer left message.
Customer also sent in Documents- in CAIR [redacted] -- Both Agents left a message requesting a call back with regards to the N62 and in CAIR [redacted] they advised the agent that they did not have a previous replacement. AGent closing case due to information provided.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29C8	6G[redacted]	***Open Date***	01/14/2014	***Built Date***	08/26/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/05/2006	***Mileage***	0	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42617	MARTY FRANICH CHRYSLER DODGE	JEEP INC
Dealer Address	555 AUTO CENTER DRIVE		
Dealer City	WATSONVILLE	***Dealer State***	CA
Dealer Zip	95076		

Owner	SERVICE, COMMUNITY TREE	***Contact Type***	LETTER
Address	831 WALKER ROAD	***Home Phone***	(831) 763-2381
	WATSONVILLE CA 95076-5116	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 123013; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Name and Address different
Any open recalls: N62
Name of person writing in: COMMUNITY TREE SERVICE
Does customer have an e-mail address: No
Concern: Reimbursement request for N62 Recall
Reviewed Previous files: Yes, no concerns.
ES3624 inner tie rod end
MOOG-ES3625 Front Outer Tie Rod End - Driver Side
customer had Steering Gear replaced several times- Gear only.
CUSTOMER CONTACT 831-763-2381: Number no longer in service.
831-345-1935 : Agent called the customer and explained that she sees that he had a lot of work on the front end. Agent stated that she would need to see an invoice showing that the linkage was replaced on his front end prior to this repair to reimburse him. Customer continously asked how he was suppose to know. agent stated she is not saying he had to know at the time of the repair. Agent explained if he by changed put mopar replacement parts on his vehicle those are the parts that are getting recalled. Customer stated that is fine and he has never had it done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	01/14/2014	***Built Date***	04/21/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/25/2005	***Mileage***	116,710	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KUNKLETOWN PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Unknown - Other - Front	replaced front stabilizer link
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	replaced rear and inner tie rods

POSTMARK DATE: 010814; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for Recall N62
Reviewed Previous files: Yes, no concerns.
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in a repair invoice with payment information included on the invoice.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 10/19/2009 COMPLETE
Writer located in claims the H46 showing no parts replaced.
******
Invoice - 31598 - 04/14/12 - 116710 miles - inner tie rod, rear tie rod, front stabilizer and tie rod sleeve
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless an invoice showing a prior repair can be sent as the N62 recall is for a replacement part not the original equipment.
******
Writer will contact the customer @[redacted]
Writer spoke with [redacted]T. Writer advised the parts replaced on the

vehicle are not part of the recall attached to this vehicle. Writer advised the recall is for a replacement part. Customer stated he never had a repair before this and it just broke. Writer apologized advising the customer should a recall be attached to the vehicle that includes this repair a notice will be sent. Writer advised reimbursement will not be provided. Customer stated he understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	7G[redacted]	***Open Date***	01/14/2014	***Built Date***	08/23/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	03/01/2007	***Mileage***	105,087	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42468	COWBOY DODGE INC			
Dealer Address	1121 EAST LINCOLN WAY				
Dealer City	CHEYENNE	***Dealer State***	WY	***Dealer Zip***	82001

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAINT BERNARD LA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Other - Front	steering kit installed with pitman arm
Corporate - Survey By-Pass - No Documentation - Default - Default	

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 04/20/2011 COMPLETE
Writer located the H46 recall in claims no parts replaced.
******
Invoice - 6012643/1 - 07/15/13 - 105087 Miles - shows the the front outer tie rods were loose, steering damper, pitman arm and related repairs completed.

******
Writer will contact the customer to advise the N62 recall is for a replacement part in order to consider reimbursement a previous repair will have had to been completed.
Writer will advised the customer reimbursement will not be provided unless an invoice is sent showing a previous repair.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a repair invoice received for the 2007 Ram. I would like to speak to you about this repair. My contact information 855-675-9291, extension 4718492 and please refer to file numer [redacted]
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a repair invoice received for the 2007 Ram. I would like to speak to you about this repair. My contact information 855-675-9291, extension 4718492 and please refer to file numer [redacted].
Thank You
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler in regards to a repair invoice received for the 2007 Ram. I would like to speak to you about this repair. My contact information 855-675-9291, extension 4718492 and please refer to file numer [redacted]
Thank You
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HLX	AG[redacted]	***Open Date***	01/15/2014	***Built Date***	05/04/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/24/2010	***Mileage***	22,320	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPRING CREEK NV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls:N49
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes n[redacted]t
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Agent checked Google.com and found that part #68038054-ad is for the left tie rod.
Status update provided via email to the following email address:
[redacted]@[redacted]t
I have reviewed your submitted documents regarding repairs made to your 2010 Ram 3500 and noted that proof of payment was not provided for the repair invoice. Proof of payment is necessary in order to process your reimbursement request.
I have sent a document link in a separate email or you may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
Should you have any questions you may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
Writer contacted IRF Neff s diesel Repair & Performance, LLC at 775-753-6429. Writer spoke with owner Charley who stated this customers account has a '0' balance so the invoice is paid in full.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: verified with IRF
Date of Repair: 10/16/13
Invoice #: 6408
Labor $194.26
Parts $104.00
Misc. Charges $0
Tax $7.12
Total $305.38

Writer is submitting check for approval in the amount of $305.38.
****
APPROVED
CLOSED LOOP
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L3	9G[redacted]	***Open Date***	01/15/2014	***Built Date***	11/12/2008	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	01/15/2009	***Mileage***	73,590	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MONTICELLO UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Corporate - Recall - Default - Default - Default	The customer is seeking reimbursement for the N49 recall repair.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N49 recall repair. Agent unable to determine VIN.
Writer contacted customer at [redacted]. Writer informed customer that proof of payment is required. Customer will fax copy of check but customer states check may be for more than repair invoice total because IRF does a lot of work for them.
Writer verified name for check.
Writer checked and documents have not been attached.
Writer has not received fax with proof of payment.
Due to the current issues we are experiencing with incoming faxes writer will contact the IRF and verify payment.
Writer contacted IRF Draper Towing & Repair, LLC at 435-459-4801. Writer was advised to call back in an hour and their secretary could get the required information.
Writer contacted IRF Draper Towing & Repair, LLC at 435-459-4801. Writer spoke with owner Steve who stated the repair invoice was paid in full.
Writer asked for labor breakdown for the tie rod repair only.
Steve stated that tie rod labor would have been $72.00.
RECALL LEFT TIE ROD END L16
****
Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: verified with IRF
Date of Repair: 5/10/13
Invoice #: 5378

Labor $72.00
Parts $99.79
Misc. Charges $0
Tax $10.91
Total $182.70
Writer is submitting check for approval in the amount of $182.70.
****
Writer contacted customer at [redacted]. Writer informed customer of reimbursement amount and to have recalls completed by dealer.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	01/15/2014	***Built Date***	10/14/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	12/28/2010	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	CONSTRUCTION, D & M	***Contact Type***	LETTER
Address	1513 UPPER FORDS POND ROAD	***Home Phone***	
	CLARKS SUMMIT PA 18411-9646	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - Reimbursement - Default - Default - Default	reimburse for out of pocket expenses related to the recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace left and right tie rods

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: No, address different
Any open recalls: N49
Name of person writing in: D & M. CONSTRUCTION
Does customer have an e-mail address: No
Concern: Reimbursement request for N49 Recall
Reviewed Previous files: Yes, no concerns.
Agent has reviewed documents and customer will be reimbursed for the N49 recall.
RECALL N49 TIE ROD END
****
Customer submitted request for reimbursement for recall N49 TIE ROD END.
Recall applies to customer s vehicle:2011 DODGE RAM SLT 4X4 3500 CREW CAB PICKUP
Customer s proof of payment is: Visa 000212
Date of Repair:02/16/2013
Invoice #: 4464
Labor $75.00
Parts $257.15
Misc. Charges $45.00 (towing)
Tax $19.93
Total $397.08
Writer is submitting check for approval in the amount of $397.08
****
Writer verified that address for check matches address on submitted documents
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C5	7G[redacted]	***Open Date***	01/15/2014	***Built Date***	11/16/2006	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	04/27/2007	***Mileage***	118,655	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement for recall: N62 component repairs
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair. Customer did not provide proof of payment.
Agent found the customer had parts replaced due to recalls H46 and L16 claim numbers 131018 and 063253 related to the N62 recall. Agent is reassigning to CM as the reimbursement request exceeds $500.
---
1. As per GWA, claim #063253 L16 completed by the Brown Dodge dealer on 02/22/2012 in the amount of $127.14.
The parts used in the above repair show:
P1 - CBRCL160AA SOCKET
As per ACDoc#22648, the parts used within the L16 recall show to be the following:
CBRCL160AA Left Tie Rod Package
2. As per GWA, claim #131018 H46 completed by the Greenville Dealer on 09/22/2010 in the amount of $74.90.
The parts used in the above repair show:
P1 - CBCZH461 ARM
P2 - 06505623AA NUT
P3 - J3200501 NUT
As per the recall repairs the parts used within the H46 recall show to be the following:
CBD1H361 Damper Bracket Package
CBFAH362 Drag Link Inner Joint Package
CBCZH461 Arm, Pitman
06505623AA Nut, Steering Drag Link Inner Joint

Due to the above information, writer can reimburse the customer for the costs incurred with their repair to the recall: N62 components.

Tier 2 Agent

Safety Recall N62 / NHTSA 13V-528

Left Outer Tie Rod Assembly
2006 - 2008 (D1) Dodge RAM Truck (3500 series 4x4)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair
The steering linkage assembly must be inspected and replaced if required.

Recall applies to customer s vehicle: YES
In-service Date: 04/27/2007
Invoice: #0083536
Date of repair: 08/08/2013
Mileage: 118,655
Labor : $156.25
Parts : $497.25
Misc. Charges : $28.97
Subtotal: $682.47
Tax : $35.52
Total : $717.99
Total Reimbursement : $717.99

Customer s Proof of payment is: the customer s repair invoice shows, typed into the invoice a payment made in the amount of $350.00 by personal check: #2215. Within the payment detail information, the invoice reads paid by: Visa/MasterCard with the balance owing showing as $0.00.
As per ACDoc#18745 the following information applies:
* When a repair order from the IRF clearly indicates a payment method there is no need to require customer to have proof of payment. If the IRF Repair Order does not clearly indicate payment - request that customer provide a proof of payment such as their Credit Card Statement or copy of the check.

The customer has provided us with an updated address within their documents submitted, and it matches what we have on record for the customer, so writer is regarding it as being correct.

Writer contacted the customer at [redacted] at 11:30am and spoke with Mr. [redacted] Writer advised him of the fact that we received and processed his documents and advised him that we can reimburse him for the full costs incurred with the repair. He stated to writer that he appreciates the refund, but stated that his Turbo was now needing to be repaired in the vehicle. He stated that he loves the vehicle, however, he is having some issues. Writer advised him that hopefully, the reimbursement would assist him, and had him verify his address and advised him of the time frame for the check arrival. He thanked writer for the assistance today.
Writer did fail to advise him to have the vehicle inspected, however, since the vehicle is currently at the dealer, they will perform the needed inspection.

Writer is submitting a check in the amount of $717.99 for approval.
Customer called to check on when they will be receiving the cheque. Agent advised that the information was submitted for a cheque on Jan. 24th, but agent does not have a firm date as to when the cheque will be mailed out.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	7G[redacted]	***Open Date***	01/15/2014	***Built Date***	06/11/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/30/2007	***Mileage***	63,808	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	REDWOOD VALLEY CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Tie Rods / Drag Link - Other - Front	purchase tie rods and drag link

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
******
Writer verified the customer s information to match coin and envelope.
******
Customer seeking reimbursement under the N62 recall.
Customer sent an invoice showing customer account ledger on the top with no repair invoice.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 08/28/2009 COMPLETE
Writer located in claims the H46 showing no parts replaced.
******
Writer will contact the customer to advised reimbursement will not be provided unless an invoice is sent showing this current repair and a prior repair as the N62 recall is for a replacement part and not the original equipment.
******
Writer will contact the customer @ [redacted]
Writer received no answer or answering system in which to leave a message.
******
Writer will call - [redacted].

Writer spoke with [redacted] asking if the repairs were completed at a dealership. Customer stated it was taken to Schwab who completed the repair. Writer asked if this was the first repair. Customer stated this was the first repair. Writer advised the recall is a Mopar recall for the steering linkage reimbursement will not be provided for this repair. Writer advised the dealership will inspect the connection at the tie rod and replace the part if necessary free of charge. Customer stated he understood.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C9	6G157256	***Open Date***	01/15/2014	***Built Date***	09/29/2005
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	10/27/2005	***Mileage***	142,775	***Dealer Zone***		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Owner	HOFFMAN DEVELOPMENT, FOREST	***Contact Type***	LETTER
Address	6889 BEVERLY GLEN AVE	***Home Phone***	(702) 683-8159
	LAS VEGAS NV 89110-4101	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Unknown - Worn - Unknown	steering gearbox replaced

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Writer acknowledges assignment, and that there are documents present.
H46 completed 09/11/2009, inspection only, no parts = orignal factory equipment.
Customer has submitted repair invoice from Sunset Auto 05/21/2013, vehicle at 142,775 miles:
1) replace blend door and actuator assembly
2) replace steering gearbox
3) replace pitman arm
No figures for value of services, services do not match recall outline.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
CUSTOMER CONTACT: Writer [redacted]. Writer has explained that Chrysler is NOT reimbursing for factory original equipment(repair). Customer has advised this is the first repair he has completed on vehicle. Customer states Chapman has inspected his vehicle and he has the parts on that would qualify for reimbursement for his vehicle(?). Writer is contacting Chapmans .
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
DEALER CONTACT: Writer called Chapmans 888 207 1735. Writer spoke to SA Holly who advises that Customer has not been in since 2010 and there are no open tickets for the vehicle. Writer called Chapmans (Hendersonville)888 206 6383. Writer spoke to SA Virgil, that he does not have any record vehicle has been in the dealership.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided US CAC for contact and the case #.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
customer called back. Agent explained recall. Customer understands why he is not getting reimbursement and why he can still have recall completed. Writer acknowledges that Customer has contacted back directly. Writer acknowledges that Customer has been informed properly of decline and recall. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	01/15/2014	***Built Date***	02/23/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/11/2005	***Mileage***	209,044	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66806	HOPE AUTO COMPANY			
Dealer Address	1400 N HERVEY ST				
Dealer City	HOPE	***Dealer State***	AR	***Dealer Zip***	71801

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	PRESCOTT AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	replaced tie rod and sway bar bushing
Corporate - CNA Change - Default - Default - Default	updated coin to reflect the address on envelope

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:
Any open recalls: H46, E17, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None.
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair. Agent could not determine the dealer.
******
Writer updated coin to reflect the address on the invoice and envelope.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and not completed.
H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
******
Invoice - FOCS46464 - 11/01/12 - 209044 Miles - broken track arm, tie rod and sway bar bushings
Writer located the dealership - 66806 - HOPE AUTO COMPANY - Dealer Termination Date: 04/05/2001
This dealership is no longer certified to complete recalls or warranty work.

******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless a repair invoice showing a prior repair can be sent as the N62 recall is for a replacement part and not the original equipment.
******
Writer will contact the customer @[redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an in invoice received for the 2005 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair [redacted]
******
Writer received a voice message from the customer dated January 23, 2014 @ 4:59 pm customer did not leave a contact number.
******
Writer received a voice message from the customer dated January 24, 2014 @ 3:26 pm leaving [redacted]5 as the contact number.
******
Writer will cal[redacted].
Writer spoke with [redacted] who stated he had this completed all at the same time. Writer advised the customer this is a Mopar replacement part recall and not the original equipment. Customer stated the vehicle comes off of the factory floor with a new part and something happened where that had to be replaced and it is that part that is being recalled.
Writer advised this to be correct.
Customer stated he can go back to the 'Ford' dealership to see if they ever changed that part. Writer advised the part would have to be a Mopar Chrysler part and not another company after market or the recall does not apply. Writer advised reimbursement will not be provided for this repair unless another invoice can be located showing a prior repair with Mopar Chrysler parts.
Customer will send one in if it is located.
Writer advised the file will be closed and should he find an invoice it may be re opened for review.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	6G[redacted]	***Open Date***	01/15/2014	***Built Date***	09/28/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/25/2006	***Mileage***	247,281	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WAGONER OK 7[redacted]	***Country***	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Worn - Default	ABS wire bracket (2) replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Worn - Front	front right passenger tie rod MOOG DS1463
Product - Brakes - Pads/Shoes - Worn - Front	pads/rotors and calipers replaced front
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	replaced lower ball joint
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	replaced upper ball joint

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Writer acknowledges assignment, and that there are documents present.
H46 completed 07/01/2009, inspection only, no parts = original factory equipment
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
CUSTOMER CONTACT: Writer called [redacted] Writer provided case # and US CAC for contact.
******Agents Left Tie rod has not been replaced, only the right side with MOOG product.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and

only repair that Customer has had on vehicle involving the steering
linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts
so Chrysler should inspect those. Customer should be advised to have all
recalls and extended warranties completed at CDJR as per the owners
Manual.
Agent explained LINE 31, customer may return call.
Writer has no idea what all Agent has relayed to Customer.
Writer acknowledges that Customer contacted directly and Customer has
been declined. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	6G[redacted]	***Open Date***	01/15/2014	***Built Date***	10/04/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/31/2005	***Mileage***	67,081	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	VERNAL UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced the outer left tie rod

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in:[redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 2552.75
Reviewed previous files: yes
Reassigned to 86y
******
Writer verified the customer s information to match coin and envelope.
******
Customer requesting reimbursement for a repair completed under the N62 recall.
Customer sent in two repair invoices with no dealer information, phone number or proof of payment.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 07/10/2009 COMPLETE
Writer located the H46 in claims showing no parts replaced.
******
Invoice - 154947 - 08/25/10 - 50025 Miles - replaced all steering links with a steering update
Writer located part number - 52122362 AF.
Writer searched 'Google' this is a Mopar part for the steering linkage.
Invoice - 10381 - 03/29/12 - 67081 Miles - left outer tie rod
Writer will be able to reimburse the left outer tie rod as this is the first invoice shows the steering linkage had been replaced.
Customer will need to send in proof of payment for the repair and an invoice showing the name of the facility that completed the repair.

******
Writer did not locate a customer phone number on the repair invoices.
Writer will search 411.com.
Writer did not locate a phone number.
Writer will send a letter asking the customer to call.
******
PLEASE CALL US
January 23, 2014
[redacted]
,
VERNAL , UT- [redacted]
Reference #24442636
Dear MR [redacted]:
Thank you for your recent letter to regarding your 2006 DODGE RAM.
I have been unable to contact you by phone. Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer
to the reference number above or have your Vehicle Identification Number
(6G[redacted]) available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
****
Disregard lines 49 - 63
****
[redacted]
S ,
VERNAL, UT
[redacted]
Dear MR [redacted]:
Thank you for your recent letter regarding your 2006 DODGE RAM.
I have been unable to contact you by phone. Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer
to the reference number above or have your Vehicle Identification Number
(6G[redacted]) available when you call.
Sincerely,
Debra
Customer Assistance Representative
Letter sent 1/29/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8G[redacted]	***Open Date***	01/15/2014	***Built Date***	08/06/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/07/2009	***Mileage***	81,128	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	COGAN STATION PA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing [redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment and that there are documents present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Reassigning to 86H.
Writer called IRF Brass Alignment Service phone 570-326-4194 time 09:42 ET. Machine answered, business hours are Monday - Friday.
Writer called IRF Brass Alignment Service phone 570-326-4194 time 11:08 ET. Technician Harry stated the repairs on their invoice were necessary due to tie rod end failure and updated parts.
Line 1 of the invoice 'To be inserted' should read 'RH Outer tie rod end'.
Shore Auto Parts invoice PN 401-2403 cross reference to Raybestos Professional Grade Tie Rod End (Left).
Writer called customer phone [redacted] time 11:36 ET. Customer [redacted] answered.
Writer advised reimbursement in process. Writer advised N49 incomplete, customer has appointment for inspection at Dealer 66887, they may be able to complete recall at that time since the parts on this vehicle are not

Mopar.
Confirmed reimbursement information matches COIN.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D7KS28A28G[redacted]
In-service Date: 03/07/09
Customer s proof of payment is: Shore Auto Parts invoice, attached Visa sales slip Appr Code: 019850. IRF Brass Alignment invoice printed Payments Visa, Visa sales slip Approval Code: 022713.
Date of repair: 03/19/13
Mileage: 57940
Invoice#: 328664 and 24158
Labor: $160.00
Parts: $460.33
Alignment: $190.00
Misc. Charges: $28.00
Tax: $50.30
Total: $888.63
Writer is submitting check for approval in the amount of: $888.63
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT5	BG[redacted]	***Open Date***	01/15/2014	***Built Date***	05/11/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/11/2011	***Mileage***	37,335	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68739	EAST TENNESSEE DOD-CHRY-PLYM-JEEP			
Dealer Address	2712 NORTH MAIN ST.				
Dealer City	CROSSVILLE	***Dealer State***	TN	***Dealer Zip***	38555

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPRING CITY TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	S150.00 deductible warranty
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broken and replaced.

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Writer acknowledges assignment and that there are documents present.
DEALER CONTACT: Writer called EAST TENNESSEE DOD-CHRY-PLYM-JEEP 931-484-9746. Writer spoke to SA Jim but he states the Customer should have paid $164.63 invoice amount, not the $150.00 shown on receipt. SA Jim is transferring Writer to Controller Cindy. Cindy will pull the account, and she has advised to only reimburse what the Customer shows he paid. $150.00.
Customer submitted request for reimbursement for recall N49 - Left outer tie rod.
Recall applies to customer s vehicle:yes

Customer s proof of payment is: receipt
Date of Repair: 09/10/2013
Invoice #: 176201
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 150.00
Tax $ please see note above
Total $ 150.00
Writer is submitting check for approval in the amount of $ 150.00 with Customer approval.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised Customer that recall is still open and he should have his truck inspected. Writer advised under the recall both sides of the tie rod should be replaced. Writer advised that tie rods are presently on restricted distribution so the Dealership will get his name on a list to receive parts. Customer understands and accepts. Writer advised that check takes 7-15 days to process.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	01/15/2014	***Built Date***	07/29/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/14/2005	***Mileage***	114,675	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NORTHLAKE W[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Worn - Front	left outer tie rod replaced.
Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Unknown	replaced drive shaft
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	replaced front and rear U joints.

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall.
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment and that there are documents present.
H46 completed 07/07/2009, inspection only, no parts = original factory equipment
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Writer acknowledges that Customer has submitted three invoices from Erv s Service Inc.
1) 01/04/2013 - front U Joint remove and replace.
2)02/20/2013 - right drive axle ,Left tie rod, remove and replace.
3)06/12/2013 - rear U joint remove and replace.
Writer has checked claims and there is no other work relating to the Left Tie Rod.
Writer will try to contact with Customer after Noon EST today.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and

only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer states that has a case with Charlene
Agent advised customer of the information per lines 39-45
Customer understood and thanked agent
Writer acknowledges that Customer has made direct contact. Writer acknowledges that Customer has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

02/28/14
[redacted]
NORTHLAKE WI [redacted]
Reference [redacted]
Dear Mr. [redacted]:
We have received your letter and fully appreciate the concerns you have raised regarding your 2005 Dodge Ram 2500. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Victoria
Customer Service Representative
POSTMARK DATE: 021014; DATE RECEIVED: 021414
Concern addressed. No action necessary.
****

Disregard lines 57 - 71
****

February 28, 2014
[redacted]
,
NORTH LAKE , WI-
[redacted]
,
UNITED STATES
Reference [redacted]
Dear Mr. [redacted]
We have received your letter and fully appreciate the concerns you have raised regarding your 2005 Dodge Ram 2500. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Victoria
Customer Assistance Representative
Letter sent 3/4/2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	6G[redacted]	***Open Date***	01/15/2014	***Built Date***	02/09/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/16/2006	***Mileage***	19,058	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	61619	MARMIE MOTORS INCORPORATED			
Dealer Address	10TH AND BAKER STREET				
Dealer City	GREAT BEND	***Dealer State***	KS	***Dealer Zip***	67530

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BROOKVILLE KS[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer is seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is seeking reimbursement for his steering linkage recall part. Customer states that he got the repair bill date on 08/27/12. Customer states that he began drifting in the left lane and missed the exit. Customer states he had to get his vehicle towed in and is seeking reimbursement for that also, agent advised customer that he can t get reimbursed for towing. Agent advised customer with the information for reimbursement request. No further assistance needed
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the steering linkage.
No documents attached to file. Writer will contact customer at phone #[redacted]
Writer notes H46 completed at dealership on June 3, 2009 with no parts replaced.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned
No documents attached to file. Writer will contact customer at phone [redacted]
No documents attached.
Writer contacted customer on phone #[redacted]. Writer spoke to customer and customer informed writer he has sent documents in, about 2 weeks ago.
Writer will wait for documents.

No documents attached. Writer will contact customer at phone #[redacted]
No documents attached. Writer has been informed customer has sent in about 2 weeks ago. Writer searched Image queue and documents in. Writer will close until documents attached.
POSTMARK DATE: 011514; DATE RECEIVED: 012214
Writer reviewed documents received. Writer notes customer had Drag link and tie rod replaced. Repair does not state left or right tie rod.
Writer needs to contact customer and inform her Recall is not for factory installed parts but Mopar replacement parts.
Writer will contact customer and ask what tie rod was replaced and if were the factory installed parts or a previous repair part that was replaced.
Customer phone #[redacted].
Writer will contact customer and ask what tie rod was replaced and if 47 were the factory installed parts or a previous repair part that was replaced.
Customer phone [redacted].
Customer phone [redacted]
Writer contacted customer at phone #7[redacted]. Writer spoke to customer and informed him the invoice does not state left or right and there are no prart # s listed on invoice.Customer stated he is 3rd owner. Customer provided name of Mike Gordine at the IRF.
Writer contacted IRF at phone #785-827-2512. Writer spoke to Mike who informed writer that it was factory part that was replaced with Moog aftermarket parts.
Writer contacted customer at phone [redacted]. Writer explained to customer that writer had spoken to Mike at IRF and he informed writer it was a factory installed part he replaced and used an aftermarket Moog part. Writer advised customer we could not reimburse for the repair. Customer understood.
No further action requiired. Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT3	BG[redacted]	***Open Date***	01/15/2014	***Built Date***	08/02/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	01/10/2011	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66613	QUALITY MTRS OF INDEP INC			
Dealer Address	2022 W MAIN ST				
Dealer City	INDEPENDENCE	***Dealer State***	KS	***Dealer Zip***	67301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARSONS KS [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Front tie rods have gone out on the vehicle.
Recall - N49: LEFT TIE ROD - Information Request	Inquiring what to do about the issue.
Corporate - E-Reimbursement - Default - Default - Default	
Dealer - Unknown - Unknown - Towing Required - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod on the left hand side broke. Customer states that he had contacted Quality Motors of Independence dealership and was advised that the vehicle would be down for several weeks as they wait for the part to come in. Customer was seeking a possible vehicle to use until his is ready to be picked up. Customer states that the vehicle is currently in his possession. Customer states that he feels he should not have to pay for tow or rental cost since it was not his fault that the part had gone out.
Agent contacted Quality Motors 66613 and attempted to speak with someone in service to find out what was going to be done with the vehicle. No one in service was currently available to speak with agent, and agent left a message advising to call back to find out if the dealership is willing to assist with the recall problem.
Agent contacted Shield Motors and attempted to speak with service. Again, no one was available to speak with the agent and message was left.
Briefly summarize what the customer is expecting: Customer is seeking assistance with getting the issue resolved as soon as possible.
Customer is second owner.
Customer has had three vehicles.
Customer has had an issue with the front end before.
Customer has brought vehicle to dealership for work before.
Customer does not have a mechanical service contract.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: None provided
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No, but vehicle is down due to a recall issue and customer is trying to find out what he needs to do.
If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F
Customer called and stated that it is very urgent that case manager get in contact with him. Customer is concerned about rental as it is a business truck and the vehicle being down is due to the recall breakdown. Agent advised customer that it has been forwarded to case manager and it takes one business day for supervisor call back.
Customer called in stating that his case is very urgent as he uses his vehicle for work and now that his vehicle is broken, he is scared about loosing his job as he isn t able to get there. Customer asked to speak with a supervisor. Agent advised customer that we have already have escalated his case to a case manager who would be better equipped to handle his concerns. Agent advised customer that is a one business day call back from a case manager and a supervisor so it would be best to wait for the case manager to contact him. Customer stated that he would wait but wanted it documented that this was a very urgent matter. Agent advised customer that we would document this for him.
Writer contacted customer who stated that this is an urgent situation because it is his work truck and he could possibly lose his job with out the vehicle. Customer wants to know when or if we would be able to provide him with a rental truck. Customer also stated he was promised that he would be reimbursed for the towing. Customer stated that he has also had the head gasket or something replaced for a noise, and that noise has come back and there is oil residue.
Writer contacted Dealership and spoke to Service Manager Josh, who stated that he is unsure when he could receive the part because there are 8 other people scheduled before him for the same part. SM also stated that there are no rental trucks available at this time.
Writer called Dealership Sheilds Motor Company and spoke to Service Manager Jerry, who stated he has a current wait list of about 35 weeks until he would be able to repair the recall for the customer.
Writer contacted dealership Vance Chrysler dodge dealership and spoke to Service Manager Jerry, who said they would possibly be able to fix the part next week. SM stated that he would be more then happy to repair this for the customer.
Writer contacted customer and stated that Vance Chrysler dodge would be happy to repair his vehicle sometime next week. Writer also informed customer that he does have towing assistance and provided their phone number. Writer stated that he is still researching on possibilities for rental assistance.
Caller [redacted] requesting to speak with Case Manager. CM not available, writer offered customer CM s voice mail, customer accepted voicemail. Customer transferred to voice mail.
Customer contacted writer. Writer transferred customer to 66011. Due to CM not being available.
Customer called and said that the tie rod broke, due to a recall, causing the vehicle to be broke down. Customer said that the vehicle was towed to Vance Chrysler. Customer said that Vance Chrysler is now telling the customer that customer owes $39 for the tow. Customer said that Vance Chrysler informed customer that the transmission line is leaking and will cost the customer about $300 for parts, and labor. Customer said that customer now needs to know how the vehicle is going to get back to the customer. Customer said the towing company is Affordable Towing. Writer said that writer, or customer s CM will be calling the towing company, and the dealership to see what Chrysler may be able to assist the customer as far as the cost for the remainder of the tow, and the repairs to the transmission line. Writer said that writer, or customer s CM will see what can be done for the customer about getting the customer s vehicle back to the customer as well.
Writer called dealership and spoke with Service Advisor Chris, who stated he believes they do have an agreement with Enterprise and that the Service Manager will be available in about 30 minutes.
Customer contacted writer stated that his recal is completed but now the dealership is saying that there is a transmission leak and needs to be fixed. Writer also stated that he feels like he should not have to pay the 39$ towing fee.
Writer contacted dealership and spoke to Service Manager Billy who stated the vehicle does look maintained and is just a little dirty on the outside due to it being a work truck.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the

repair are as follows:
Parts = $145.40
Labor = $150
Total = $303.90
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Writer contacted customer who stated that he would accept a reimbursement for the towing charge since and was wondering if we would still be able to get him into a vehicle for the weekend while his vehicle is being repaired.
Writer talked to Service Advisor Zack, who stated they do not have any rental vehicles
Writer contacted customer and stated that writer was unable to find a rental vehicle in the area at a dealership. writer will follow up on 1/20/14
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]5 in regards to lines 50-56
Writer called customer who stated they are currently getting ready to drive down and pick up the vehicle instead of towing it back. Writer gave customer SLC fax number so he could fax in his information for the previous towing charge.
Status update provided via email to the following email address:
[redacted],
This is Greg with Ram Customer Care. I have not received your documentation for the towing charge and proof of payment. The Fax number is 801-736-3929. I will also send a link that you can send the documentation on as well, if you would like to do that.
Have a great day.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 14:56
****** Below Customer Contacted for Documentation Request ******
JI106@chrysler.com on 2014-01-29 @ 15:55
***** Customer Document Received *****
Writer contacted customer who stated that the address 1298 26000 RD is his old address and stated his new address is 1017 south 28th street, Parsons Kansas, 67357 and would like the check sent as Ross Harper. Writer stated to customer that the check will take 7-10 business days to arrive and the case will be closed once the check is sent, customer agreed.
What has the customer requested? Reimbursement for towing charge.
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair. 70193
Enter the Date when the repairs were completed. 1/20/14
What is the total cost of the Parts to be reimbursed? $0.00
What is the total cost of the Labor to be reimbursed? $0.00
What is the total tax to be reimbursed? $0.00
What is the total amount being reimbursed? $175.00
Customer Document Reviewed.
Need proof of payment
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-03 @ 17:11
[redacted] called requesting to speak to CM GT614 . With customer s permission, writer transferred customer to CM s voicemail.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-02-04 @ 15:17
***** Customer Document Received *****
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	BG[redacted]	***Open Date***	01/15/2014	***Built Date***	01/19/2011
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	03/14/2011	***Mileage***	90,594	***Dealer Zone***	70	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	& MACHINE INC, CROWN PARTS	***Contact Type***	TELEPHONE
Address	1733 US HIGHWAY 87 E	***Home Phone***	(406) 252-6682
	BILLINGS MT 59101-6618	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he has already had the tie rod replaced and wants to submit for reimbursement.
Briefly summarize what the customer is expecting: reimbursement.
Writer sent the customer a documentation link.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-15 @ 12:13
***** Customer Document Received *****
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: paid on account
Date of Repair: 1/22/13
Invoice [redacted]
Labor $151.25
Parts $127.18
Misc. Charges $0
Tax $8.71
Total $287.14
Writer is submitting check for approval in the amount of $287.14.
****

Writer verified that address for check matches address on submitted documents.
Writer removed the word 'business' from the check screen.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L9	9G[redacted]	***Open Date***	01/15/2014	***Built Date***	11/18/2008	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/26/2009	***Mileage***	73,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45083	MAC HAIK DODGE			
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE				
Dealer City	TEMPLE	***Dealer State***	TX	***Dealer Zip***	76504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOTT TX[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle is at a store and the left tie rod broke.
Customer states that the vehicle is still at the feed store at address 228 Commerce Street in Marlin, TX.
Briefly summarize what the customer is expecting: Customer states that he would like to have a rental vehicle provided to him and the tow cost covered. Customer has towing. Writer advised the customer that a rental vehicle will not be provided. Customer is not happy with response and disconnected call stating that he will be calling CAC back.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
reassign to SJ372 for survey by-pass (no diagnosis)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D9	7J[redacted]	***Open Date***	01/15/2014	***Built Date***	02/22/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/30/2007	***Mileage***	137,376	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66662	TOM AHL CHRYSLER DODGE, INC			
Dealer Address	617 KING AVENUE				
Dealer City	LIMA	***Dealer State***	OH	***Dealer Zip***	45805

Owner	PROFESSIONALS INC, 5-C ROOFING	***Contact Type***	FAX
Address	577 TOWNSHIP ROAD 30	***Home Phone***	([redacted]
	ADA OH 45810-9427	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement for recall related repairs.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced tie rod

Briefly summarize why the customer is contacting Chrysler: Customer states he had a faulty left tie rod assembly that broke and caused him to drive directly into a ditch. Customer states the DLR 66662 has already replaced the left tie rod assembly at no cost. Customer states the accident caused the connecting rod to puncture the tire. Customer also had to pay for a tow of $125.00 and a 2-wheel alignment. Agent did not guarantee customer would be reimbursed for these expenses. Agent provided fax number 1-877-768-5076.
Briefly summarize what the customer is expecting: Customer is expecting to be considered for reimbursement on the damages due to the left tie rod assembly.
Writer will contact customer on 1/22/14 if documents have not been received.
Writer checked and documents have not been attached.
POSTMARK DATE: 011714; DATE RECEIVED: 011714
Writer noted in Warranty Claim #080574 for the H46 recall the damper bracket pitman arm & inner drag link joint were replaced.
Writer noted in Warranty Claim #702100 for the L16 recall the tie rod angles were inspected & the track bar bolts were tightened.
Writer noted in Warranty Claim #877760 for the N62 recall the steering linkage was replaced.
Customer is seeking towing reimbursement as well as reimbursement for 1 tire which was damaged by tie rod breaking.
Repair invoice states that the tie rod was broken and also needed replaced per recall.
Writer contacted customer [redacted] Left message with contact information.
Writer will inform customer that towing receipt does not show total amount & proof of payment is needed.
Customer returned call & can be reached at [redacted]
Voicemail received on 1/20/14 at 2:15 pm.
Writer contacted customer at [redacted]. Writer informed customer that

we need a towing receipt that show the amount paid for the tow and proof of payment.
Customer will contact towing company and have them fax another receipt.
Writer verified that the check should be made out to the business name & address.
Customer states he faxed another towing receipt for $128.00.
Voicemail received on 1/20/14 at 3:09 pm.
POSTMARK DATE: 012114; DATE RECEIVED: 012114
RECALL LEFT OUTER TIE ROD ASSEMBLY N62
****
Customer submitted request for reimbursement for recall N62 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: yes
****
Date of Repair: 1/14/14
Customer s proof of payment is: stamped invoice
Invoice #: 87776
Labor $10.00
Parts $161.65
Misc. Charges $58.00 alignmentÙ
Tax $15.50 6.75%Ù
Total $245.15
****
Date of Repair: 1/7/14
Customer s proof of payment is: Discover Card, Confirmation [redacted]
Invoice #: n/a
Labor $0
Parts $0
Misc. Charges $128.00 towingÙ
Tax $0
Total $128.00
****
Combined Total $373.15
Writer is submitting check for approval in the amount of $373.15.
****
Writer removed the word 'business' from the check screen.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.
POSTMARK DATE: 021814; DATE RECEIVED: 021814
POSTMARK DATE: 022414; DATE RECEIVED: 022414
POSTMARK DATE: 032414; DATE RECEIVED: 032414
POSTMARK DATE: 032814; DATE RECEIVED: 032814
POSTMARK DATE: 042514; DATE RECEIVED: 042514

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	7G[redacted]	***Open Date***	01/15/2014	***Built Date***	12/07/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/30/2007	***Mileage***	142,084	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44507	LARRY HILLIS CHRYSLER DODGE JEEP			
Dealer Address	3211 NORTH WESTWOOD BLVD				
Dealer City	POPLAR BLUFF	***Dealer State***	MO	***Dealer Zip***	63901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELLSINORE MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states she replaced the tie rod last year that is recalled.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Agent confirmed customer information.
Agent advised customer to send in the receipt to seek reimbursement.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-15 @ 16:06
Reassigned to 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-23 @ 09:43
Writer will contact customer at phone [redacted]
Secondary No [redacted]
No documents attached.
****** Below Customer Contacted for Documentation Request ******
[redacted]v on 2014-01-27 @ 18:23
No customer contact. Writer will contact customer at phone [redacted]
or [redacted]
***** Customer Document Received *****
Customer submitted documents and writer notes customer is seeking reimbursement for the N62 Recall.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057 | Published 12/12/2013 08:38 AM | Updated 01/07/2014 09:31 AM | Access Level All Agents
What are the details of this recall?Owner letters are scheduled to be mailed the week of December 16, 2013.
Models:
2003 - 2004 (DR) Dodge RAM Truck (2500 & 3500 series 4x4)
2006 - 2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2005 - 2008 (DH) Dodge RAM Truck (2500 series 4x4)
2005 (DH) Dodge RAM Truck (3500 series 4x4)
2006 - 2008 (D1) Dodge RAM Truck (3500 series 4x4)
2007 - 2008 (DC) Dodge RAM Truck (3500 Cab Chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.

Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
H46 Recall still showing incomplete.
****
Customer sent in documents showing purchase of tie rods from O Reilly Auto Parts and an invoice from an IRF to have tie rod installed.
Writer notes H46 and N62 showing incomplete.
Writer will contact customer and inform her recall is for Mopar service part steering linkage parts. Writer needs to inform customer recall is not for factory installed parts, only replacement parts. Writer will inform customer Mopar parts were not purchased from O Reilly.
Writer will inform customer to take vehicle to dealership and have recalls inspected and completed.
Customer at phone [redacted]
or[redacted]
Writer will contact customer at phone #[redacted].
Writer will contact customer at phone #[redacted].
Writer will contact customer at phone #[redacted].
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-06 @ 09:41
NEXT AGENT: If customer calls, please inform them of the following:
Her recall is for a Mopar service
part steering linkage. Inform customer recall is
not for factory installed parts, only replacement parts. Writer will inform customer Mopar parts were not purchased from O Reilly.
Writer will inform customer to take vehicle to dealership and have recalls inspected and completed.
Reimbursement is declined.
Writer will contact customer.
Customer is returning call.
Agent advised Customer of lines 67-74.
Customer asked if these replacement parts fail they would be covered.
Agent advised Customer that would need to be looked into if that were to happen in the future.
****** Below Customer Contacted for Documentation Request ******
[redacted]on 2014-02-10 @ 14:19
NEXT AGENT: (Re Line 78: Customer asked if these replacement parts fail they would be covered). If customer calls back regarding parts installed on her vehicle, please advise she would have to go to D & D Tire Service for any warranty on parts if they fail as they are not Chrysler Mopar parts.
No furhter action required. Customer has been informed of decline.
Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A2	7G[redacted]	***Open Date***	01/15/2014	***Built Date***	05/23/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/21/2007	***Mileage***	92,387	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42180	OAK HARBOR MOTORS INC			
Dealer Address	75 SE PIONEER WAY				
Dealer City	OAK HARBOR	***Dealer State***	WA	***Dealer Zip***	98277

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OAK HARBOR WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement mailing address.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Right tie rod replaced
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

Briefly summarize why the customer is contacting Chrysler:Customer seeking reimbursement mailing address. Customer states he brought his vehicle to Oak Harbor Motors DLR (42180) and had his vehicle repaired when his Tie rod ends broke in the past. Customer now is seeing a recall on the vehicel for the N62 and is seeking reimbursement for repairs. Agent advised customer reimbursement may be granted if repairs are directly related to the recall. AGent provided customer with:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Answer ID 17420 | Published 09/24/2010 08:27 PM | Updated 09/20/2013 01:52 PM | Access Level Public
Customer thankful.
Briefly summarize what the customer is expecting:Customer seeking reimbursement mailing address.
POSTMARK DATE: 011614; DATE RECEIVED: 012314
Agent reviewed documents for reimbursement consideration of the N62 Left Tie Rod repair.
CLAIM 143494 H46 Steering Linkage performed 12/17/2009 at 43201 M, with parts installed.
Documents submitted were for replacement of the right tie rod after the left tie rod had broken.
Customer is seeking reimbursement for the right tie rod.
Customer has had everything inspected 01/23/2014.
RECALL - Template LEFT OUTER TIE ROD ASSEMBLY N62
****

Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: CASH sale documented on Invoice.
Date of Repair:5/6/13
Invoice #: 106667
Labor $0.00

Parts $180.00
Deduction -$18.00
Misc. Charges $4.90 suppliesÙ
Tax @7.842% $14.50
Total $181.40
Writer is submitting check for approval in the amount of $181.40.
****
Informed owner of reimbursement amount and verified address.
Status update provided via email to the following email address:
[redacted],
I have received your request for reimbursement of the right tie rod on
your 2007 DODGE RAM.
I am reimbursing you in the amount you are expecting for the TIE ROD only
part -10% discount + 1/2 misc. + taxesÙ. You can expect your check in
7-10 days, mailed to address we have on file.
Any further questions please feel free to contact us at 1-800-853-1403
and reference your case number.
Have a great day!
End of Status Update
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	01/15/2014	***Built Date***	03/12/2005	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	07/29/2005	***Mileage***	150,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42906	CAPITOL CHRYSLER DODGE			
Dealer Address	3201 MISSOURI BLVD				
Dealer City	JEFFERSON CITY	***Dealer State***	MO	***Dealer Zip***	65109

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	JEFFERSON CITY MO[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE -	Customer seeking reimbursment.

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle broke down and he bought the parts and repaired it IRF. Customer seeking reimbursment. Agent advised customer as to AC DOC 17420
Briefly summarize what the customer is expecting:Customer seeking reimbursment.
Customer thanked agent then disconnected.
POSTMARK DATE: 011614; DATE RECEIVED: 012314
Documents attached for review.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Briefly summarize why the customer is contacting Chrysler: customer contacting chrysler stating that he has a case open, customer provided agent with the case number, agent explained to the customer lines 16-22. Customer was upset and didn t understand, agent advised customer that because he didn t purchase a chrysler mopar part he can t be reimbursed for the part as to the fact that he didn t purchase a mopar chrysler part. Customer was upset, no further assistance
Briefly summarize what the customer is expecting: customer was expecting a explanation as to why he wasn t reimbursed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D5	6G[redacted]	***Open Date***	01/15/2014	***Built Date***	06/23/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	04/21/2007	***Mileage***	150,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	52664	JUNCTION AUTO SALES INC			
Dealer Address	12423 MAYFIELD				
Dealer City	CHARDON	***Dealer State***	OH	***Dealer Zip***	44024

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	PAINESVILLE OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod broke previously causing customer to almost have a head on collision. Customer ordered these parts through JUNCTION AUTO SALES INC. Customer would like to be reimbursed for this as customer needed to replace tie rods and whole steering linkage up to gear box. Customer states that they went to the DLR recently and the new tie rods will need to be replaced due to recall.
Briefly summarize what the customer is expecting: Customer seeking reimbursement and if recall can be completed.
Agent gave information for reimbursement in AC #17420 and fax number as customer preferred this method.
Agent advised that this recall can be completed again as parts were purchased from DLR and are likely then MOPAR parts.
-
Reassigned to 86Y for recall re-imbursement
No documents attached to file. Writer will contact customer at phone [redacted].
No documents attached.
Writer contacted customer at phone [redacted]. No answer. Writer left message for return call at phone #800-247-9753. Writer provided File [redacted]
NEXT AGENT: If customer calls back, please ask if has has sent in requested documents for review for possible reimbursement.
Writer contacted customer at phone [redacted]. Writer spoke to customer who informed writer his wife will send in documents and we should have them in a couple days. Writer thanked customer.
No documents received and no documents in Image queue. Writer will close until documents received and attached.
POSTMARK DATE: 020414; DATE RECEIVED: 020414
Writer will contact customer and ask them to take vehicle to dealership to have steering linkage inspected as recall was completed at dealership on Sept. 1, 2009.
H46 STEERING LINKAGE SAFETY 04/27/2009 09/01/2009 COMPLETE
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 01/22/2014 COMPLETE
Writer notes that on repair invoice submitted by customer, it states

parts supplied by customer. Invoice breakdown includes parts listing and pricing also.
Also no part # s listed on repair invoice.
Customer called to inquire if there paperwork has been received. Agent confirmed that it had and advised the customer of lines 30-32. Customer stated that they went to the DLR on 01/22/2014 to have the recall repair completed. Agent verified that the recall is complete. Agent advised the customer that as of now the current CM is advising they take the vehicle to the DLR and until then the reimbursement case would be open in the meantime. Agent advised the customer to wait for their current CM to callback so they can update the information and proceed with the recall repair being completed. Customer understood. Customer advised agent that they would be sending more paperwork regarding the previous repair. Customer needs a callback.
Writer notes on repair invoice there is no VIN #, vehicle description, mileage or part numbers listed on invoice.
Writer contacted customer at phone #[redacted]. No answer. No answering machine to leave message. Writer will call back later today.
H46 STEERING LINKAGE SAFETY 04/27/2009 09/01/2009 COMPLETE
Safety Recall H46 - Mopar Steering Linkage
IMPORTANT: This recall only applies to vehicles that had certain Mopar service
parts steering components installed.
During a prior service appointment, a Mopar service parts steering linkage was
installed on about 19,400 of the above vehicles. The drag link inner joint may
fracture under certain driving conditions. This could result in a loss of steering
control and cause a crash without warning.
Also, the steering damper bracket at the tie rod tube may loosen. This could allow
the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may
need to be replaced.
POSTMARK DATE: 020514; DATE RECEIVED: 020514
Writer notes dulicate repair invoice attached.
Writer will contact customer at phone [redacted]
Writer attempted to contact customer at phone [redacted] Call would not go through.
Writer will contact customer at phone [redacted]
Safety Recall H46 - Mopar Steering Linkage
Safety Recall H46 - Mopar Steering Linkage
IMPORTANT: This recall only applies to vehicles that had certain Mopar service
parts steering components installed.
IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these
vehicles before retail delivery. Dealers should also consider this requirement to
apply to used vehicle inventory and should perform this recall on vehicles in for
service. Involved vehicles can be determined by using the VIP inquiry process.
During a prior service appointment, a Mopar service parts steering linkage was
installed on about 19,400 of the above vehicles. The drag link inner joint may
fracture under certain driving conditions. This could result in a loss of steering
control and cause a crash without warning.
Also, the steering damper bracket at the tie rod tube may loosen. This could allow
the bracket to slide on the tube and may cause increased vehicle turning radius.
Models
Writer contacted customer at phone [redacted]. Writer spoke to

customer and asked him if he had a previous repair prior to the June 29, 2013 repair. Customer stated he did. Writer advised customer that he would have to submit those invoices for review before reimbursement could take place. Customer stated his wife would fax them in. Call ended. Writer will close until documents attached.
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 041014; DATE RECEIVED: 041014
POSTMARK DATE: 041114; DATE RECEIVED: 041114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L3	9G[redacted]	***Open Date***	01/15/2014	***Built Date***	02/16/2009	
Model Year	2009	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	03/22/2009	***Mileage***	80,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF	SANTA ROSA		
Dealer Address	2727 DOWD DRIVE				
Dealer City	SANTA ROSA	***Dealer State***	CA	***Dealer Zip***	95407

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONCORD CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Experienced issue with recall
Corporate - CNA Change - Default - Default - Default	Updated information

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a recall notice for the tie rod. Customer stated in November as he was driving and just as he entered in to Mexico, the tie rod broke. Customer states he drives far distances and carries heavy loads. Customer would like to have the part expedited in order to receive it sooner as they have already broken down.
Briefly summarize what the customer is expecting: Customer is expecting to receive the part expedited as they have broken down due to the recall and would like to receive the part sooner as they have to carry a very heavy load soon and does not want to break down as it is a danger to their safety.
Agent advised: Agent contacted the customer s dealership and spoke with PM Bill Vahl. Agent inquired with the SM if there s anyways they would be willing to expedite the part for the customer due to their situation.
Agent was advised that they would not be able to expedite the part as there is no ETA; however to assistance in the situation they put the customer ahead on the waiting list. Agent thanked SM for his assistance.
Agent advised customer of this information and he was satisfied at the moment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	BG[redacted]	***Open Date***	01/15/2014	***Built Date***	12/15/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	01/18/2011	***Mileage***	54,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE	OF DANVERS		
Dealer Address	107 ANDOVER ST				
Dealer City	DANVERS	***Dealer State***	MA	***Dealer Zip***	01923

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ORANGEBURG NY [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod

**********FLEET MANAGER TEAM 88X**********
Contact information: PHH, [redacted]
Customer Concern: Vehicle at dealership with a broken tie rod.
Status update provided via email to the following email address:
[redacted],
Ray has been assigned as the case manager for your tie rod parts issues.
This vehicle also has the N49 recall for the left tie rod.
Here is some information that will be helpful for you to have:
Your Case number: [redacted]
VIN: BG5[redacted]
Vehicle Description: 2009 DODGE CALIBER
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66061
My work hours: 6:00am-2:00pm Mountain Time Monday-Friday
I will follow up with you when further information is available.
Thank you,
Ray
End of Status Update
CONTACT UPDATE - 1st Contact attempt, customer contacted through email on line 6.
CUSTOMER CONCERN:
unit was towed in due to tie rod breaking and is down due to parts on backorder for a recall for the tie rod
PART.# _ CBUEN492AA, CBUEN491AA
RECALL N49 LEFT OUTTER TIE ROD
When PHH asked dealer how was ordered dealer said on a standard order and has no order number-then when PHH asked about if order was VOR dealer said yes.
Can we get some help on this due to vehilce being down and maybe dealer needs to be advised how to order quickest way possible .
DEALER CONTACT: Ser/adv Bill Roust
DRIVER: Bill Leclair
GPOP:
ORDER NUMBER : N49

PART NUMBER : CBUEN492AA NUT
ORDER DATE 01/16/14
No ETA
RELEASED TO PDC
ORDER NUMBER : N49
PART NUMBER : CBUEN491AA - PACKAGE
ORDER DATE 01/15/14
No ETA
SHIPPED-PDC
Status update provided via email to the following email address:
[redacted]
Regarding your request for parts expediting for VIN # BG[redacted]
We have performed a parts inquiry and found the Order was updated on
1/15/14 and the following parts CBUEN491AA and CBUEN492AA
for Recall N49 have been released to the Parts Dist center:
However, we do not have an ETA for delivery to the dealer.
I will follow up with you again as soon as I have an update on a delivery
date.
Thank you for your patience, have a great day.
Ray
End of Status Update
Recall was completed on 1/16/14.
Dealer noted the following:
REPAIR COVERED BY RECALL STEERING/SUSPENSION 76515 REPLACED TIE ROD AS
REQUIRED BY RECALL LOP#19-N4-91-82# RECALLS 16 POINT INSPECTION
Status update provided via email to the following email address:
[redacted]
The dealership has indicated the parts were received and Recall N49-Tie
Rod, was completed for your vehicle with VIN number BG[redacted] If you have
any questions or concerns please let me know. If you are satisfied with
the repairs no reply is necessary. Your case will close on 1/22/14.
Thank you for working with Chrysler Fleet
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9 8[redacted]	***Open Date***	01/15/2014	***Built Date***	08/23/2007		
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/25/2008	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LENOX IA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Writer reviewed documents submitted by customer. Customer will need to produce repair invoice showing a repair invoice for steering linkage.
Writer will contact customer at phone [redacted]
No customer contact.
Writer contacted customer at phone #6[redacted]. Call cannot be completed as dialed. Writer searched 411.com and located same number.
[redacted] Lenox, IA [redacted]
Home [redacted]
Writer called again, phone #[redacted]. Call cannot be completed as dialed.
Writer will send 'PLEASE CONTACT US' letter.
January 28, 2014
[redacted]
LENOX , IA
[redacted]
UNITED STATES
Reference [redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2008 DODGE RAM 2500 SLT

QUAD CAB 4X4.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference
number
above or have your Vehicle Identification Number, 8G[redacted], available
when you call.
Sincerely,
Beverly
Customer Assistance Representative
****

NEXT AGENT: If customer calls back, please ask him if they have had a
previous repair of steering linkage assembly. They would need to produce
a repair showing this replacement part. Inform them it is not the
factory installed part that is recalled.
Writer notes H46 recall was completed at dealership on May 2, 2011 with
no parts being replaced.
The Recall N62 LEFT OUTER TIE ROD ASSEMBLY is on file as incomplete.
Please contact your Chrysler Dealership to have previous repair inspected
so they can update your file.
****

Letter sent 1/29/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9	9G[redacted]	***Open Date***	01/15/2014	***Built Date***	09/10/2008	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/08/2009	***Mileage***	61,001	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66892	WILSON MOTORS			
Dealer Address	425 N W BUCHANAN				
Dealer City	CORVALLIS	***Dealer State***	OR	***Dealer Zip***	97339

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	REDMOND OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	recall related repairs
Corporate - Reimbursement - Status Request - Default - Default	reimbursement for recall

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
Below is parts needed for Recall N49:
Part Number Description
CBUEN491AA Steering Linkage Package
Each package contains the following components:
Quantity Description
1 Tie Rod, Left
1 Tie Rod, Right
1 Sleeve, Adjuster
2 Clamp, Adjuster Sleeve
2 Bolt, Adjuster Sleeve
2 Nut, Adjuster Sleeve
Part Number Description
CBUEN492AA Steering Linkage Installation Package
Each package contains the following components:
Quantity Description
3 Nut, Hex Lock
1 Nut, Hex Flange
The left and right tie rods must be replaced.
Your dealer will replace steering linkage components. The work will take approximately 1 hour to complete.
Writer will contact customer at phone [redacted]
No customer contact.
Please inform customer N49 LEFT TIE ROD SAFETY 12/20/2013 is still showing incomplete. Advise customer to go to dealership to have inspected so recall can be closed.
Writer will contact customer at phone [redacted]

****
L16 LEFT TIE ROD END SAFETY 09/30/2011 03/20/2012 COMPLETE
****
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject:
The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
Writer will contact customer at phone [redacted]3. Writer will ask customer to take vehicle to dealership to have vehicle inspected and have recall completed if necessary. A steering linkage assembly must be inspected and replaced if required.
Writer will contact customer at phone [redacted].
Writer contacted customer at phone [redacted]. No Answer. Writer left message for return call at phone #800-247-9753, File #[redacted].
NEXT AGENT: If customer calls back, please ask if they have a repair invoice showing left tie rod replacement. Invoice that was submitted does not list a tie rod.
Please read lines 45 - 49.
Customer returning call. Agent read lines 45-49. Customer states that it was the upper and lower ball joints that was repaired/replaced pretaining to the tie rod. Agent stated the information would be documented for review.
Writer will contact customer and inform her vehcile must be taken to dealership for inspection. Reimbursement is declined as tie rods were not replaced.
If upper and lower ball joints replaced because it pertained to the tie rod, tie rods should have been replaced also.
[redacted]
Writer will contact customer at phone [redacted]
Writer will contact customer at phone [redacted].
Writer contacted customer at phone #[redacted]. Writer spoke to customer and informed her that she should take vehicle to have Recall N49 LEFT TIE ROD SAFETY 12/20/2013 (INCOMPLETE) completed at dealership. Customer advised she would contact dealership tomorrow.
No further action required.
Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D5	6J223732	***Open Date***	01/15/2014	***Built Date***	04/27/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/16/2007	***Mileage***	124,576	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MILWAUKEE WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Wheels and Tires - Front Wheel Bearings - Worn - Unknown	front wheel bearings replaced
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	lower ball joint replaced
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	one outer tie rod/ and one MOOG Inner tie rod at least.
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	upper ball joint replaced

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
Writer acknowledges assignment, and that documents are present.
H46 completed 04/27/2011, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
CUSTOMER CONTACT: Writer called [redacted]. Rings no answer.
Writer called [redacted] 414 416
0070. Writer provided US CAC for contact, and the case #.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is

looking for replacement/MOPAR parts only, so if this is the first and
only repair that Customer has had on vehicle involving the steering
linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts
so Chrysler should inspect those. Customer should be advised to have all
recalls and extended warranties completed at CDJR as per the owners
Manual.
Customer states that he doesn t know if the tie rods were the originals
due to the fact that he bought the vehicle used. Agent advised customer
of lines 34-40. Customer understood.
Writer is closing case. Customer has contacted directly and been informed
directly.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	01/15/2014	***Built Date***	03/08/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/07/2005	***Mileage***	104,885	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BAYARD NM [redacted] 7	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Tie Rod Ends broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
Customer Contact: 575-537-2818. No longer in Service. No number in 411.com.

[redacted]
BAYARD , NM-[redacted]
Reference # [redacted]
Dear [redacted]
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 3500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 5G[redacted] available when you call.
Sincerely,
William,
Customer Service Representative
Next Agent Please advise that the Recall applies to vehicles that have had a Mopar Upgrade Steering Linkage Replacement installed on a Previous Service Appointment. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
*****
If the Customer states that they had a Mopar Steering Linkage installed in the vehicle Before the Repair Please advise that the Customer needs to send in that Documentation as well.
*****
If the Customer is unsure or does not have the Documentation then advise the Customer that we will not be able to reimburse for the repair at this

time.
Please Document Customer s Response to the Recall issue below.
Letter sent 1/24/14.
Agent called in and Writer advised that the Recall only applies to vehicles that have had a MOPAR Steering Linkage Upgrade Kit previously installed on the vehicle.
Writer advised that the Customer would need to send in an Invoice that shows that the vehicle had a MOPAR Steering Linkage Upgrade prior to the repairs to be considered for reimbursement.
If the Parts were the Original (Factory) Parts that had failed the recall (N62) would not cover the costs of the repairs.
The customer is contacting after receiving a letter from CAC.
The Agent contacted previous agent WL148 to see why the file was closed and what was needed from the customer to seek possible reimbursement.
Agent WL148 informed the agent that they would have to provide a receipt stating that the MOPAR Steering Linkage Upgrade Kit had to be a MOPAR part
The agent informed the customer to seek the other receipt if possible and fax it in for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT5 B[redacted]	***Open Date***	01/16/2014	***Built Date***	06/08/2011		
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	09/08/2011	***Mileage***	28,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	SIMMESPORT LA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-01-16
Road Side File Created 01-16-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3404 OLD HIGHWAY 1
DUBROC XING
SIMMESPORT
LA USA
TIE ROD END BROKE//,SAFETY RECALL NOTICE N49-NHTSA
DEALER CODE : DON DAVIS DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6 6[redacted]	***Open Date***	01/16/2014	***Built Date***	05/18/2006		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/29/2006	***Mileage***	63,107	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FAIRBORN OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Customer has submitted for reimbursement under the N62 recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts be entitled to reimbursement.
Dealer RO#99937 dated 3/11/10 - steering linkage kit, pitman arm
IRF RO#66470 dated 7/22/11 - left front outer tie rod end broken
Dealer invoice shows Mopar replacement parts were installed on the vehicle in 2010.
Writer will reimburse customer for the second repair.
RECALL LEFT OUTER TIE ROD ASSEMBLY N62
****
Customer submitted request for reimbursement for recall N62 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: stamped invoice
Date of Repair: 7/22/11
Invoice #: 66470
Labor $125.72
Parts $105.16
Misc. Charges $18.59
Towing Charges $79.00
Tax $21.35
Total $349.82
Writer is submitting check for approval in the amount of $349.82.
****
Writer contacted customer at [redacted] Left message with contact information seeking call back.
Writer contacted customer a[redacted] Writer informed customer of reimbursement amount. Customer understood that reimbursement is for the second repair only.
Writer advised customer to have recall completed by dealer.
Writer verified customers address.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	6J[redacted]	***Open Date***	01/16/2014	***Built Date***	03/27/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/30/2006	***Mileage***	135,000	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	POTTSTOWN PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing [redacted]
Does customer have an e-mail address [redacted]
Concern:Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 318.73. Customer does not show proof of payment
Reviewed previous files: Yes
Reassigned to 86Y
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts prior to the one customer is seeking reimbursement for in order to be entitled to reimbursement.
Customer should have the vehicle inspected to see if MOPAR replacement parts were installed during this repair and dealer will determine if a repair is necessary under the N62 recall.
Unless customer can provide a repair invoice showing prior service N62 recall reimbursement does not apply to their vehicle and reimbursement will be denied.
Writer contacted customer [redacted]. Wrong number.
Status update provided via email to the following email address:
[redacted]
Thank you for contacting us regarding reimbursement consideration for repairs made to your 2006 Ram 2500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at 1-855-675-9291, extension 4718304, to discuss your request. Please refer to case #[redacted] or have your Vehicle Identification Number (VIN) available when you call.
End of Status Update
Customer returned call. Writer informed customer of lines 12-23. Customer stated he did not have a service prior to this.
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	01/16/2014	***Built Date***	07/19/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/31/2008	***Mileage***	84,370	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SULLIVAN WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced inner and outer tie rods

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
******
Writer verified the customer s information to match coin, recall completion form and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 04/27/2009 COMPLETE
Writer located the H46 in claims showing no parts replaced.
******
Invoice - 10589 - 03/14/2013 - 84370 Miles - all tie rod ends replaced.
******
Writer will contact the customer to advise reimbursement will not be provided unless a repair invoice showing a previous repair had been completed as the N62 recall is for a replacement part and not the original equipment.
******
Writer will contact the customer @ [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler

in regards to an invoice receive for the 2008 DODGE RAM. Writer supplied 855-675-9291, extension 4718492 and cair number 2[redacted]
******
Writer received a call from the customer who stated the tie rod broke while driving. Writer advised the customer the recall attached to this vehicle is for a replacement part and not the original equipment. Customer stated she has not replaced anything and has only had the vehicle for three years. Writer apologized advising the customer reimbursement will not be provided for this repair.
Customer stated she understood.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	01/16/2014	***Built Date***	12/20/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	01/14/2011	***Mileage***	91,450	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08704	CORWIN CHRYSLER DODGE			
Dealer Address	301 SOUTH 38TH				
Dealer City	FARGO	***Dealer State***	ND	***Dealer Zip***	58107

Owner	& TRAILER REPAIR INC, AACTION TRUCK	***Contact Type***	LETTER
Address	PO BOX 663	***Home Phone***	
	WEST FARGO ND 58079	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 122713; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes, name and address does not match.
Any open recalls: N49
Name of person writing in: Aaction Truck & Trailer Repair Inc.
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
Writer performed internet search for part #52122362AJ.
Results were: LINKAGE ASSY for 2012 Ram 2500|52122362AJ - AutoPartsMopar.
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 10/29/13
Invoice #: 27436
Labor $150.00
Parts $361.20
Misc. Charges $0
Tax $27.097.5% on partsÙ
Total $538.29
Writer is submitting check for approval in the amount of $538.29.
****

Writer contacted customer at 701-282-2821. Left message with contact information asking customer to confirm name & address for check.
Customer states make check payable to:
AAction Truck & Trailer Repair, Inc.
PO Box 663
West Fargo, ND 58079
Voicemail received on 1/24/14 at 12:17 pm.
Writer removed the word 'business' from the check screen.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	7J[redacted]	***Open Date***	01/16/2014	***Built Date***	12/05/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/17/2007	***Mileage***	0	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER		JEEP DODGE	
Dealer Address	4175 W 3500 SOUTH				
Dealer City	WEST VALLEY CITY	***Dealer State***	UT	***Dealer Zip***	84120

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LACEY WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls:Yes: L16 LEFT TIE ROD END and N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in:[redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 1532.60. Customer did not provide proof of payment.
Reviewed previous files : Yes
reassigned to 86y
Customer had steering upgrade kit including the linkage replaced with MOPAR Parts. Customer would now need to show and invoice the Tie rods had failed after this replacement.
H46 STEERING LINKAGE SAFETY 04/27/2009 06/16/2009 COMPLETE -- Inspection only.
CUSTOMER CONTACT[redacted]: Agent called the customer and explained that this recall is on MOPAR replacement parts. Agent stated she would need to see a replacement showing that the tie rods failed again after this repair. Customer stated she wouldn t ofknown if it was replaced before this either. Agent stated to go into the dealership to get it inspected and replaced if necessary.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C9	6G[redacted]	***Open Date***	01/16/2014	***Built Date***	02/11/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	10/25/2006	***Mileage***	72,666	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]3
	WARREN IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls:N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in:[redacted]
Does customer have an e-mail address: Not on file
Concern: Customer seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY in the amount of 609.40.
Reviewed previous files yes
Reassigned to 86Y
Writer acknowledges assignment, and that documents are present.
H46 completed 04/30/2009, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Last mileage reported 72,666 in 05/2010.
Customer purchased parts over the counter, 3 tie rods and a drag link.
Dec 30,2011.
CUSTOMER CONTACT: Writer called [redacted]. Customer is unavailable will try again by 6:30 PM EST.
CUSTOMER CONTACT: Writer called [redacted]. Rings no answer, Writer will try again tomorrow.
CUSTOMER CONTACT: Writer called [redacted]. Writer spoke to Ashley Hartzell. Writer explained the N62 recall, that it is not on factory original equipment but on replacement parts. Customer purchased the vehicle late 2009, and vehicle was inspected April 2009 and factory original equipment was still on vehicle. Writer is assuming that original equipment failed, and Customer has now replaced with non Mopar

parts. Writer has declined to reimburse. Writer did provided US CAC and
case # if husband wants explanation.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46D1	7G731219	***Open Date***	01/16/2014	***Built Date***	10/10/2006	
Model Year	2007	***Body***	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	04/30/2008	***Mileage***	28,344	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44520	SHERMAN DODGE			
Dealer Address	7601 N SKOKIE BLVD				
Dealer City	SKOKIE	***Dealer State***	IL	***Dealer Zip***	60077

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HARWOOD HEIGHTS IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail [redacted]
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned
Writer reviewed documents submitted by customer. Writer will need to contact customer to see if there was a previous repair for the same thing as recall is for Mopar Service Parts. If original parts were replaced, no reimbursement.
Writer also notes H46 Recall completed Dec. 6, 2011.
No parts replaced, inspection only.
Claim Condition Parts Labor SS Totals Narratives Attachments Notes Msg Codes Rpr Dealer Vehicle Claim # VIN Dealer Date Received Date Completed Odometer Currency Submissions
SANÙ 443747186
316685 SANÙ 248481102
3D6WG46D17G[redacted]9 DealerÙ 44520
NameÙ SHERMAN DODGE CHRYSLER JEEP

LocationÙ IL ,600773001,USA
44520 12/06/2011 12/06/2011 18185 M LOCAL USD
12/08/2011--3747186--S--N--PAID
Dealer - 44520 SHERMAN DODGE CHRYSLER JEEP
Claim Information
Claim Number : 316685 Type : S Owner Last Name :
Vin : 3D6WG46D17G[redacted] Service Advisor : 3038MK
Odometer : 18185 M Authorization No. :
Date Received : 12/06/2011 Claim Notes : NO
Date Completed : 12/06/2011 Continuation : N
In-Service Date : 04/30/2008 Prior Claim Number :
Claim Currency : USD
Condition Summary
Condition LOP Description Status Type Total Amount
1 19H46181 Safety Recall H46 Paid S - Safety-Recall 0.00
0.00
****
If customer can produce another repair invoice after Dec. 5, 2011 but before Dec. 13, 2013, we could review for reimbursement.
Writer will contact customer at phone [redacted]
Secondary No : [redacted]
Writer notes customer had H46 Recall completed at dealership on Dec. 6, 2011 with no parts being replaced.
****** Below Customer Contacted for Documentation Request ******
[redacted]
****
NEXT AGENT: If customer calls back, please explain re lines 9 - 23. Also lines 58 - 59. Please document or transfer call to Bev at ext. 4718-221.
Briefly summarize why the customer is contacting Chrysler: Customer states that he received an email about his vehicle. Customer states that he had some front end repair work done. Customer states that he sent in documentation on the work.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the repair.
Agent advised that there would be no reimbursement for this repair as there was no MOPAR steering linkage used to repair the front suspension.
No follow-up required. Customer has been informed of decline.
Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	8G[redacted]	***Open Date***	01/16/2014	***Built Date***	08/06/2007	
Model Year	2008	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/16/2008	***Mileage***	100,500	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DASSEL MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
Writer reivewed documents and determines that customer would have to provide another repair invoice showing steering linkage had been replaced. Recall is not for factory installed part.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the
Writer will contact customer at phone [redacted]4.
No customer contact.
Writer will contact customer at phone [redacted].
Writer will contact customer at phone [redacted].
Writer will contact customer at phone [redacted].
Recall is not for factory installed part.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer will contact customer at phone [redacted].
Writer contacted customer at phone #[redacted]. No answer. Writer left message for a return call at phone #800-247-9753. File [redacted].
NEXT AGENT: If customer calls back, please explain lines 13 - 20 and line 32. Also advise customer to go to dealership and have recalls inspected as showing incomplet.
Customer called back seeking update to case. Agent advised of lines 13-20 and 32. Agent advised to have the vehicle inspected. Customer understood and will call back if the parts are replaced.

Agent advised we need more documentation showing that the part was a replacement part not a factory part. The customer said he did no town the truck then so he would not have that documentation. Agent advised if he did not have that documentation we would not be able to provide him with a reimbursement.
Customer called back. Agent informed the customer the information as per lines 43-47. Customer understood.
N49 - vehicles built between February 14, 2008 and December 22, 2012
Customer s vehicle Build Date: August 6, 2007
Agent spoke with TL LB546 and received information for the customer
Agent went back to phone to supply the customer with the information and the customer had disconnected the call.
Customer does not fall under the N49 per lines 50 to 51
Customer does not fall under the N62 recall because the part that was replaced on the steering linkage was the factory part not a Mopar part.
Agent called in for an update on the case. Customer states that the recall part was replaced with a mopar part and that he should be able to have the reimbursement. Customer states that his vehicle is at the dealership.
Agent contacted Jay Malone Motors
Contact number. (320) 587-4748
Spoke to: SA mason states that that they had replaced the steering damper.
Agent advised SA lines 50- 51 & 55 - 57 and lines 10 - 14.
Agent advised customer of line 55 - 57.
Writer needs to contact dealership again and ask what steering is that is listed on the repair invoice. Is it a Steering Linkage and would this be related to Recall N62.
Writer will contact Jay Malone Motors at phone number. (320) 587-4748 .
Customer will need to provide documents showing he had tie rods replaced.
Recall is for replacement parts only, not factory installed parts.
Writer notes customer had H46 inspected on Oct. 12. 2009 with no parts replaced.
H46 STEERING LINKAGE SAFETY 04/27/2009 10/12/2009 COMPLETE
Writer needs to contact dealership to see if repair is H46 Steering Linkage and if so, why was repair not done under recall.
Dearlership phone #320-587-4748.
Safety Recall H46 - Mopar Steering Linkage
IMPORTANT: This recall only applies to vehicles that had certain Mopar service
parts steering components installed.
During a prior service appointment, a Mopar service parts steering linkage was
installed on about 19,400 of the above vehicles. The drag link inner joint may
fracture under certain driving conditions. This could result in a loss of steering
control and cause a crash without warning.
Also, the steering damper bracket at the tie rod tube may loosen. This could allow
the bracket to slide on the tube and may cause increased vehicle turning radius.
Recall is for replacement parts only, not factory installed parts.
Writer will contact customer and explain Recall is for replacement parts only, not factory installed parts. Customer would have to provide another repair invoice showing steering linkage had been replaced.
Writer will contact customer at Phone No [redacted]
Writer will contact customer at Phone No : [redacted].
Writer contacted dealership at phone #320-587-4748. Writer spoke to Mason and asked if repair was H46 Recall - steering linkage. Mason stated it was factory part that was replaced, not a replacement part. Customer s vehicle now falls under N62 recall. Customer would need to come to dealership and have Recall N62 completed.
Writer will contact customer at Phone No : 3[redacted]
Writer will contact customer and inform him another repair invoice would need to be sent in as Recall is for Mopoar service parts, not factory installed parts.
Writer will contact customer at Phone No [redacted].
Writer contacted customer at phone [redacted] Writer spoke to customer and informed him no reimbursement would take place. Writer

explained the N62 recall and N49 recall to customer. Writer advised customer to contact dealership if he did not understand what writer was saying. N62 is for replacement parts, not factory installed parts. and N49 if for vehicles built between Feb. 2008 t Dec., 2012. Writer explained customer s vehicle was 2007. Customer very confused but understood writer s position.
No further action required. Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	7G7[redacted]	***Open Date***	01/16/2014	***Built Date***	12/18/2006	
Model Year	2007	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	09/08/2007	***Mileage***	139,720	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SILSBEE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced inner and outer tie rods

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:
Any open recalls:
Name of person writing in:
Does customer have an e-mail address:
Concern:
Reviewed previous files:
Disregard lines 1-7
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall.
Customer sent in required documents.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 04/16/2010 COMPLETE
Writer located in claims the H46 recall showing no parts replaced.
******
Invoice - 117557 - 12/04/13 - 139720 Miles - inner and outer tie rods replaced.

Writer will contact the customer to advise reimbursement will not be provided for this repair unless an invoice can be sent showing a previous repair.
******
Writer will call - [redacted]8.
Writer did not receive an answer or answering system to leave a message.
******
Writer will call - [redacted]
Writer received no answer or answering system in which to leave a message.
******
Writer will call [redacted]8.
Writer received no answer or answering system in which to leave a message.
******
Writer will send a letter asking the customer to call.
******
PLEASE CALL US
January 27, 2014
[redacted],
SILSBEE , TX-[redacted],
Reference #[redacted]00
Dear MR [redacted]
Thank you for your recent letter to regarding your 2007 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (7G[redacted]) available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
****
Disregard lines 59 - 75
****
January 27, 2014
[redacted],
SILSBEE , TX-[redacted]
Reference [redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2007 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-675-9291, extension 4718492, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number 7G7[redacted] available when you call.
Sincerely,
Debra
Customer Assistance Representative
Letter sent 1/29/14.
Writer received a call from the customer. Writer advised a letter had been sent as there were no phone numbers on file to call. Customer provided [redacted]
Writer advised the documents had been received for a repair completed on the vehicle. Writer advised the recall attached to this vehicle is for a Mopar replacement part for the steering linkage. Customer stated he does not believe he had that changed. Writer advised reimbursement will not be provided for the repair completed. Writer advised the customer to contact the dealership, they will inspect the vehicle connection at the tie rod and replace the part if needed at no charge to the customer. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	6G[redacted]	***Open Date***	01/16/2014	***Built Date***	06/02/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/30/2006	***Mileage***	94,996	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOQUIAM WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Steering - Unknown - Other - Default	Steering linkage/arm pitman/damper

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in:[redacted]
Does customer have an e-mail address?:Not on file
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 1324.48. Customer does not provide a proof of payment.
Reviewed previous files: Yes
Reassigned to 86Y
H46 Inspected - Claim 717853 completed 09/30/2011 at 94996 M - no parts.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Agent will schedule contact with customer.
OUTBOUND CONTACT to DICK HANNAH CHRYSLER JEEP DODGE at 877-240-1867, Sarah reception stated all SM are unavailable at the time. Agent will call back at another time.
OUTBOUND CONTACT to DICK HANNAH CHRYSLER JEEP DODGE at 877-240-1867, Sarah in reception took a message and will have SM call back at 1-800-853-1403 and reference case #24448402.
****
WHEN DEALER CALLS PLEASE ASK WHY INVOICE 717853 - 9/29/11 FOR[redacted], SHOWS THAT THEY PERFORMED H46 RECALL - INSPECTION - NO ACTION REQUIRED AND THEN REPLACED THE FRONT STEERING ASSY/PITMAN/DAMPER AND CHARGED THE CUSTOMER.
CUSTOMER IS NOW SEEKING REIMBURSEMENT FOR THE N62 TO WHICH HE FEELS WAS THIS REPAIR.
* * * * * Attention Service Director/Service Manager * * * * *
This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer repair procedure information. Based on the customer s input,

your dealership was either preferred and/or convenient. The customer s contact with Customer Care was in regards to N62 Recall. Invoice 717853 - 9/29/11 for [redacted] n VIN 6G[redacted] shows H46 performed - inspection - no action required and then replaced
the front steering assy/pitman/damer and charged customer. Customer is seeking reimbursement through Chrysler for the N62 to which he feels was the repair. Customer Care requires clarification on why customer was charged for repair.
There were no commitments made to the customer other than informing them an electronic
file will be sent on their behalf providing you with prior notification.
There is no action required on this CAIR other than reading and please advise Customer Care.
Contact number is 1-800-853-1403.
REASSIGNED TO BC/DLR 70 24173 02/03/14 16:44 O[redacted]
OUTBOUND CONTACT to DICK HANNAH CHRYSLER JEEP DODGE at 877-240-1867, spoke with Robin SA who could not locate any information. Robin stated to contact Cindy officeÙ at another time, she is not in the office today.
OUTBOUND CONTACT to DICK HANNAH CHRYSLER JEEP DODGE at 877-240-1867, Jennifer answered and transferred to another number. Number rang and then went to a busy signal.
* * * * * Attention Service Director/Service Manager * * * * *
This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer repair procedure information. Based on the customer s input,
your dealership was either preferred and/or convenient. The customer s contact with Customer Care was in regards to N62 Recall. Invoice 717853 - 9/29/11 for [redacted] VIN 6G[redacted] shows H46 performed - inspection - no action
required and then replaced the front steering assy/pitman/damer and charged customer. Customer is
seeking reimbursement through Chrysler for the N62 to which he feels was the repair. Customer Care requires clarification on why customer was charged for repair.
There were no commitments made to the customer other than informing them an electronic file will be sent on their behalf providing you with prior notification.
There is no action required on this CAIR other than reading and please advise Customer Care at 1-800-853-1403.
Agent checked for contact.
OUTBOUND CONTACT to DICK HANNAH CHRYSLER JEEP DODGE at 877-240-1867, spoke with Jennifer SMÙ in regards to the invoice submitted. Jennifer states the repair to the vehicle was due to the tie rod end came apart at the damper shock mount. The repair was not related to the H46 that is why it was inspected. Customer will have to come in and have the vehicle inspected due to the part at that time was under the recall time frame.
Agent reviewed documents for reimbursement consideration of the N62 Left Outer Tie Rod.
Documents do not support the recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Claim is denied at this time
OUTBOUND CONTACT to MR[redacted], left VM with contact information at 1-800-853-1403 case [redacted] in regards to the reimbursement consideration on repairs completed to his 2006 DODGE RAM.
Agent also advised customer to contact CDJ to have previous repair inspected at no cost to update file.
****
When customer calls in please advise as per lines 83-91. Agent did review with Service Manager Jennifer at the customers dealership at the time of the repair, who advises customer to contact dealership for the Recall N62 to be performed.
****
Customer contacted. Writer advised customer of lines 83-91. Writer advised customer that at this time he would need to bring the vehicle to the DLR to have it inspected to have the recall completed.

***No further action required, customer was informed.
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Customer called back.
Customer stated he was denied reimbursement and would like to know why.
Agent advised customer of (see lines 83-91).
Customer did not understand , he stated he was told by the dealership his vehicle was included in this recall.
Customer stated he was going to call the dealership.
Agent advised customer that we had already contacted the dealer regarding this issue and it was determines that you did not have the part on your vehicle that was under recall.
Agent apologized for the incovience the customer had experience but at this time the answer has not changed regarding reimbursement.
Dealership called in asking why this reimbursement was declined. Agent stated lines 83-91. Agent stated that this recall is for recall replacement parts and not factory parts. Agent stated that if the customer did not have these parts replaced before then they would not be reimbursed under this recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL6	AG[redacted]	***Open Date***	01/16/2014	***Built Date***	04/22/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/20/2010	***Mileage***	79,985	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68302	GREEN CHRYSLER PLYMOUTH DODGE			
Dealer Address	307 EAST FIRST STREET				
Dealer City	DERIDDER	***Dealer State***	LA	***Dealer Zip***	70634

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SINGER LA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$299.06
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod replaced

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: N62 Reimbursement request
Reviewed Previous files: Yes, no concerns
Writer acknowledges assignment, and that documents are present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
CUSTOMER CONTACT: Writer called [redacted]. Writer does not know who made this invoice, Writer would like to be able to contact them so a better breakdown of pricing can be wrought.
Writer is advised by CM that invoice is a Chrysler reprint. Writer now sees Green Chrysler on the receipt. Writer will contact with Dealer tomorrow.
Mr. [redacted] called back in regarding his case. Wanted to speak to his case manager. Agent gave him information and said his case manager will get back to him.
Reassign to CW653

DEALER CONTACT: Writer called GREEN CHRYSLER PLYMOUTH DODGE 337-462-1835. Writer spoke to SA Brandy. SA Brandy confirmed labor and alignment. SA Brandy does not know why there is not a Parts Charge on the invoice, nor can she confirm whether it was right or left side replaced.
SA Brandy has confirmed the invoice was paid. Under the N49 recall both sides would have to be replaced. Writer will reimburse Customer and send him back to Dealer to have recall completed.
Customer submitted request for reimbursement for recall N49 - Left Outer Tie Rod.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Dealer verification & Visa receipt
Date of Repair: 11/06/13
Invoice #: 02274
Labor $ 200
Parts $ 0.00
Misc. Charges $ 79.95 alignment
Tax $ 24.06
Total $ 299.06
Writer is submitting check for approval in the amount of $ 299.06 (with Customer approval)
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
***AGENTS - We need Customers approval before check can be submitted. Amount $299.06.
***AGENTS Customer needs to have vehicle taken back to dealership they will inspect vehicle, replace other tie rod
and close recall.
Customer contacted Chrysler back and approved the amount of $299.06. Agent advised customer that they need to have the vehicle taken back to the dealership to have the vehicle inspected, replace the other tie rod, and close the recall as per line 59-61.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	01/16/2014	***Built Date***	03/10/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	07/27/2011	***Mileage***	73,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42839	BRUNER MOTORS INC			
Dealer Address	750 EAST ROAD				
Dealer City	STEPHENVILLE	***Dealer State***	TX	***Dealer Zip***	76401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HICO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	broken left tie rod
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrylser because they spoke to their dealership since their vehicle is broken down and the dealership clarified that he issue he has is a recall for the left tie rod. Customer states they would like to have their vehicle fixed. Customer seeking tow. Agent explained to customer that the recall covers the actual recall repair itself if the issue is diagnosed to be the tie rod. Agent advised the towing is not covered by the recall. Agent offered to transfer customer to roadside but it would be an out of pocket expense. Customer states they would just call the dealer. Agent provided roadside phone number in case they change their mind.
Briefly summarize what the customer is expecting: Customer expecting to have vehicle towed due to recall occurence.
Reassign 861, no diagnosis and open recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT5	BG[redacted]	***Open Date***	01/16/2014	***Built Date***	06/08/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	09/08/2011	***Mileage***	28,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68583	STERLING CHRY-DODGE-JEEP			
Dealer Address	5504 I-49 NORTH SERVICE ROAD				
Dealer City	OPELOUSAS	***Dealer State***	LA	***Dealer Zip***	70570

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SIMMESPORT LA [redacted]	***Country***	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer states tie rod broke

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer calling due to the vehicle being towed to the dealership this morning.
Briefly summarize what the customer is expecting: Customer seeking some assistance due to the customer states that the tie rod broke on the vehicle. Customer states that the tie rod broke and the customer had to have the vehicle towed to the dealership. Agent called the dealer and spoke with Mike in service and mike stated that the vehicle was just arriving at the dealership and the agent provided the case number for mike to be able to call in and update the case file once a diagnosis has been completed. Agent then advised the customer that once we have more information that the agent will call the customer back. Agent then provided the customer with the case number.
Customer s preferred call back[redacted]
Agent called the customer as the agent advised that she would do and advised the customer that the agent will be looking into this alot further to see if we can find a solution to the customer s issue.
Reason for Dealer Contact: Agent has been trying to reach the dealership due to the customer requiring a rental while the customer s vehicle is in the service department.
Dealer Code: 68583
Dealer Personnel Required: Mike
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address: N/A
Reason for assigning to Resolution Team: Agent would appreciate if the resolution team would contact the dealer to see how long the customer s vehicle is going to be in the service department and if they will be able to assist the customer with getting into a rental while the customer s vehicle is waiting for repair. Once this is completed with the dealership the agent will contact the customer for update.
Assigned to 86T

DEALER CONTACT: STERLING CHRY, | 68583, | 337-942-1241:
SA Heith:
SA states the vehicle came in yesterday and the recalled part failed. SA states the repair was completed this morning and they have already called the customer to pick the vehicle up today. Agent thanked the SA for the assistance.
The repairs are completed and the customer was informed to pick the vehicle up.
No rental required.
Returned case to HN103 for next step
Agent closed case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	6J[redacted]	***Open Date***	01/16/2014	***Built Date***	05/31/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/30/2006	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45056	HELFMAN DODGE INC			
Dealer Address	7720 KATY FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77024

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	IRF requesting reimbursement
Corporate - Recall - Default - Default - Default	N 62 recall
Corporate - Survey By-Pass - Dealer Call - Default - Default	

Curtis Lawson, from Lawson Automotive, (IRF) called stating he had to work on this customers vehicle for the N 62 recall.
Caller states he had to take a brand new outer tie rod for a Chassis cab, out to the Ranch were customer broke down, and do the repair out there since could not even move the vehicle to tow it.
Caller states he called a Dodge DLR in his area who told him Dodge would reimburse him if he did this for the customer.
Agent advised caller we can only give reimbursement to the customer and would need to speak to him regarding the situation.
Caller will have customer contact us.
SURVEY BYPASS/IRF CALL
Customer called back in and was asking for some sort of certification as an IRF completed the recall with Mopar parts. Agent suggested the customer could submit his receipts to reimbursement and the process takes approximately 4-6 weeks. Customer was going to call back to verify we had the correct address on file. Agent gave the customer the case [redacted] to reference.
Customer calling back in to find out what the mailing address is showing on the vehicle account. Customer wanted to confirm that the address on file is the correct one. Agent advised customer that the address we have on file for the vehicle is 8814 STABLE CREST BLVD, HOUSTON , TX- 77024. Customer stated that this is correct and had no further questions or concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	7G7[redacted]	***Open Date***	01/16/2014	***Built Date***	03/12/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	05/30/2007	***Mileage***	13,378	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66940	PAMBY CHRYSLER JEEP DODGE			
Dealer Address	665 DANBURY RD				
Dealer City	RIDGEFIELD	***Dealer State***	CT	***Dealer Zip***	06877

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MOUNT HOLLY VT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	left outer tie rod broke causing accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Unknown - Unknown - Accident - Default	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

Briefly summarize why the customer is contacting Chrysler: Joyce calling from a Vermont insurance company. Joyce states that the owner of the vehicle had an accident in May due to his left tie rod breaking. Joyce states that the customer was driving down the interstate and the left tie rod on the vehicle broke. Caller states the customer was not sure what happened he states he was just driving and hit a small pot hole however it snapped the left tie rod. Caller states that the customer just got the notice so their insurance company was calling to advise Chrysler of what had happened. Agent was advised to provide the caller with the mailing address and fax number as per AC ID 20071. Customer s vehicle has been repaired however they feel the tie rod broke because of this recall.
Agent advised they will document everything on file and if they could send in the customer s claim information to:
Chrysler Group LLC
Special Investigations
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Fax number- 586-497-2112
Joyce thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer s insurance company calling to advise the customer s tie rod has broken.
Reassigned to: NC603
survey by-pass.
Customer faxed in documents writer sent to imaging on 1/17/14.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By-Pass
POSTMARK DATE: 011714; DATE RECEIVED: 011714
****

01.21.14 Notice Of Subrogation Claim
Vermont Mutual Ins Group
Joyce N. McCitcheon 800-435-0397 X7687

Claim# [redacted]
Policy# [redacted]
DOL 05.30.13
Customer hit a pot hole, tie rod broke, caused an accident with 2 injuries
and three damaged vehicles.
Sending a need for more information/location letter
POSTMARK DATE: 012114; DATE RECEIVED: 012114
LETTER MAILED. MG17
POSTMARK DATE: 011714; DATE RECEIVED: 012314
Documents attached for review
POSTMARK DATE: 012914; DATE RECEIVED: 020514
-
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
-
****

02.06.14
Vermont Mutual Ins Group
Joyce N. McCitcheon 800-435-0397 X7687
Claim# P[redacted]
Policy# [redacted]
DOL 05.30.13
Vehicle repaired / subrogating for repairs and injurys
Per OGC Matrix, reassigned to 82T. MG17
2/10/14 ASSIGNED TO MJK32. PAG _
2/10/14 N-I-R
NO INSPECTION REQUIRED
CCRG Open Date: 02/06/2014 09:35:38
Letter Sent: Denial 02/12/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2B[redacted]	***Open Date***	01/16/2014	***Built Date***	04/27/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB		
In Service Dt	10/21/2011	***Mileage***	111,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PTW	RUGGED BROWN PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45102	NEW HOLLAND DODGE CHRYSLER JEEP			
Dealer Address	508 W MAIN ST				
Dealer City	NEW HOLLAND	***Dealer State***	PA	***Dealer Zip***	17557

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DOYLESTOWN OH [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental assistance
Recall - N49: LEFT TIE ROD - Information Request	Tie rod broke - customer seeking rental
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Corporate - Survey By-Pass - No Documentation - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that they have the N49 recall on there vehicle and their tie rob broke. Customer states that he is travelling and his tie rod broke and he is seeking a rental vehicle while the repair is being completed.
Briefly summarize what the customer is expecting: Customer is expecting a rental vehicle.
Writer transferred customer to ML1094 for further assistance.
Writer took inbound call from the customer. Customer informed writer that he is in Pennsylvania and his vehicle broke down. Customer informed writer that he is in need of a rental vehicle to go home to Ohio.
Customer was informed that we will contact the dealership to set up a rental vehicle. Customer wanted to know about the towing. Writer informed the customer that we will also take care of his towing. Writer contacted the New Holland s dealership and informed them of the customer s situation. Writer informed SA Jerry that we will approve rental for the customer and follow up on the parts situation. SA informed writer that they have 50 people waiting for the same part and their expected ETA is in March. Writer informed that a follow up will be made once more information is available. Customer provided [redacted] as his contact number. Writer went back to the customer and informed him that we will follow up on more information on the parts.
Writer contacted the dealership and spoke to SA Brian. SA informed writer that their dealer code is 45102.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] lines 8-21.
REASSIGNED TO BC/DLR 35 45102 01/16/14 16:21 O [redacted]
Writer took call for CM ML1094. Writer spoke to SA Mark and said the vehicle was towed in today. Writer asked if he was in a rental and he

said they did provide him with one. Said it does look like the tie rods but will know by tomorrow. Stated the customer did have the vehicle towed in and writer stated I will notate the cair and gave cair #24451658. Mark appreciated and looks forward to hearing from the CM tomorrow. Call back 1/17.
Mr. Leway called to speak with their Case Manager. Transferred the customer to ML1094 at ext 66245
Writer contacted the dealership and left a message for SA Mark. Writer requesting to know if diagnosis has been completed and also to verify if we have a part and order number.
Writer contacted the customer and was informed that he wants to know if we could overnight the part to the dealership. Writer informed the customer that we are working with the dealership to get more information and as soon as we recieve information writer will follow up. Writer however did inform the customer that we will follow up later today.
Writer contacted the dealership and left a message for SA Mark. Writer informed the SA Mark that writer is following up on the diagnosis and to verify the part that is needed for the customer if it is the recall part.
Writer received voice message from SA Mark. SA informed writer that they have diagnosed the customer s vehicle and it is the recall part that is needed to resolve the customer s concerns. SA gave part number: CBUEN491-AA. SA informed writer that he can be reached at 717-354-4910 ext: 212.
Writer contacted the dealership to ask who the AM is in their Area.
Writer was given information to contact AM.
Writer contacted the AM to assist with the part situation for the customer. Writer gave customer information and was informed that he will put in the order for the customer s part. Writer informed that we will contact him through email for more information.
Writer contacted the customer and informed the customer that the parts information has been submitted for expediting. Writer informed that a follow up will be made to the dealership for more information and writer will follow up no later than 1/20/14 after contacting the dealership.
Jerry Leway called requesting to spak with CA ML1094. CA was unavailable.
Writer warm transferred customer to CA OS533 for further handling.
Agent attempted to contact dealer Parts however,
not available. Left message for a return call at extension 66245.
Writer received inbound call. Customer wanted to know what was going on with the part if it was over night. Writer contacted dealership and left message for parts. Customer also states that he is working with the SA Mark. Writer contacted SA Mark which states that they are not seeing anything on the over night truck. Writer advised customer that I would have the case advocate look into this and give him a call back. Writer also advised customer that if the case advocate does not come in I will work it for him.
Writer received call from PM John. PM stated he was trying to return call to CA. Writer informed PM that CA was away from desk but writer can assist dealership. PM stated part is a recall part and dealership is only allowed to order a certain amount at a time. PM provided a part # of CBUEN491AA and order # CC0120. Writer informed PM that we will see if part can be expidited any faster.
Sent an email to the AM for an update on the part.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
These are campaign parts CBUEN491AA. Assigning to parts agent KB851 to contact customer to let them know about their campaign part. Please contact parts department and have them contact expediting or place a web request for these parts. Dealer can do up to 5 parts at time. Thank You
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as __order 3 in 7__.
ETA for part is _no eta_.
**********END OF UPDATE **********
Writer recieved email from AM informing writer that the part was ordered and filed and that the dealership should have part by now.
Writer contacted the SA Mark in regards to the customer s parts that were ordered. SA informed writer that they are not seeing the part at this time and he will check with the parts department and contact writer back.
Writer recieved call back from SA Mark informing writer that they have not recieved the part and they are not seeing any information on the

part. Writer emailed AM to inform of the information. SA informed writer that the dealership will be closing early today because of the weather situation. Writer informed that writer will update through email with AM and SA until he comes back into the office.
JERRY T LEWAY called requesting to speak to CM ML1094. Writer warm transferred customer to CM GA622 for further handling.
Writer spoke to customer who states that no dealership has the part for his vehicle. Writer advised that the part has been ordered and that it looks like it may be at the dealer, but that SA is unable to see it.
Writer attempted to contact SA Mark at 717-354-4910 ext 212 and got transferred to VM. Writer disconnected call. Customer was advised that at this time, writer was unable to get in touch with the SA. Customer states that he would like to be contacted back today with an update on the part.
Writer contacted the dealership and spoke to SA Mark. Writer was informed that the order that was made yesterday was canceled due to the weather. SA informed writer that he just recieved an email stating that the orders will be combined and shipped out for tomorrow. Writer informed SA of a follow up no later than 1/23/14.
Mr. Jerry Leway calling to speak with Customer Advocate ML1094. Writer advised CA is not available and will transfer customer over to TP405 at ext 66380.
Phone numbers: verified both
Email: declined
Writer took call from customer who was seeking an update on the progress of the part and repair on vehicle, Writer placed customer on hold and called the dealership to check on part arrival. Writer spoke with Pete in parts who advised part is not at the dealership yet. Customers concern is the vehicle he was provided is to small, wanted to know if we would authorize a larger vehicle. Writer advised we would be happy to.
Writer attempted to contact SA. Writer left a message authorizing larger rental and requesting an update on parts.
Writer recieved voice message from the SA Mark stating that the vehicle is repaired and the customer is on his way to pick up the vehicle. SA Mark states that he is needing to know what to do to get things covered. SA wants to be contacted at 717-354-4910 ext:212.
Mr. Leway called to speak with their Case Manager. Transferred the customer to EA700 at ext 66169
Customer contacted us regarding reimbursement for fuel, tolls, motel and food. Writer advised will reimburse for all and a limit of $50 for food. Writer provided fax number. Customer expressed frustration with not being called back when he needed more information.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _order 3 in 7_.
ETA for part is _no eta_.
**********END OF UPDATE **********
Dealer SA Chris code 45188 seeking to get paid for alignment of vehicle that was repaired out of state.
Case manager not available.
nic IL502
66079 took the call
Dealer 45188 SA Chris code he stated that they completed an alignment for $69.00 that was not completed after the N49 at another dealership while the customer was out of town. The milage was 113748. Writer advised that we can complete this for him one time only.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _order 3 in 7_.
ETA for part is _no eta_.
**********END OF UPDATE **********
Customer contacted writer requesting an address to send documentations. Writer provided customer with address. Writer did advise customer will take a couple weeks to receive documentation and for it to be placed on VIN.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _order 3 in 7_.
ETA for part is no eta_.
**********END OF UPDATE **********
POSTMARK DATE: 020514; DATE RECEIVED: 021214
Documents attached for review.
**********96W PARTS UPDATE **********
Found the part CBUEN491AA and order # CC0120 is CD 2C ORDER 3 IN 7

**********END OF UPDATE **********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _order 1 in 7_.
ETA for part is _no eta_.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as order 1 in 7.
ETA for part is no eta.
**********END OF UPDATE **********
Customer called asking if her documents have been received. Writer advised customer document have been received. Customer states she would like her CM to call her back and would like to know a time frame when this will be over. Writer advised customer her CM will be contacted.
**********96W PARTS UPDATE **********
717-354-4901 CM spoke to Kenny in Service who states the customers vehicle has been repaired and returned to him.
**********END OF UPDATE **********
Writer contacted customer who informed writer that the customer would like reimbursement for hotel, food, fuel and lost wages. Writer informed customer that Chrysler will not reimburse customer for lost wages but will reimburse 1 vehicle payment, hotel, food and fuel. Customer is on vacation and requests a call at the end of next week.
Writer attempted to contact customer. Writer left a message advising that the case will close on Monday 03/24/14.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer contacted writer requesting an update on the case. Writer informed customer that Chrysler will reimburse customer for hotel, fuel, tolls and food but not for lost wages. Customer expressed frustration. Writer offered to include 1 vehicle payment. Customer accepts and will fax documentation today. Writer will follow up with the customer on Wednesday 04/02/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	01/16/2014	***Built Date***	07/26/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	09/09/2010	***Mileage***	30,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OLYMPIA WA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer states that they think its very unsafe to be driving there vehicle around with a wait like this. Customer states that they think that the factories should be speeding up the production of this part. Customer stated she waited as long as she could to contact the dealership and that the recall still can t be completed.
Briefly summarize what the customer is expecting: Customer expects to have their recall completed as soon as possible.
Agent advised customer that there are about 264,000 of vehicles that may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Agent states that many vehicles are effected and that there is going to be a wait unfortunately and that they need to wait for the part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C4	6G[redacted]	***Open Date***	01/16/2014	***Built Date***	03/21/2006	
Model Year	2006	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	08/31/2006	***Mileage***	122,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	07263	TOWN & COUNTRY CHRYSLER DODGE INC			
Dealer Address	703 CRIM AVENUE				
Dealer City	BELINGTON	***Dealer State***	WV	***Dealer Zip***	26250

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAMBLETON WV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer states tie rod broke on 01/15/2014
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he received a letter in the mail stating he had a tie rod recall on his vehicle. Customer states he was driving yesterday and the tie rod broke. Customer states he has a bolt on shock not the clamp on shock which is under the recall.
Briefly summarize what the customer is expecting: Customer would like to know if his vehicle is eligible for the recall. Customer would like to know what happens if he were to make the repair himself.
Agent advised she will contact the DLR for further information. Agent contact SA Roger. SA stated that he advised the Customer that the recall is mainly for the clamp on springs. SA stated that the vehicle will need to be towed to the DLR for inspection to determine whether or not the recall can be valid for the vehicle. Agent thanked SA. Agent advised the Customer that the vehicle needs to be towed to the DLR for inspection to determine whether not the tie rod can be replaced under the recall. Agent advised that the cost of the tow is responsibility of the Customer. Agent advised that if the Customer so choses to complete the repair himself and uses a Mopar part he can submit for reimbursment but the labour will not be reimbursed. Customer understood.

Customer Assistance Inquiry Record ([redacted] [redacted]

VIN	3D7LX38C4	6G[redacted]	***Open Date***	01/16/2014	***Built Date***	11/14/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/24/2006	***Mileage***	170,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42355	MELLOY DODGE			
Dealer Address	9621 COORS BLVD NW				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIO RANCHO NM[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking repair
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his left tie rod broke on the vehicle. Customer states he knows it is a recall.
Briefly summarize what the customer is expecting: Customer seeking repair completed.
Agent confirmed customer information.
Agent contacted DLR code 42355 and spoke to SA Jerry.
SA states the customer can have the vehicle towed there.
SA states the customer would get the first part that comes in.
Agent advised customer of this.
Reassigned for survey by-pass
Customer called back seeking rental assistance.
Agent called MELLOY DODGE Dealer Phone : 505-843-9600 and spoke with Jerry SA. Agent advised Jerry that
the restriction for the N62 has been lifted so that they can order 3 parts at a time and since customer s vehicle is down hopefully they will be able to get the parts as soon as possible.
Agent did speak with TL Kim about the possibility of moving forward but was advised that we could not.
Agent advised customer that he would have to continue to work with Jerry to get this issue resolved as quickly as possible.
Agent was unable to move forward to Rental as customer was hoping.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A5	7G[redacted]	***Open Date***	01/16/2014	***Built Date***	03/26/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	05/28/2007	***Mileage***	81,369	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43665	LEWIS CHRYSLER-DODGE INC			
Dealer Address	3311 NORTH COLLEGE AVENUE				
Dealer City	FAYETTEVILLE	***Dealer State***	AR	***Dealer Zip***	72703

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	WEST FORK AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke, whole steering upgraded completed.

POSTMARK DATE: 010814; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment and that there are documents present.
H46 completed 09/04/2009, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering

linkage, we cannot reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
****UPDATE****
Customer contacted agent, agent reviewed lines 31-37 with customer. Customer very unhappy and wants call back from CW653 to explain decline.
CUSTOMER CONTACT: Writer called [redacted]. Writer explained the recall again and understood about the death wobble and all the associated problems. Writer apologized, but Chrysler will still not reimburse for the original equipment. Customer understands and accepts. Writer advised he can take his vehicle to any CDJR dealer have it inspected and if any replacement parts, need replace Chrysler will do so and re-align his vehicle. Customer understands and accepts.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C5	5G[redacted]	***Open Date***	01/16/2014	***Built Date***	09/29/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	02/18/2005	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	AND IRRIGATION INC, NEBRASKA AG	***Contact Type***	LETTER
Address	609 S MERIDIAN AVE	***Home Phone***	
	COZAD NE 69130-2701	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Tie Rod Ends were replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: Nebraska Ag & Irrigation inc.
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Customer Contact: 308-784-2118. No Response.
01/24/14
Deb Wardyn
609 S MERIDIAN AVE ,
COZAD , NE- 69130
Reference # [redacted]
Dear Deb Wardyn:
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 3500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 5G744483 available when you call.
Sincerely,
William,
Customer Service Representative
Next Agent Recall applies to Mopar Replacement Parts Failure not Factory Parts Failure.
Please advise that the Recall applies to vehicles that have had a Mopar Upgrade Steering Linkage installed on a Previous Service Appointment and then needed to have the Tie Rod Ends Repaired. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/OEM) at the time of the repair then the recall would not apply.
*****
If the Customer states that they had a Mopar Steering Linkage installed in the vehicle Before the Repair Please advise that the Customer needs to send in that Documentation as well.
*****
If the Customer is unsure or does not have the Documentation then advise the Customer that we will not be able to reimburse for the repair at this time.

Please Document Customer s Response to the Recall issue below.
****
Disregard lines 9 - 25
****
January 24, 2014
Nebraska Ag & Irrigation Inc
c/o Deb Wardyn
609 S MERIDIAN AVE ,
COZAD , NE- 69130
Reference #[redacted]
Dear Deb Wardyn:
Thank you for your recent letter regarding your 2005 DODGE RAM SLT 3500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number, 5G[redacted], available when you call.
Sincerely,
William
Customer Assistance Representative
Letter sent 1/29/14.
Customer seeking to speak to WL148. Agent transferred.
Customer calling back for recall information and to find out the status of his reimbursement. Agent advised customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Customer states he has already had the recall completed and he will look for any further documentation and submit it if he finds Mopar parts were used during a prior service appointment.
Customer calling to verify if the DLR has re sent any documents in for reimbursement. Customer states that the DLR advised they will send in documentation stating they have already had the repair done. Agent advised their reimbursement request was declined unless we can get documentation showing they had it replaced. Customer states they are going to re submit the paperwork as the DLR has not sent anything in. Agent advised they will send them a documentation request link to their email address. Customer thanked the agent and disconnected the call.
Reassigned to: 86Y
****** Below Customer Contacted for Documentation Request ******
dwardyn@nai.us.com on 2014-02-18 @ 09:58
***** Customer Document Received *****
Status update provided via email to the following email address:
dwardyn@nai.us.com
Hi, my name is Bill from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to CASE # [redacted] so we can discuss your request with you.
Thank you.
End of Status Update
Please Advise that after review of the information submitted and the repairs completed at the DLR that the Parts that are the subject of the Recall (MOPAR Steering Upgrade Kit) were not installed on the vehicle at the time of the repair and the repairs that have completed would not be reimbursable under the N62 recall.
Customer had questions that agent could not answer as to what part for her tie rod was replaced. Agent tired to explain that it was not a mopar part that was replaced, it was a factory part and wasn t part of the recall. Agent read lines 94-98 but customer didn t understand and needed more explanation than that from William who had e-mail her about it.
*****Customer is requesting her case manager William to call her back at the number provided*****
308-784-2118
Customer Contact: 308-784-2118. Spoke with Deb.
Agent advised that the Parts that were used for the repairs are not the same as the Parts that are part for the recall. The recall is on MOPAR parts not Factory Parts.

Customer understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	B[redacted]	***Open Date***	01/16/2014	***Built Date***	05/31/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	07/22/2011	***Mileage***	27,154	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	STOVES & SUNROOMS, GLOBAL SPAS,	***Contact Type***	LETTER
Address	1639 DELL RANGE BLVD	***Home Phone***	[redacted]
	CHEYENNE WY 82001-2758	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	WINDSHIELD WASHER FLUID RESERVOIR
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: N49 LEFT TIE ROD
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking recall reimbursement for N49 LEFT TIE ROD recall in the amount of 713.98
Reviewed previous files: Yes, please review cair 24191327
**
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: check #2677
Date of Repair: 7/17/13
Invoice #: 0075117
Labor $250.95
Parts $422.62
Misc. Charges $0
Tax $40.41
Total $713.98
Writer is submitting check for approval in the amount of $713.98.
****

Writer contacted customer at [redacted]. Left message with contact information. Customer will call back to informed writer whether check should be made out to Ronald Langley or to the business name Global Spas, Stoves & Sunrooms.
Jim Davis from Global Spas seeking call back.
Voicemail received on 1/27/14 at 3:27 pm.
Writer contacted customer at [redacted]. Customer states check should be made out to the business. Verified address. Writer advised customer to have the L38 & N49 recalls completed by dealer.
Writer removed the word 'business' from the check screen.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HLX	AG[redacted]	***Open Date***	01/17/2014	***Built Date***	04/08/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	08/03/2010	***Mileage***	82,094	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43754	RIVERSIDE CHRYSLER JEEP DODGE			
Dealer Address	1601 HIGHWAY 70 EAST				
Dealer City	NEW BERN	***Dealer State***	NC	***Dealer Zip***	28560

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]5
	HAVELOCK NC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
****
PREVIOUS OWNER
[redacted]
Havelock, NC[redacted]
[redacted]
****
Writer contacted dealer at[redacted]. Writer spoke with SA Christine who stated total amount the customer paid was a $110.00 deductible. SA states that this included the tie rod repair, alignment, & towing.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: verified with dealer
Date of Repair: 9/30/13
Invoice #: 6055611
Labor $0
Parts $0
Misc. Charges $110.00 deductibleÙ
Tax $0
Total $110.00
Writer is submitting check for approval in the amount of $110.00.
****
APPROVED

CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G[redacted]	***Open Date***	01/17/2014	***Built Date***	05/23/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/06/2006	***Mileage***	95,039	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SIMI VALLEY CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: L16, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
[redacted]
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
Writer noted in Warranty Claim #530170 dated 7/9/09 the bracket, steering linkage package, & pitman arm were replaced under the H46 recall.
RECALL LEFT TIE ROD END N62
****
Customer submitted request for reimbursement for recall N62 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 11/11/11
Invoice #: 05745
Labor $0
Parts $0
Misc. Charges $607.00 co-payÙ
Tax $0
Total $607.00
Writer is submitting check for approval in the amount of $607.00.
****
Writer contacted customer at [redacted]. Writer informed customer that check will be sent for final approval. Writer advised customer to have recalls completed by dealer.
Writer verified address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	01/17/2014	***Built Date***	11/26/2007	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	12/13/2007	***Mileage***	88,110	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH MILWAUKEE WI[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Reimbursement for recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Worn - Front	tie rod
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing [redacted] I
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Please rescan. Entire repair invoice is not visible.
Reassign to 82B.
1/24 Writer pulled documentation mailed in by owner, owner sent in copy of receipt for the ball joint repair and the copy has the top of the repair invoice cut off. Reassigned file to MP1067 for handling.
Writer noted in Warranty Claim #X71951 that both outer tie rod ends 05175790AB-steering link packageÙ were replaced.
Status update provided via email to the following email address:
[redacted]
I have received documentation concerning repairs made to your 2008 Ram 2500 however the top portion of the repair invoice is not visible. I have sent you a document link in a separate email where you can scan the document into a file and attach it to the link.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 09:50
Status update provided via email to the following email address:
[redacted]
I have received documentation concerning repairs made to your 2008 Ram 2500 however the top portion of the repair invoice is not visible. I have sent you a document link in a separate email where you can scan the document into a file and attach it to the link.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Writer contacted customer at [redacted]. Line was disconnected.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-31 @ 11:02
Writer contacted customer at [redacted]. Writer informed customer that the top portion of the repair invoice is not visible. Customer will

either fax or send another copy through document link.
Writer checked and documents have not been attached.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-07 @ 13:36
Status update provided via email to the following email address:
[redacted]
As per our discussion on 1/31/14 I am waiting on another copy of your repair invoice where the top of the page is visible. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	BG[redacted]	***Open Date***	01/17/2014	***Built Date***	10/25/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/14/2010	***Mileage***	47,121	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42685	STEVE WHITE MOTORS INC			
Dealer Address	3470 US HIGHWAY 70 EAST				
Dealer City	HICKORY	***Dealer State***	NC	***Dealer Zip***	28602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	GRANT VAKARIA FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	2nd on list
Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Consequential expense reimbursement requested
Recall - N49: LEFT TIE ROD - Reimbursement	N49 reimbursement request
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Corporate - Recall - Default - Default - Default	Reimbursement request
Product - Wheels and Tires - Wheels - Other - Unknown	Tie rod went through wheel
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

****** Below Customer Contacted for Documentation Request ******
jb1781@chrysler.com on 2014-01-17 @ 02:48
***** Customer Document Received *****
Confirm name and address matches COIN & HPIMS: Could not confirm
Any open recalls: Could not confirm
Name of person writing in: [redacted]
Does customer have an e-mail address: Could not confirm
Concern: possible Reimbursement request
Reviewed Previous files: n/a
Agent reviewed documents submitted by customer and found customer submitted documentation showing the tie rod repair and is also requesting reimbursement for consequential damage to the tire. Agent is reassigning to CM for handling as the customer is requesting over $500.
Process when schedule permits.
Corrected name spelling to [redacted] confirmed previous VIN under that name and on yp.com, there is nobody on yp.com with name MIRAUALLE.
Documents include 3 invoices.
10/08/13 IRF Billington Repair Shop for tie rod repair and new tire $654.59.
10/18/13 Dealer 64977 for new wheel $424.00.
10/19/13 Meineke mount and balance tire $56.06.
Writer called IRF Billington Repair Shop phone 931-372-7470 time 15:31 ET. Fax answered.
Writer called IRF Billington Repair Shop phone 931-372-7467 time 15:34 ET. Owner Judd stated when the tie rod end broke it poked a hole through the tire.
Wheel damage due to N49 incident.

He stated customer paid.
Writer called customer phone [redacted] time 15:59 ET. Customer [redacted] answered.
Confirmed spelling of name in COIN.
Customer stated Select Cars LLC is his friend who contacted Dealer 64977 to order the wheel.
Customer stated the RR wheel valve stem repair on Meineke invoice was unrelated.
Customer stated his local CDJ dealer has him second on the list to have N49 completed.
Writer advised reimbursement in process.
Confirmed reimbursement information in documents matches COIN.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D73Y3CLXBG[redacted]
In-service Date: 11/14/10
Customer s proof of payment is: IRF Billington Repair Shop invoice, confirmed line 28. IRF Meineke invoice printed payment Cash. Dealer 64977 parts invoive stamped Paid.
Date of repair: 10/08/13
Mileage: 45975
Invoice#: 10406, 84795 and 10/18/13 51(cut off).
Labor: $170.49
Parts: $790.00
Alignment: $75.00
Misc. Charges: $9.02
Tax: $84.65
Total: $1,129.16
Writer is submitting check for approval in the amount of: $1,129.16
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	6G[redacted]	***Open Date***	01/17/2014	***Built Date***	04/07/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/31/2006	***Mileage***	76,171	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	[redacted]	[redacted]
	[redacted]-8931	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment and that there are documents present.
H46 completed 02/18/2010, inspection only, no parts = original factory parts.
Previous Cair [redacted] is pertinent as Customer reported issue, sought assistance from Chrysler and was declined as vehicle was taken to IRF, Chrysler did not have a chance to see vehicle. Customer felt it was a defect.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer [redacted]. Writer spoke to Customer directly. Writer advised Chrysler cannot reimburse for the original factory equipment repair, but Customer was more than welcome to take vehicle to any CDJR dealer, his vehicle will be inspected, if deemed necessary the replacement parts will be re-replaced, and the truck realigned. customer understands and accepts.
Writer is closing case.

* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L7	9G[redacted]	***Open Date***	01/17/2014	***Built Date***	02/24/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	10/06/2009	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CASTRO VALLEY CA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: No, address is different
Any open recalls: Yes, L16 N49
Name of person writing in: Karon Seever
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Left tie rod end on vehicle may fracture due to a misalignment condition.
Under certain driving conditions, this may lead to a weakening and
eventual fracture of left tie rod ball stud. A fractured tie rod end
could cause a loss of directional stability and a crash without warning.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: [redacted]
Date of Repair: 06/15/2013
Invoice #: 90800054824
Labor $75.75
Parts $141.08
Misc. Charges $0.00
Tax $0.00
Total $216.83
Writer is submitting total reimbursement in the amount of $216.83
****
Agent contacted customer[redacted] no one was home. Agent asked to
callback 855-675-9291 at ext 4718406 and refer to case [redacted]. Agent
was going to notify customer of open recall.
Customer contacted agent. Agent notified customer of open recalls, and
reimbursement amount.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	BG[redacted]	***Open Date***	01/17/2014	***Built Date***	10/14/2010
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB		
In Service Dt	12/13/2010	***Mileage***	92,850	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44058	DODGELAND OF COLUMBIA			
Dealer Address	190 GREYSTONE BLVD				
Dealer City	COLUMBIA	***Dealer State***	SC	***Dealer Zip***	29210

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	COLUMBIA SC null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Gas - Default

Roadside Assistance Contacted - DATE : 2014-01-17
Road Side File Created 01-17-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
919 CATAWBA ST 190 GREYSTONE BLVD
LINCOLN ST
COLUMBIA COLUMBIA
SC USA SC
AT RICHLAND INDUSTRIAL STORE BROKEN TIE ROD END,SP
DEALER CODE : 44058 DODGELAND OF COLUMBIA

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	BG[redacted]	***Open Date***	01/17/2014	***Built Date***	10/14/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/13/2010	***Mileage***	92,850	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	COLUMBIA SC x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-01-17
Road Side File Created 01-17-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
190 GREYSTONE BOULEVARD
LENSFORD ROAD
COLUMBIA
SC USA
AT RICHLAND INDUSTRIAL STORE BROKEN TIE ROD END,SP
DEALER CODE : DODGELAND OF COLUMBIA
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0 BG[redacted]	***Open Date***	01/17/2014	***Built Date***	03/10/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	07/27/2011	***Mileage***	73,539	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44303	WYATT ARP CHRY-DODGE INC			
Dealer Address	1550 W KINGSBURY				
Dealer City	SEGUIN	***Dealer State***	TX	***Dealer Zip***	78155

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	HICO TX x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-01-17
Road Side File Created 01-17-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
COUNTY ROAD 291 1550 W KINGSBURY
STATE HIGHWAY 80
GILLETT SEGUIN
TX USA TX
LEFT FRONT TIE ROD BROKE REPLACEMENT FLATBED ON IT
DEALER CODE : 44303 WYATT ARP CHRYSLER DODGE JEEP, INC
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	01/17/2014	***Built Date***	04/07/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/27/2006	***Mileage***	96,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64749	FARRIS MOTOR COMPANY			
Dealer Address	246 EAST BROADWAY BOULEVARD				
Dealer City	JEFFERSON CITY	***Dealer State***	TN	***Dealer Zip***	37760

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LUTTRELL TN [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Advised customer of closest dealer
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Referral - Dealer Call Transfer Pilot - Default - Default - Default	Transferred customer to DLR
Corporate - CNA Change - Default - Default - Default	Updated telephone numbers

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: H46 N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Neither the H46 or the N62 is completed.
Writer acknowledges assignment, and that there are documents present.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted] no answer.

CUSTOMER CONTACT: Writer called [redacted]. Rings no answer. Writer will try after 5PM EST.
CUSTOMER CONTACT: Writer called [redacted]. This is a business - Phifer Auto Service.
CUSTOMER CONTACT. Writer called [redacted]. Not a working number.
CUSTOMER CONTACT: Writer found a listing on www.411.com [redacted]
Writer provided case # and US CAC for contact.
***Agents Customer has submitted invoice for a tie rod install/ towing/ stabilizer from Phifers .
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called to see if she was entitled to reimbursement.
Agent advised customer as to the N62 Chrysler CANNOT reimburse as this has only been the first repair on the vehicle.
Agent inform customer that the vehicle still needs to be inspected by a dealer as the recalls N62 and H46 are still not completed.
Agent contacted closest DLR to the customer FARRIS MOTOR COMPANY 865-475-2071, spoke to Lyn in service.
Transferred customer to dealer to make arrangments for inspections to be completed.
CAIR can be closed
Writer acknowledges Customer has contacted directly and has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer called to follow up on the case. Agent informed as per lines 44-50

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	7G[redacted]	***Open Date***	01/17/2014	***Built Date***	11/21/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/15/2007	***Mileage***	122,654	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GREENVILLE IL [redacted] 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	front axle U joint replaced (2)
Product - Suspension - Tie Rods / Drag Link - Worn - Front	left front outer/RH inner (two invoices)
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	lower ball joints replaced(2)
Product - Wheels and Tires - Front Wheel Bearings - Worn - Unknown	one bearing assembly
Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	upper ball joints(2)

POSTMARK DATE: 010814; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: g[redacted]
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair
Writer acknowledges assignment and that there are documents present.
H46 completed 12/09/2009, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.

Customer had vehicle in twice to Z-1 Automotive 11/14/2011 and 12/01/2011. First incident all ball joints, inner tie rod RH, bearing assembly and front axle U joint replaced. Second incident ball joints replaced (free) front axle U joint, and Left front Outer tie rod replaced.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
CUSTOMER CONTACT: Writer called [redacted] Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called seeking a case update. Agent advised customer of lines 50-56. Customer verified this is the first steering linkage repair they have had completed. Customer understood. Customer states he will also bring the vehicle in for an inspection to have the dealership verify the parts are correctly installed and in good condition.
Writer acknowledges Customer has made direct contact, and he has been informed correctly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T3	9G5[redacted]	***Open Date***	01/17/2014	***Built Date***	04/16/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/18/2009	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SALEM NJ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement

POSTMARK DATE: 010314; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: Douglas Duell
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
RECALL LEFT TIE ROD - N49
Customer submitted request for reimbursement for recall LEFT TIE ROD - N49
Customer s proof of payment is: sales receipt
Recall applies to customer s vehicle: yes
Date of repair: 09/30/13
Invoice #: n/a
Labor $ 264.00
Parts $ 167.98
Tax $ 43.54 - 7%
Misc. Charges $ 0
Total $ 665.52
Writer is submitting check for approval in the amount of $665.52
****

Writer called [redacted]0 and spoke to him, writer advised him that he will be reimbursed $665.52, customer happy. Customer states that the seat in his vehicle are coming apart, writer advised there is no recall or extended warranty on seats, if this becomes an issue Chrysler will send him a letter in the mail, customer understood. Writer advised he will receive his check in 7-10 business days, customer understood and verified his mailing address to match COIN. Writer advised the customer to contact the dealership and set up an appointment to have the N49 recall inspected
Writer is submitting check for approval in the amount of $665.52

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G[redacted]	***Open Date***	01/17/2014	***Built Date***	12/08/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/21/2006	***Mileage***	85,345	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44311	KERNERSVILLE CHRYSLER DODGE LLC			
Dealer Address	950 HIGHWAY 66 SOUTH				
Dealer City	KERNERSVILLE	***Dealer State***	NC	***Dealer Zip***	27284

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KERNERSVILLE NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced ball joints
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	replaced u joints

POSTMARK DATE: 010214; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall.
Customer sent in required documentation.
******
Invoice - DOCS264725 - 01/05/12 - 68449 Miles - u joints and ball joints
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 09/10/2009 COMPLETE
Writer located the H46 in claims no parts replaced.
******
Writer will contact the customer to advise reimbursement will not be provided as the u joints and ball joints are not part of the N62 recall.
******

Writer will call - [redacted]
Writer spoke with [redacted] who stated he thought the ball joints were part of this because they are not serviceable due to no grease zerts.
Writer apologized for this concern advising the N62 recall is on a Mopar replacement steering linkage and not the original equipment on the vehicle. Customer stated he has never had to change the linkage. Writer advised reimbursement will not be provided for this repair. Writer advised the customer to contact the dealership to have the recall completed.
Customer thanked the writer for the call.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C0	6G2[redacted]	***Open Date***	01/17/2014	***Built Date***	01/17/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/19/2006	***Mileage***	115,440	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RICE LAKE WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace tie rods

POSTMARK DATE: 123113; DATE RECEIVED: 010814
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS.
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY recall in the amount of 399.07 and towing for 143.00
Reviewed previous files: Yes
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied
Agent contacted the customer @ [redacted] @ 4:26 PM and customer continues to hang up suspecting a telemarketer. Agent will send contact us letter
January 27, 2014
[redacted]
,
RICE LAKE , WI- [redacted]
Reference #24454113
Dear MR [redacted]:
Thank you for your recent letter regarding your 2006 DODGE RAM 2500 SLT MEGA CAB 4X4
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-855-975-9291, extension 4718272, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Gerry
Customer Service Representative
****
Disregard lines 19 - 34
****
Writer notes customer has provided phone [redacted] 7. Please attempt to contact customer using phone # provided. Reassign back to BB940 if form letter still needed.
Agent contacted the customer @ [redacted] 11:10 AM and left a voice

message with all necessary information required to return call
Waiting for return call
Agent contacted the customer @ [redacted] @ 12:13 PM and left a voice message with all necessary information required to return call
Customer returned call and agent explained the N62 recall. Customer was not happy with the denial as he was almost killed when the tie rod broke and feels by only recalling the service parts that Chrysler is dodging their responsibility. Customer will not purchase another Chrysler product
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	7J[redacted]	***Open Date***	01/17/2014	***Built Date***	10/27/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	01/30/2007	***Mileage***	137,000	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FALLS VILLAGE CT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 010314; DATE RECEIVED: 010914
Confirm name and address matches COIN & HPIMS:[redacted]
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Reimbursement request for N62 Recall
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that there are documents present.
H46 completed 10/16/2009, inspection only, no parts = original factory equipment
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
From the invoices:
04/27/2009 - replace steering box
06/25/2009 - replace serpentine belt , and power steering pump
06/03/2010 - replace power steering pump
Dec. 2, 2010 - alignment,towing, tire, steering linkage and damper replaced
Writer reviewed previous cases. Customer has been declined assistance on several invoices he has resubmitted.
Customer states he always uses MOPAR parts so the one steering linkage repair 10/16/2009 is his first replacement. Chrysler will not be reimbursing for that repair, but Customer should be encouraged to take vehicle into any CDJR Dealer have the vehicle inspected, and if the replacement parts need replacing Chrysler will do so and re-align the vehicle.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.

*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, This is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Writer will call Customer again today.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC. Writer advised case will close in two days, but can be accessed or re-opened as needed.
Customer called back in.
Agent advised customer of lines 42-50.
Customer states he wants to speak with CW653.
Agent advised the request will be put in.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC.
Customer has been advised properly, unless the Customer has further evidence of a documented tie rod end repair with a MOPAR part Chrysler will not be reimbursing. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer called to follow up on the file. Agent advised as per lines 44-50 and 59-67. Customer didn t agree with the decision and will visit his local Chrysler dealer to have inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	8G[redacted]	***Open Date***	01/17/2014	***Built Date***	03/28/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/28/2008	***Mileage***	62,940	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45035	CROWN DODGE OF FAYETTEVILLE			
Dealer Address	436 NORTH MCPHERSON CHURCH ROAD				
Dealer City	FAYETTEVILLE	***Dealer State***	NC	***Dealer Zip***	28303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAYETTEVILLE NC [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broke due to recall issue.
Product - Air Conditioning / Heater - Unknown - Other - Default	Odor coming through vents
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Recall problem has occurred.
Corporate - Rental Vehicle - Default - Default - Default	Seeking rental while vehicle is down.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer contacted Ram on the advice of the dealership. Customer states that the tie rod broke on his vehicle. Customer states that the dealership had informed him that it would take two weeks to order the part and another two weeks for it to arrive. Customer states that he is seeking some type of loaner while his vehicle is down.
Agent contacted Crown Dodge 45035 and spoke with Misty in service. Misty confirmed that it was a broken tire rod, and it was due to the recall.
Misty states that the vehicle was towed in 01/15/2014. Misty states that they have ordered the three parts per week that they are able to do, and that the customer s part has been ordered, but they are uncertain when it will be in. Misty states that the customer has been at the dealership for some regular maintenance.
Customer is original owner of the vehicle.
Customer has had two Chrysler products.
Customer has had a history with the dealership.
Customer has not had this issue occur before.
Customer does not have a Mopar mechanical service contract.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Crown Dodge 45035
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M Ù * * * * * *
Service Dealer: 45035
Owned: New 1 / Used 0
Out of Warranty: yes expired by time (26,000)
Service Contracts : none

Writer contacted DLR 45035 on 910-864-2411 spoke with SA Johnny who stated he has no information the vehicle broken tire rod while customer was driving car unable to drive and customer needs a vehicle, parts have been ordered and customer needs a rental RO # 233211 part on recall and unavailable. SA estimated time might be 2 weeks. SA stated SM and DM approved a rental for the customer. SA contacted customer to pick up the rental on 01/18/2014. SA verified vehicle has 62940 miles
Status update provided via email to the following email address:
[redacted]
Hello my name is Jacqui and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Chrysler Case Management telephone number 1-800-763-8422
My extension is 66258, Your case number is [redacted]
My work hours are 10:00 am to 6:00 pm EST, I will contact you within one business day by telephone to review your case.
Thank you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, Writer contacted customer on [redacted]4. Writer informed customer as per lines 33-39 on the information gathered by the DLR. Writer inquired as to customer s expectation and was informed by the customer he just wants the vehicle repaired. Writer informed the customer will work with the dealership to resolve the issue in a timely and satisfactory manner. Writer informed the customer will follow up with the dealership on Friday 01/23/2014 on repairs and if possible extend the rental as the rental will be only for 7 days initially. Customer agreed and stated his preferred way of contact is by email.
Status update provided via email to the following email address:
[redacted]n.com
[redacted]
This is Jacqui from Dodge Customer Care and I am contacting you in regards to your case # [redacted] I need to know If you picked up the rental on Sat 01/18/2014 as we discussed and to inform you the part have been ordered and estimated time might be 2 weeks as stated by the dealership. I will follow up with the dealership on the ordered part and inform you If there are any changes in delivery time. Please contact me if you have any questions regarding the information I have provided.
Thank you
CM Jacqui
End of Status Update
Writer contacted DLR 45035 on 910-864-2411 spoke with SA Johnny who transferred writer to SA Misty. SA confirmed the customer picked up the rental on Sat. 01/18/2014 for a total of 7 days. SA informed writer the vehicle is still at the DLR as it is inoperable and the part is still on order. SA provided the part# as CBUEN491AA. Writer informed SA will follow up on 01/24/2014 on part arrival and to extend the rental if needed.
Writer contacted DLR 45035 on 910-864-2411 spoke with SM Chris who stated the customer s vehicle is inoperative with a broken tie rod and they are waiting on parts to come in for the vehicle recall. SM stated as they are only able to order parts 1 per week the vehicle has to wait until parts arrive. Writer informed the SM the customer is in a rental but will follow up with Misty to extend the rental until the parts arrive.
Writer contacted DLR 45035 on 910-864-2411 spoke with SA Misty who stated the DLR still waiting on part and the part department was contacted and the part is still pending. SA stated the part is scheduled for next week and the rental will have to be extended. Writer approved another 7 days and informed the SA will follow up on 01/31 to verify if part has arrived.
Writer contacted customer on [redacted] and informed him rental vehicle has been extended for 7 additional days as parts are still on order. Writer informed the customer will follow up on 01/31.
Writer contacted DLR 45035 on 910-864-2411 spoke with SA Misty who stated still waiting on parts and rental was given until Friday 01/31.
Writer informed SA Misty will follow up on parts arrival on 01/31.
Writer contacted DLR 45035 on 910-864-2411 on 01/29/2013 spoke with SA Misty who informed writer who stated the part is still on order and the vehicle is still inoperable. Writer spoke with SA Misty in extending the rental for the customer.
SA misty informed writer part are scheduled to be ordered on next Tues.

02/13
Writer informed SA will follow up on the 02/13
Writer contacted customer on [redacted] and informed him rental vehicle has been extended until the part are ordered.
Correction on dates as per lines 98 and 104. Tuesday 02/11/2014
Writer contacted DLR 45035 spoke with SA Lee who informed customer the parts are still on order and waiting. Customer still in rental.
Writer contacted customer on [redacted] 4. Writer informed the customer DLR is working on getting the part in and writer will try to get the part expedited. Writer informed the customer will try to extend the rental until the part arrive.
Writer contacted DLR 45035 on 910-864-2411. Writer spoke with Travis who informed writer the parts have arrived and repairs are in progress. SA informed writer repairs are scheduled to be completed on 02/12 writer informed SA will follow up on repairs on 02/13.
Writer contacted customer on [redacted]. Writer informed the customer of lines 114-117. Customer informed writer he was contacted by SA Misty and informed the vehicle repairs are completed and the customer on his way to pick up the vehicle. Writer informed customer will follow up on repairs. Customer informed writer of the weather and requested a follow up on 02/17
Writer contacted customer [redacted] to follow up on repairs. Writer was unable to leave VM
Writer contacted customer on [redacted] to follow up on repairs. Customer informed writer the repairs are completed and the vehicle runs great. Customer informed writer his expectations were met and writer was able to satisfy the customer. Customer informed writer customer having issues with the AC as there is fumes coming out of the air condition system. Writer informed the customer will have to bring the vehicle in to the dealership for a diagnosis. Customer stated to writer will bring the vehicle into the dealership this week. Writer informed the customer will follow up on the diagnosis on 02/24/2014.
Writer contacted DLR 45035 on 910-864-2411 left message.
Writer contacted customer on [redacted] Customer informed writer the repair on the tie rod works great and everything runs great but the fumes are coming in and he is on a trip and will try to bring the vehicle in on Friday or Saturday.
Writer informed the customer will contact the SA Misty.
Writer contacted DLR 45035 on 910-864-2411. Writer spoke with SA Travis who transferred the call to SA Misty. Writer was informed by Misty the vehicle is a diesel and over 60,000 miles. The SA Misty informed writer the fumes coming from the air conditioner is unrelated to the tie rod repair and therefore the customer will be responsible for the diagnosis and repair of the vehicle and if there need to be rental the customer will be responsible for the rental.
SA Misty informed writer the technician to look at the vehicle will be at the dealership on Friday only and the customer can take the vehicle in then or take it in on Monday 03/03.
Writer contacted customer [redacted] to inform customer on line 141-150 Customer stated he is aware.
Writer contacted DLR 45035 on 910-864-2411. Writer left message
Writer contacted customer on [redacted] but was not able to leave a VM.
Writer contacted DLR 45035 on 910-864-2411 and spoke with SA Misty who informed the customer did not keep the appointment.
Writer contacted customer on [redacted] and was informed the customer will probably not take the vehicle in due to the fact that the customer is out of a job and does not have the money. Writer informed would have the CM follow up on Wednesday 3/5.
Writer contacted customer to get information on why the customer had not brought the vehicle in for the diagnosis. Writer was informed by the customer do not have the money to get the vehicle diagnosed and stated he should not have to pay for the diagnosis. Writer informed the customer the diagnosis was the responsibility of the customer and writer could look into possible assistance on the repairs. Customer stated to writer will not pay for the diagnosis and writer should close case as he might be trading out of the vehicle soon. Writer informed the customer case will be placed on hold for 30 days and if customer changes his mind customer can contact writer.
writer contacted DLR 45035 on 910-864-2411. Writer was unable to speak to anyone at the dealship

Writer contacted DLR 45035 on 910-864-2411.Writer was unable to speak to the SM and spoke with SA misty who informed writer the customer has not come back in to the dealership.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	7G[redacted]	***Open Date***	01/17/2014	***Built Date***	11/09/2006	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	07/13/2007	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68515	FRONTIER MOTOR CO			
Dealer Address	1700 EAST HIGHWAY 66				
Dealer City	EL RENO	***Dealer State***	OK	***Dealer Zip***	73036

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIZE MS [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer inquiring about reimbursement
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer received recall notice
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Left tie rod on vehicle broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customers mother Carrol calling on behalf of Tyler. Carrol stated they just received the recall notice and were going to pick up the vehicle today from an IRF who just replaced the components for the recall as they broke.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the repairs already completed. Writer advised customer you can submit for possible reimbursement by mail, fax or we could send you a link to scan and email the documentation. Customer stated she would like to fax it in. Writer advised customer the fax number as per AC 18891. Writer advised we would not cover the cost of labor for the IRF. Agent waiting for documentation.
Agent called customer and left a message advising the documentation has not arrived at this time and the case would be closed if the documents have not arrived by January 29, 2014 and that the case would be reopened and processed as normal once the documentation arrives.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	01/17/2014	***Built Date***	10/01/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/12/2005	***Mileage***	106,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	65015	BRANHAVEN CHRYSLER JEEP DODGE			
Dealer Address	348 WEST MAIN ST				
Dealer City	BRANFORD	***Dealer State***	CT	***Dealer Zip***	06405

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	BRANFORD CT [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer is expecting to be reimbursed for the N62 recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer is seeking recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rod broke and he repaired this.
Corporate - Survey By-Pass - No Documentation - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
On Going Claim For Tie Rod Recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hello: I was just at the Dodge Dealership and they advise me about the Tire Rod Recall. I am extremely dissatisfied with that fact that you at the customer support service center has yet to acknowledge my issue. I have made claims this tire rod system almost killed me and have been ignored by you. Now I m at the dealership and they advise that in fact my truck is part of the recall that was finalized on Dec 13, 2013 recall. I expect a phone call, email response or a letter from Dodge. I was also advised since I have repaired the problem they you have a claim form to get my money back. I truly should sue you for almost killing me. Please advise and get back to me ASAP! [redacted] REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the RAM Assistance Center.
I do apologize to hear that you had experienced this issue in the past with the tie rod. I understand how frustrating this recall information must be for you and the concerns you have.
If you have had the steering linkage assembly repaired and paid for it out of pocket, than we can look into possible reimbursement for the repair. If you have had the inspection performed and they determine that the recall repair still needs to be done, than we are unable to reimburse you.
The part that you paid to have repaired must match the part numbers for the recall N62Ù repair, in order to request reimbursement. Please include the following information
so we can respond to your issue promptly.

Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment
Please ensure that you send a copy of the original repair order and the original proof of payment. This information can be sent in by mail to the address below:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Thanks again for your email.
Sincerely,
Myranda
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Customer is going to send in the documents for possible recall reimbursement.
Hello: My concern has never really been address or even really acknowledged by your at Dodge.
I was just at the Dodge Dealership and they advise me about the Tire Rod Recall. I am extremely dissatisfied with that fact that you at the customer support service center has yet to acknowledge my issue. I have made claims this tire rod system almost killed me and have been ignored by you. Now I m at the dealership and they advise that in fact my truck is part of the recall that was finalized on Dec 13, 2013 recall. I expect a phone call, email response or a letter from Dodge. I was also advised since I have repaired the problem they you have a claim form to get my money back. I truly should sue you for almost killing me. Please advise and get back to me ASAP! [redacted]
****END OF CUSTOMER EMAIL*****
****NAN EMAIL*****
Customer concern has been addressed
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number [redacted]
End of Status Update
Begin Customer Message reviewed:
HI Greg: What do you do in a case where I no longer can find the receipts for repair. I have pictures of the damaged pieces. The Dodge Dealership in Branford saw that I repaired it. What do I do? How can I file a claim with no receipts? [redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]t
Hi [redacted], try contacting the dealership or repair facility where the repairs were completed, I am unable to reimburse you if you don t have any documentation.
End of Status Update
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	01/17/2014	***Built Date***	10/01/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/12/2005	***Mileage***	106,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	BRANFORD CT[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer is expecting to be reimbursed for the N62 recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer is seeking recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rod broke and he repaired this.
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
On Going Claim For Tie Rod Recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hello: I was just at the Dodge Dealership and they advise me about the Tire Rod Recall. I am extremely dissatisfied with that fact that you at the customer support service center has yet to acknowledge my issue. I have made claims this tire rod system almost killed me and have been ignored by you. Now I m at the dealership and they advise that in fact my truck is part of the recall that was finalized on Dec 13, 2013 recall. I expect a phone call, email response or a letter from Dodge. I was also advised since I have repaired the problem they you have a claim form to get my money back. I truly should sue you for almost killing me. Please advise and get back to me ASAP[redacted] REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: 2895747
*****END OF CUSTOMER EMAIL*****
NAN-Duplicate CAIR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A0	7G[redacted]	***Open Date***	01/17/2014	***Built Date***	03/21/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	04/30/2007	***Mileage***	162,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60314	FLETCHER CHRYSLER-DODGE-JEEP			
Dealer Address	3111 E 32ND ST				
Dealer City	JOPLIN	***Dealer State***	MO	***Dealer Zip***	64804

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PITTSBURG KS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they state their vehicle was affected by the recall, and they got the issue repaired before they received the notification.
Briefly summarize what the customer is expecting: Customer is expecting to receive reimbursement for the repair they paid for out of pocket that was caused by the recall.
Agent advised: Agent advised customer that there is recall reimbursement information included in the notification they received. Agent then advised customer to contact their Chrysler dealership in order to have the vehicle inspected to reflect that the recall was complete on their VIN. Customer declined being transferred to the dealership for an appointment.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have been waiting for your documents but they have not arrived yet. I will keep this file open for two more days and then will close it. When the documents arrive the case can be reopened and processed as normal. If you have any questions please feel free to contact 1-800-853-1403 and refer to the case number[redacted]
End of Status Update
Begin Customer Message reviewed:
Greg,
Here is my bill showing that I had the work performed by my mechanics. The only dealership around here is 35 miles away either way I go. I can not spend time of 1-3 days without my truck for I use it for my business. This dealers try and work them in but they are not that dependable about getting you in and out as they say. I have everything done here by my mechanics so I can only be 3-5 hours without my truck. I want to stress that the right tie-rod end is the one that broke on me at about 70 mph going down the road and so when did the whole front end. We did a road side fix to get it back home with a new tie-rod end on it. Then we replaced all the ball joints, tie-rods, brakes, and bearings were changed out. Also an alignment was done with new tires. I was unaware of the recall until I got a notice in the mail about 3 weeks ago. Here is the

bill for the left side only. If needed I can get the rest of the bills sent to you also. This was a very scary situation and glad it was me that was driving my truck instead of one of my family members. Could have turned tragic very fast. Thank you.
Greg,
Case [redacted]7
Here is my bill showing that I had the work performed by my mechanics. The only dealership around here is 35 miles away either way I go. I can not spend time of 1-3 days without my truck for I use it for my business. This dealers try and work them in but they are not that dependable about getting you in and out as they say. I have everything done here by my mechanics so I can only be 3-5 hours without my truck. I want to stress that the right tie-rod end is the one that broke on me at about 70 mph going down the road and so when did the whole front end. We did a road side fix to get it back home with a new tie-rod end on it. Then we replaced all the ball joints, tie-rods, brakes, and bearings were changed out. Also an alignment was done with new tires. I was unaware of the recall until I got a notice in the mail about 3 weeks ago. Here is the bill for the left side only. If needed I can get the rest of the bills sent to you also. This was a very scary situation and glad it was me that was driving my truck instead of one of my family members. Could have turned tragic very fast. Thank you.
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 10:20
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found customer s repair invoice shows the ball joints were replaced and not the tie rod. Agent found the customer only submitted documentation showing 1 repair. Agent called customer and advised that the repairs don t qualify for reimbursement and that the parts installed on the vehicle may need to be replaced due to the N62 recall. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT6	AG[redacted]	***Open Date***	01/17/2014	***Built Date***	12/08/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	07/12/2010	***Mileage***	44,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42835	DICK SCOTT DODGE INC			
Dealer Address	684 ANN ARBOR ROAD				
Dealer City	PLYMOUTH	***Dealer State***	MI	***Dealer Zip***	48170

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CANTON MI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised customer to have it checked over.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Cusstomer had his left tie rod end replaced.
Recall - N49: LEFT TIE ROD - Reimbursement	Customer asking for reimbursement for the recall.
Corporate - E-Reimbursement - Default - Default - Default	Customer requesting reimmbursement for left tie rod end.
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for a recall repair.

What has the customer requested? The customer is seeking reimbursement for a recall repaired on November 11, 2013. Customer states that the recall repair was performed originally in May but the left tie rod end broke again in November. Customer is seeking reimbursement for the repair in November.
If this is a Recall or Extended Warranty, enter the campaign number.
Recall.
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair. 43512 Miles
Enter the Date when the repairs were completed. 11/4/13
What is the total cost of the Parts to be reimbursed? 414.40
What is the total cost of the Labor to be reimbursed? 227.22
What is the total tax to be reimbursed? N/A
What is the total amount being reimbursed? N/A
Customer callback number is: [redacted])
Customer is going to mail in further information for recall reimbursement. Agent supplied mailing information.
Re-assigned to 88F for further assistance.
* * * * * CASE MANAGER TEAM - District P * * * * * *
CONTACT UPDATE - Writer spoke with customer saying that she had a recall done back in 2012. In 2013 she had to have the recall done again. She took it to Dick Scott and they did her recall for her. She paid for the repair. Customer said it was scary for her when it came loose. Customer asking for reimbursement. Stated to customer to send in her invoice and proof of payment for reimbursement review. Stated when I receive her paperwork I would call and let her know. Verified customer s address. Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Writer contacted customer, left message saying I have not received her paperwork. Stated I will continue to watch, for it, when it is received I would contact him back.
Caller Mrs [redacted] requesting to speak with Case Manager.
transferred to nic JN589
Writer spoke with customer asking if her paperwork has been received. Customer said that she sent it in sometime ago. Stated I do not see it yet. Stated I will watch for it and call her when I receive it. Customer asked if she needs to have her recall done again. Stated to customer to contact the dealership and have them check it over to make sure everything is okay.
Writer spoke with customer s husband, his wife has gone to the store. Stated I have not received the paperwork for reimbursement. Her husband said it was sent in 2 weeks ago. Stated I watch for it everyday. Stated when I do receive it I would contact her back.
POSTMARK DATE: 012114; DATE RECEIVED: 012414
Writer spoke with SA Warren at dealership 42835, customer had a broken tie on driver s side. It was replaced. Customer has 43512 miles on his vehicle. Customer paid for repair in cash. Repair was done on 11/04/13.
Writer contacted customer, left message saying I have received your paperwork for the replacement of the left tie rod end. Stated I will go ahead and reimburse the amount of 374.99. Mailing time 7-10 days.
Writer spoke with Mr. [redacted]s saying I have received the paperwork. Thank you for sending it in. Stated I would go ahead and reimburse the amount of 374.99. Stated I would process the check for he amount of 374.99. Mailing time 7 - 10 days. Customer said thank you.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Customer requesting reimburse for left tie rod end.
If this is a Recall or Extended Warranty, enter the campaign number.
Yes
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.
43512
Enter the Date when the repairs were completed.
11/04/13
What is the total cost of the Parts to be reimbursed?
114.40 25.00
What is the total cost of the Labor to be reimbursed?
227.22
What is the total Tax to be reimbursed?
8.37
What is the total amount being reimbursed?
374.99
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48AX	7G[redacted]	***Open Date***	01/17/2014	***Built Date***	03/26/2007	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	05/19/2007	***Mileage***	75,016	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24022	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	1994 ROCKFORD STREET EXT.				
Dealer City	MT AIRY	***Dealer State***	NC	***Dealer Zip***	27030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HILLSVILLE VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler: Customer states that he brought his vehicle into the local DRL to have them look at his tie rods. Customer states that the DRL advised him that his is about to break and to contact Chrysler to see if they can provide assistance with this. Customer is looking to get his vehicle fixed as it s about to break.
Briefly summarize what the customer is expecting: To get help with his vehicle.
Agent contact DRL 24022 and spoke with SA- Gale who advised that they have not looked at the vehicle but the customer contacted them and stated that his tie rod was about to break. Agent asked Gale if it was possible to move the customer to the top of the line so he can get his tie rod replaced as it is about to break. SA Gale states that he has not a problem doing that and will contact the customer when the part comes in. Reassign for survey by-pass. No repair. PC739

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A1	8G[redacted]	***Open Date***	01/17/2014	***Built Date***	07/09/2007	
Model Year	2008	***Body***	DC8L63	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	12/30/2008	***Mileage***	52,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	37000	ARMORY GARAGE INC			
Dealer Address	926 CENTRAL AVENUE				
Dealer City	ALBANY	***Dealer State***	NY	***Dealer Zip***	12205

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TROY NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he has 20 trucks and 8 of them are involved in the tie rod end recall. Customer stated that one of his vehicles currently has a fractured tie rod end. Customer asked if he could get the tie rod end so he could fix it himself, but the dealership informed him the steering linkage needs to be updated and put onto the truck. Customer stated he cannot just change the one $40 part without changing the $500 steering linkage assembly. Customer stated he needs to get the repair completed immediately and cannot wait for recall parts to become available. Customer stated that the truck is critical to his business being a landscaper, and using the vehicle as a snow plow. Customer stated he would like to know if they will reimburse him for getting the whole steering linkage replaced. Customer stated he wants reimbursement for replacing the whole front end. Customer stated he called 2 dealerships and they told him the same thing.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent contacted the dealership ARMORY CHRYSLER DODGE JEEP RAM 37000 for more information, and spoke with SA Tom. SA stated that the customer had not brought his vehicle into the dealership before. SA stated that they do not know what parts are replaced in the recall and do not know if the customer will be able to submit for reimbursement.
Customer disconnected while agent was on with the dealership, Agent tried to call customer back but there was no answer.
*Next agent - if customer calls back - advise he could submit for reimbursement but there is no guarantee it will be reimbursed
*Reassigned JE779 - Survey bypass - No diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T6	9G[redacted]	***Open Date***	01/17/2014	***Built Date***	09/05/2008	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	02/06/2009	***Mileage***	28,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42313	DAMSKOV AUTO SALES			
Dealer Address	707 OKAMA DRIV				
Dealer City	OMAK	***Dealer State***	WA	***Dealer Zip***	98841

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OMAK WA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer dissatisfied with recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states he was advised parts are not available for N49 recall repair. Customer states dealer (42313) advised customer 45 people are ahead of him on list and he will have to wait 45 weeks for repair. Agent states he is not satisfied with waiting for repair. Customer states he lives and drives in a mountain area with rough roads. Customer states he wants vehicle repaired now and does not want to wait one day for repair.
Briefly summarize what the customer is expecting: Customer seeking information on recall N49.
Agent advised customer of restriction for parts for recall N49. Agent advised customer dealer may have wait list for customers to order part. Agent offered to contact dealer (42313) and verify customer has been placed on wait list. Agent advised customer Chrysler is working to have parts readily available. Agent advised restriction is not permanent and once more parts are available restriction will be removed.
Customer states he is not satisfied with agent s response and requested the contact information for the president or vice president of Chrysler. Agent advised contact information is not available. Customer states he wants to speak with someone else.
Customer requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]7
Reason for request: Customer disputing restriction for recall parts for N49
CAIR assigned to: SG893
CSR has informed customer a Supervisor callback request has been made and the customer will receive a callback within 24 hours.
tl called [redacted] and left message to advise to work with sm as part is one restriction.
Customer states that when the supervisor BR379 called and left him a VM he was not able to hear it all and wanted to speak with a different supervisor. Customer states that he wants to express his feels to a supervisor not an agent.
Agent transferred customer over supervisor Kim.

Transferred to supervisor Kim G.
INBOUND SUPERVISOR CONTACT
Customer wanted to express how very unhappy they are with Chrysler because Chrysler issued a recall where there are no parts available. Customer advised they have already contacted NHTSA and filed a complaint. Supervisor apologized to the customer for the great inconvenience that this has caused the customer. Supervisor attempted to explain that the parts are currently on restriction (1 every 7 days) and that we are working diligently to put out as many quality parts as possible. Customer advised that is not satisfactory and wants to speak directly to the CEO of Chrysler because the customer wants some sort of resolution and satisfaction from being a long time Chrysler customer. Customer advised that should their request be forwarded, the agent needs to speak slowly and clearly.
-
REQUEST FOR SPECIAL HANDLING
NIC of TL consulted: KG363
Reason for special handling request: Customer is requesting to speak with Executive Office
What customer is expecting: Resolution to N49
Customer s preferred method of contact: Phone
Customer phone number (Morning): [redacted]
Customer phone number (Evening): [redacted]
Customer email address: N/A
Dealer code (if applicable): 42313
Assigned case to 86SÙ for Special Handling
JI109 - Please contact customer/dealership and attempt to locate N49 parts. Should customer s nearest two dealerships not have parts readily available, please contact me so an order can be forced to customer s preferred dealership dcp15
6.75 miles
Damskov Auto Sales
707 Okama Driv
Omak, WA 98841
(509) 826-2000----Agent called the dealership and spoke to Misty in the service department who stated the customer is on the waiting list and he is Number 41 and there is approximately 55 people on the list.

76.09 Miles away
Barry Chrysler Jeep Dodge
548 Basin Southwest
Ephrata, WA 98823
(509) 754-2411. -- Agent called the service department and spoke to Shane who stated that they currently have a waiting list of 25 people.
CUSTOMER CONTACT 5[redacted]: Agent called the customer and stated that she is looking into seeing what she is able to do for him. Agent stated that she is going to try what she can to get him a part. Agent asked the customer what is his preferred dealership. Customer stated that he would like to deal with Damskov dealership. Customer thanked agent for following up with him as this is a very upsetting issues because he paid a lot of money for this truck and he should have to wait until October to get his truck fixed. Agent stated she will follow up with him by the end of the week to see if there is an update. Custome thanked agent again.
Contacted JBK5 for assistance; please hold for updates dcp15
Waiting for direction
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, no answer left message stating that she is still working on the case and will follow up before the end of the week. Agent provided number to contact directly at 855-675-9291 ext 4718558.
DAMSKOV AUTO SALES 509-826-2000: Agent called the parts department and spoke to Don who stated that the parts have arrived at the dealership and they have the RO number and the customers name with them.
CUSTOMER CONTACT 5[redacted]7: Agent called the customer and stated that we were able to force a part through for him and she was able to confirm that they have arrived at the dealership and he will just need to make an appointment to have it completed. Agent offered to transfer to the dealership to make an appointment. Customer stated he would like that. agent transferred to Jeff in Service at 42313. Agent stated to the customer she will follow up in a week to follow up with the repair.
Waiting for repairs.

DAMSKOV AUTO SALES 509-826-2000: Agent called and spoke to Jeff in the service department. Agent asked if they ended up fixing the customers vehicle. Jeff stated that they did not because the parts departments messed up and it was for a different John customer. Jeff stated the customer was very Irate and they moved him up to the top of the list. Agent stated well currently Chrysler has stopped all production on the parts and any parts that do arrive are to be sent back. Jeff was unaware of this information. Agent stated that at this time to keep the information with in the dealership as she is looking for an update for these customers. Jeff thanked agent for the update.
Waiting for update.
DAMSKOV AUTO SALES 509-826-2000: Agent called the dealership parts department and spoke to Donny the same person agent spoke to on 02/21/14. Don stated that they gave it to someone else because he wasn t told that it was a part that was forced ordered (even though agent advised him the day she called) Donny stated that he gave it to the customer next in line. Agent asked about getting him next on list who stated that chrysler has put a Stop order on the parts and they now can t get him one. Agent stated she will see what the next steps will be.
Sent email waiting for response
No updates available at this time. Please thank customer for his patience, and offer a OC36N for the inconvenience. Advise customer that another order will be forced when parts are available for order. dcp15
CUSTOMER CONTACT [redacted] Agent attempted to call the customer, no answer. Agent left message requesting the customer to contact agent directly to discuss their case. Agent left direct number: 855-675-9291 ext 4718558.
CUSTOMER CONTACT[redacted]: Agent attempted to call the customer, no answer. Agent left message requesting the customer to contact agent directly to discuss their case. Agent left direct number: 855-675-9291 ext 4718558.
CUSTOMER CONTACT [redacted]7: Agent called and spoke to customers wife. Agent stated to the customer that she apologizes for the inconvenience over the part. Agent stated she would like to offer a 3 year 6 oil change SC for the inconvenience. Customer accepted but is very upset because they were told that it was ready and the dealership told her it was not. Customer stated they had to cancel a couple of trips until this is fixed Agent stated she understands that they are frustrated and that is the reason why we are offering the SC. Customer disconnected on agent.
Waiting for MVP to be added
CUSTOMER CONTACT[redacted]: Agent called the customer and spoke to his wife who put her husband on the phone,[redacted] the customer began to yell at the agent, stating that this is not fair and doesn t begin to help the fact that he can t use his truck. Agent stated she understands that, Agent explained that its not the dealerships fault and he is next on the list but there is a Stop order on all of the parts for this recall due to supplier issues and he will need to wait. Customer continued to yell at the agent and stated that the dealership should of called him and told him this. Agent advised the customer that she has been calling him for several weeks, and no one has returned her calls, agent stated she finally spoke to his wife last week and explained all of this and that this is the reason why I offered the oil changes, Agent explained that yelling at the agent is not going to help the matter. Customer calmed down an apologized for yelling. Agent stated that she understands that he is frustrated. Customer thanked agent and provided her direct line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	01/17/2014	***Built Date***	11/17/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	01/27/2005	***Mileage***	198,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45097	BENNY BOYD CHRYSLER DODGE JEEP			
Dealer Address	1611 LUBBOCK HWY				
Dealer City	LAMESA	***Dealer State***	TX	***Dealer Zip***	79331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BIG SPRING TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle is at an IRF right now as his left tie rod broke and the closes DRL is over 40 miles away. Customer states that he does have the recall but wanted to know because he is not able to get to a DRL if he can submit for a reimbursement.
Briefly summarize what the customer is expecting: Reimbursement information.
Agent advised customer of the mailing address to submit for a reimbursement. Agent apologized for the inconvenience.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C4	5G[redacted]	***Open Date***	01/17/2014	***Built Date***	11/30/2004	
Model Year	2005	***Body***	DH8L42	DODGE RAM ST 3500 QUAD CAB PICKUP			
In Service Dt	10/11/2005	***Mileage***	122,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45276	WHITE'S ENERGY MOTORS			
Dealer Address	2801 S DOUGLAS HWY				
Dealer City	GILLETTE	***Dealer State***	WY	***Dealer Zip***	82718

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	TRAFFORD PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer already paid for recall repair
Corporate - CNA Change - Default - Default - Default	Updated name, primary phone. Added secondary phone and email.

Briefly summarize why the customer is contacting Chrysler: Customer called to check if we would have documentation records of service done on his vehicle. Customer states that he got a recall for the tie rod ends but he already had that replaced. Customer states that he was traveling in Wyoming and had a camper equipped on the vehicle when the part snapped. Customer states they had the repairs done at a dealership in the area and had to pay quite a bit for the repair.
Briefly summarize what the customer is expecting: Customer is expecting recall reimbursement information. Agent advised customer that we only have access to service records that Chrysler paid for, either by warranty, recall or service contract. Agent advised customer that we can try to locate the dealership in Gillett Wyoming and check if they still have record of the repair.
Agent determined that White s Energy Motors (45276) is located in Gillett Wyoming. Agent contacted the dealership and was advised that they only have one service advisor working and five customers waiting for their service appointment, so they are unable to check their repair history. Agent advised customer that the dealership was not able to look up the request, but recommend that he contacts them to determine if they do have the documentation and would be willing to send him the repair order/ proof of payment. Agent provided customer with fax number 877-768-5076 and case number. Agent also advised customer of other information he should include with the repair order and proof of payment, as per AC 17420. Customer states that he will contact White s Energy Motors (45276) to get that documentation.
Reassigned to 86Y for recall reimbursement.
Customer called back and he is not sure if he should call the dlr again White Energy Motors 45672 (agent tried to update HPIMS however didn t update) Agent called the dlr White s Energy Motors (45276) and spoke with Windel the SA and informed that we are needing the repair order for the customers tie rod replacement done in 2011 customer is not able to locate documents and need the dlr to fax them in agent provided SA the case number and the fax 877-768-5076. Agent informed customer that need to allow time to receive the documents and agent will be in contact with the customer by the end of the week to inform if documents have been received or not. Agent informed customer that he may or may not meet the merits for reimbursement however will be reviewed.
No documents present. Writer acknowledges assignment.

DEALER CONTACT: Writer called WHITE S ENERGY MOTORS 307-687-0499. Writer spoke to SA Jolie, who advised Customer was in July 21st 2011, and mileage was 83,813. Sa Jolie is faxing documents to 877 768 5076, Writer also provided case #. SA Jolie requested a call back when documents are received. Writer advised it may take a few days as a separate department receives and posts.
No documents.
POSTMARK DATE: 012814; DATE RECEIVED: 012814
Writer acknowledges documents have arrived. Writer will review.
DEALER CONTACT: Writer called WHITE S ENERGY MOTORS 307-687-0499.
CUSTOMER CONTACT: Writer called [redacted] Writer spoke to Customer directly and advised Chrysler cannot reimburse his initial repair, but his vehicle now has replacement parts so Customer needs to take vehicle into any CDJR Dealer for inspection. Customer understands, and accepts.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	01/17/2014	***Built Date***	03/02/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/30/2005	***Mileage***	227,168	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NORTH JUDSON IN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 010414; DATE RECEIVED: 010914
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: E17 N62
Name of person writing [redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, no concerns
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components listed in recall N62, then the repair is not related to the recall because they were not Mopar parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time.
Customer called back, broke down in Utah, was towed to the closest Dealership, was not a chrysler dealership and vehicle was repaired.
Agent provided customer lines 15-20, customer is not happy, was not Mopar parts and repaired at a Non Chrysler Dealership. Agent explained to customer, N62 a Mopar service parts steering linkage may have been installed on vehicles during a prior service appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	6G[redacted]	***Open Date***	01/18/2014	***Built Date***	07/08/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/29/2005	***Mileage***	133,400	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NEW CASTLE DE 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 010414; DATE RECEIVED: 010914
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Writer acknowledges assignment, and there are documents present.
H46 completed 10/07/2010, inspection only, no parts = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Customer has submitted invoice from Dempseys Service (IRF) - upper and lower ball joints replaced, Left front Outer universal joint replaced, Left and Right Inner and Outer tie rods replaced (MOOG) replaced two rear axle seals and replaced parking brake shoes.
If this is the first and only repair Customer has had on steering linkage then; Chrysler is not reimbursing repair to original factory equipment.
Chrysler is looking for replacement parts under the N62 recall.
CUSTOMER CONTACT: Writer [redacted]. This is a work # for [redacted] and he is not in until Wednesday at 3 PM. No other number on invoice. Writer will check 411.com.
Writer was off Wednesday , Writer will try leaving a message at the work #.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided US CAC and Case # to co worker(J[redacted]
Customer called for an update on case. Agent advised the customer lines

33-35; customer understands.
Writer acknowledges Customer has made contact directly, and he has been informed correctly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A7	7G[redacted]	***Open Date***	01/18/2014	***Built Date***	05/24/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/18/2007	***Mileage***	148,266	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	VICKERS, REESE	***Contact Type***	LETTER
Address	3130 HIGHWAY 90	***Home Phone***	(979) 732-6428
	WEIMAR TX 78962-5179	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised customer to contact CDJ
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Tie rod replaced
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 010314; DATE RECEIVED: 010914
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in:[redacted]
Does customer have an e-mail address: Yes,[redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
*****
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
*****
Status update provided via email to the following email address:
[redacted],
I have reviewed your documents for reimbursement consideration.
Please contact us at 1-800-853-1403 to discuss your letter.
Please contact your Chrysler Dealership to have your previous repair inspected in order to update the N62 LEFT OUTER TIE ROD ASSEMBLY recall on your file.
Have a great day!
End of Status Update
******
WHEN THE CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 11-15. CLAIM IS DENIED AT THIS TIME.
Status update provided via email to the following email address:
[redacted]
This is the second attempt to contact you. I have reviewed your documents for reimbursement consideration.
Please contact us at 1-800-853-1403 to discuss your letter.
Have a great day!
End of Status Update
******
WHEN THE CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 11-15. CLAIM IS

DENIED AT THIS TIME.
Status update provided via email to the following email address:
[redacted]
This is the third attempt to contact you. I have reviewed your documents
for reimbursement consideration.
Please contact us at 1-800-853-1403 to discuss your letter.
Have a great day!
End of Status Update
****
WHEN THE CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 11-15. CLAIM IS
DENIED AT THIS TIME.
OUTBOUND CONTACT to [redacted] no answer/machine.
Status update provided via email to the following email address:
[redacted],
I have attempted to contact you several times in regards to your
reimbursement consideration for your 2007 Dodge Ram.
In 2 business days your case will be closed.
Please contact us at 1-800-853-1403 and reference your case number when
calling.
Have a great day!
End of Status Update
******
WHEN THE CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 11-15. CLAIM IS
DENIED AT THIS TIME.
PLEASE ADVISE CUSTOMER TO CONTACT CDJ TO HAVE THE RECALL COMPLETED TO
UPDATE HIS FILE AT NO COST TO HIM.
Checked for contact.
***Reassigned to JK671 for survey by-pass, no contact.
Customer called because they are seeking a status of their case. Agent
read lines 11-15. Agent explained to customer that the original tie rod
from the factory is not what the recall is covering. Agent advised
customer that the Mopar replacement part is covered under the recall and
if it was the Mopar replacement part that had broken then she would get
reimbursed. Customer stated that this is unacceptable and they are going
to contact a lawyer.
Customer is contacting Chrysler because they would like clarification as
to why this repair would not be covered.
Agent stated that the recall itself is for a replacement Mopar service
parts steering linkage.
Agent stated this repair was for a factory steering linkage.
Agent stated the N62 recall on the vehicle may be for this Mopar service
parts steering linkage that they had installed in this repair which they
are seeking reimbursement for.
Agent stated if Customer can provide information that the vehicle had
been previously repaired with a Mopar service parts steering linkage
before this installation of the Mopar service parts steering linkage then
they could apply for reimbursement for this repair.
Customer asked how they would know if it had been previously repaired.
Agent stated Customer may try carfax.com for that information.
Agent stated Customer should bring their vehicle to the dealership to
have an N62 recall inspection completed.
Agent stated the dealership could then determine if this Mopar service
parts steering linkage is safe and does not require to be replaced under
this recall.
Customer called stating that she sent in documents that were denied and
would like to know why. Agent advised customer of lines 11-15. Agent
advised customer that if she can provide documentation that she received
a Mopar part, to send in those documentations.
Customer advised agent that she already sent those documents into
Chrysler.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4BG[redacted]	***Open Date***	01/18/2014	***Built Date***	05/24/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	07/23/2011	***Mileage***	97,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LLC			
Dealer Address	3777 GERSTNER MEMORIAL DRIVE				
Dealer City	LAKE CHARLES	***Dealer State***	LA	***Dealer Zip***	70607

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	([redacted]
	RIO GRANDE CITY TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Boost - Default

Roadside Assistance Contacted - DATE : 2014-01-18
Road Side File Created 01-18-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
316 B J CEMENT RD 3777 GERSTNER MEMORIAL DRIVE
CHRISTMAN RD
LAKE CHARLES LAKE CHARLES
LA USA LA
BROKEN TIE ROD - 3500 DUALLY DIESEL,ALT # 95673571
DEALER CODE : 44690 MARK DODGE, CHRYSLER, JEEP, LLC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	01/18/2014	***Built Date***	10/28/2009	
Model Year	2010	***Body***	DJ7P92	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	03/01/2010	***Mileage***	110,994	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CONWAY AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	Pre-recall repairs
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Twice

POSTMARK DATE: 010214; DATE RECEIVED: 010914
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49 / L16
Name of person writing in:[redacted]
Does customer have an e-mail address:
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
Agent reviewed documents submitted by customer and found customer is seeking reimbursement for multiple tie rod repairs, towing and alignment and is requesting reimbursement over $500 agent reassigning to CM for further review.
Customer name per documents is [redacted]
Correct customer name in COIN.
Process when schedule permits.
There are 8 invoices submitted:
05/08/13 page 11 Jim Smith Towing $231.01
05/08/13 page 4 Dealer 45182 parts $78.87
05/09/13 page 8 Cargile Garage labor $75.00
11/24/13 page 10 Justin s Towing $231.01
11/26/13 page 4 Dealer 45182 parts $77.31
11/26/13 page 7 Unknown labor $50.00
11/27/13 page 9 Bumper to Bumper parts $44.99
11/27/13 page 6 Superior Spring labor $107.12
Need information for unknown facility doc page 7.
Determine if stabilizer (damper?) doc page 9 relates to tie rod failure.
Check proof of payments, A/R, checks and cash.
Correction line 18:
05/08/13 page 11 Jim Smith Towing $135.31.
Writer called customer phone[redacted] time 13:50 ET. Wrong number.
Confirmed number dialed.
Writer called Keathley Enterprises phone [redacted] 13:59 ET.
Customer [redacted] answered.

He stated the invoice 11/26/13 page 7 Unknown labor $50.00 was a mechanic who did the repair on his own time and he was paid cash. Writer advised we can not reimburse labor at unlicensed facility. Customer understood.
Customer advised cell phone [redacted]. COIN updated.
Writer advised reimbursement in process.
There are two repair incidents.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: AG[redacted]
In-service Date: 03/01/10
Repair 1 of 2:
Customer s proof of payment is: Jim Smith towing receipt marked Pd Check 2396.Dealer 45182 parts invoice printed Terms Whsl Charge A/R Account No. D1803. IRF Cargile Garage invoice marked Paid Cash.
Date of repair: 05/08/13
Mileage: (approximate) 72032
Invoice#: 107287, 89147, Cargile May 9 2013.
Labor: $75.00
Parts: $78.87
Towing: $125.00
Tax: $10.31
Total: $289.18.
Repair 2 of 2:
Customer s proof of payment is: Justin s Towing & recovery receipt marked Pd Ck# 2574. Dealer 45182 parts invoice printed Terms Whsl Charge A/R Account No. D1803. Bumper to Bumper parts invoice printed Charge Station: JM. IRF Superior Spring, Clutch & Gear invoice marked Paid Check# 2576.
Date of repair: 11/24/13
Mileage: (approximate) 100000
Invoice#: 013086, 94758, 17-59343, 56841.
Labor: ($50.00 non-garage not reimbursed) $0.00
Parts: $122.30
Towing: $211.00
Alignment: $98.50
Tax: $28.63
Total: $460.43.
Reimbursement is the sum of line 58 ($289.18) plus line 73 ($460.43), total $749.61.
Writer is submitting check for approval in the amount of: $749.61.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	01/18/2014	***Built Date***	07/25/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/08/2005	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TANEYTOWN MD [redacted]5	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Response - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 123113; DATE RECEIVED: 011014
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: Danne Dittrich
Does customer have an e-mail address: Yes,[redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment and that documents are present.
H46 completed 04/25/2012, no parts, inspection only = original factory equipment.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
Status update provided via email to the following email address:
[redacted]t
[redacted]:
I have attempted to contact you by phone but have been unable to do so. Please contact at Chrysler Customer Service 1-800-992-1997, to discuss your request for reimbursement. Please refer to the reference number 24459816 or have your Vehicle Identification Number 6G118460 available when you call.
Charlene
Customer Servic Representative.
End of Status Update
Writer acknowledges that Customers receipt from Barnes(IRF) 11/23/2012 is for right ball joints, Right Outer Tie Rod (Moog), dampner and shocks. None of these repairs match the recall N62.
CUSTOMER CONTACT: Writer called [redacted] In

Service. Writer sent email.
No contact from Customer. Will try sending email again today.
Status update provided via email to the following email address:
[redacted]:
I have attempted to contact you by phone but have been unable to do so.
Please contact at Chrysler Customer Service 1-800-992-1997, to discuss
your request for reimbursement. Please refer to the reference number
[redacted] or have your Vehicle Identification Number 6G[redacted] available
when you call.
Charlene
Customer Service Representative.
End of Status Update
No contact.
No contact.
Status update provided via email to the following email address:
[redacted]:
I have attempted to contact you by phone but have been unable to do so.
Please contact at Chrysler Customer Service 1-800-992-1997, to discuss
your request for reimbursement. Please refer to the reference number
[redacted] or have your Vehicle Identification Number 6G[redacted] available
when you call.
Your case is due to close in two days but can be accessed as needed.
Charlene
Customer Service Representative
End of Status Update
No contact from Customer, By pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	01/18/2014	***Built Date***	09/17/2007	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	11/25/2008	***Mileage***	94,514	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OMAHA NE[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement

POSTMARK DATE: 010314; DATE RECEIVED: 011014
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail [redacted]
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Customer has submitted documentation for reimbursement consideration under the N62 recall. Writer notes that H46 mopar steering linkage recall was completed on 01/13/10 claim 214850 with no parts replaced. N62 pertains to mopar service parts replacing during a previous repair not the original factory installed equipment.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail message stating call is in regards to documentation submitted from Florence Auto Body for the 2008 Ram 2500. Writer left phone number 1-855-675-9291, ext 4718296 and CAIR number.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail message stating call is in regards to documentation submitted for the 2008 Ram 2500. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
INBOUND CALL FROM CUSTOMER: Writer received call back from customer. Writer explained lines 9-13 to customer. Customer states that the control arm broke and was the original equipment that failed. Writer advised that the original equipment is not covered under the N62. Recall covers the mopar service parts that would have been taken off the parts department shelf and placed on the vehicle. Writer advised customer to contact dealership to have inspected and/or corrective action taken at no charge. Writer advised the Performance is showing as the nearest dealership. Customer states that he has other vehicles and deals with several dealerships. Customer states that vehicle is registered to C Bruce Hamilton and that he owns the business.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL7	BG[redacted]	***Open Date***	01/18/2014	***Built Date***	10/18/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/01/2011	***Mileage***	97,981	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	MILLICAN RACING, CLAY	***Contact Type***	LETTER
Address	5583 DRUMMONDS RD	***Home Phone***	
	DRUMMONDS TN 38023-7434	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$329.20
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left Front Tie Rod broken.
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 010414; DATE RECEIVED: 011014
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: Clay Millican Racing
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment, and there are documents present.
L16 completed 09/30/2011.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
IRF CONTACT: Writer called [redacted] Writer spoke to the Manager Don who verified Mr. Millican paid his invoice in full.
CUSTOMER CONTACT: Writer called 901 835 5787. Writer contacted Customer directly and advised we will be reimbursing his full amount requested.
Writer advised that recall is still open so he should take his vehicle to any CDJR dealer and they will inspect and possibly replace the other side and realign his vehicle.
Customer submitted request for reimbursement for recall N49 - Left Outer Tie Rod
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Service manager verified verbally invoice is paid in full.
Date of Repair: 10/01/2013
Invoice #: 1
Labor $ +Parts = $ 329.20
Misc. Charges $ 0.00

Tax $ 0.00
Total $ 329.20
Writer is submitting check for approval in the amount of $ 329.20

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C1	6G[redacted]	***Open Date***	01/18/2014	***Built Date***	10/21/2005	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	03/22/2006	***Mileage***	140,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44389	MANN CHRY-PLY-DOD-JEEP-EAGLE INC			
Dealer Address	806 ALEXA DRIVE				
Dealer City	MT STERLING	***Dealer State***	KY	***Dealer Zip***	40353

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HATFIELD KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	N62 reimbursement requested
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to find out more information about getting reimbursed for a recall because he received the recall N62 notice and had a Mopar steering linkage installed on his vehicle at around 100,000 miles and after that repair the tie rod broke. Agent advised customer that he can submit his documentation to Chrysler at the address listed on the letter and a CM will review the documentation for possible reimbursement. Agent advised customer to have the vehicle taken into a dealer for an inspection because some of the parts on the vehicle may need to be replaced due to the N62 recall. Agent advised customer the reimbursement process can take up to 60 days and offered the customer a fax number or email link. Customer states he does not have access to a fax or email at this time.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	6G[redacted]	***Open Date***	01/18/2014	***Built Date***	03/08/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/20/2006	***Mileage***	67,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41874	BONIFACE HIERS CHRYSLER DODGE			
Dealer Address	1775 E MERRITT CAUSEWAY				
Dealer City	MERRITT ISLAND	***Dealer State***	FL	***Dealer Zip***	32952

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GIBSONIA PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer received letter for N62 recall

Briefly summarize why the customer is contacting Chrysler: Customer calling in about the N62 recall as he received a letter about this and is stating that he had this part repaired on August 16, 2013 and is looking for reimbursement but agent noticed that customer was declined for that reimbursement as the recall did not apply then.
Customer stated that he was in touch with US CAC on November 11th about the reimbursement and has not heard anything back from Chrysler.
Agent advised customer that agent has seen previous CHAIRS on November 11th [redacted] (customer seeking to find out about recall as his vehicle had a repair for this on August 16th and customer was advised to call us back later to see if recall is applied to vehicle) and September 26th C#23944312 (documents sent in with this CAIR but agent could not read or see) and goodwill was declined at that time.
Agent referred to AC 17420 for reimbursement requests mailing address as agent cannot see documentation on September 26th CAIR and asked customer to send that invoice in again and if the repairs are related to the N62 recall they will review that and be in touch with customer but it does take a few months for them to review receipts.
Agent cannot make any guarantees or promises but to please mail in the invoice/receipt for the August 16th, 2013 repair and agent has made note of this call and also noted other CAIRS in this file related to this issue of reimbursement.
POSTMARK DATE: 012214; DATE RECEIVED: 012814
CUSTOMER CONTACT: [redacted]. Left Message.
Next Agent
Please see Answer ID 24057
Recall applies to MOPAR Steering Linkage Upgrade Parts Failure not Factory Parts Failure.
Please advise that the Recall applies to vehicles that have had a MOPAR Steering Linkage Upgrade Kit installed on a Previous Service Appointment and then needed to have the Tie Rod Ends Repaired. Please advise that if the Steering Linkage was OEM (Factory Installed/Stock/Original Factory Style) at the time of the repair then the recall would not apply.
If the Customer states that the MOPAR upgrade Kit was installed before 08/16/13 then the Customer would need to send in another invoice showing

when and where it was installed.
Please advise that the Previous Recall (H46) was an inspection to see if the MOPAR Steering Linkage Upgrade was installed and if the Steering Linkage was the Factory Style then no further action was required.
Please advise that the Parts that are on the vehicle now may be part of the recall and advise to bring the vehicle to a DLR for an inspection.
CUSTOMER CONTACT: [redacted]. Spoke with the Customer.
Agent advised that the Factory equipped parts on the vehicle are not a part of the Recall. Agent advised that the Parts that were recently installed may be part of the recall.
Agent advised that the Customer take the vehicle to the DLR.
Customer is upset that it was the Factory Parts that broke and that they are not part of the recall.
Closed CAIR.
Customer is contacting Chrysler because he is upset that his does not qualify for reimbursement.
Agent advised Customer of lines 29-33.
Customer requested rental coverage for the duration of his recall repair.
Agent informed Customer that we cannot authorize recall rental vehicles.
Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	7G7[redacted]	***Open Date***	01/18/2014	***Built Date***	04/02/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	04/27/2007	***Mileage***	158,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.			
Dealer Address	3470 BOULDER HWY				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89121

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS VEGAS NV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall N62 needs to be done
Product - Steering - Linkage - Defective - Default	right steering linkage broken per customer

Briefly summarize why the customer is contacting Chrysler:Customer stated the right side (passenger side) steering linkage broke on his truck last night. Customer stated there is recall on vehicle. Writer checked and vehicle has recall N62 for left side outer tie rod assembly. Customer inquired if towing would be covered under recall and writer advised it would not be covered. Customer stated he had appointment at dealership for recall and he needed to cancel appointment. Customer stated he would take vehicle to local mechanic first regarding steering linkage. Writer called dealership, got employee (cashier) Shattaea on line, and did warm transfer for customer. Writer also advised customer to take vehicle for recall inspection soon.
Briefly summarize what the customer is expecting: Customer wanted right side steering linkage repaired under recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	01/18/2014	***Built Date***	03/10/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	05/11/2010	***Mileage***	63,200	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45019	LUCAS CHRYSLER-JEEP-DODGE, INC.			
Dealer Address	1624 ROUTE 38				
Dealer City	LUMBERTON	***Dealer State***	NJ	***Dealer Zip***	08048

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MEDFORD NJ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated somewhere in the middle of December 2013 he received a recall notice for the N49 LEFT TIE ROD. Customer stated he brought the vehicle to his local Chrysler dealer. Customer stated the dealership inspected his vehicle and advised he does need to have the recall completed and was put on a list while waiting for parts. Customer stated today he and is son were going out and didn t even get out of the driveway. Customer stated he called the dealer and was advised they had no parts to fix the concerns and offered Chrysler CAC number.
Agent called the dealer and spoke with parts who advised the customer was about 19th on the list. PA was aware of the customer situation and was going to look into options for the customer on Monday when the PM was back in. PA stated he may request using a factory replacement to get the customer back up and running till the recall parts come in or possible find out if recall parts are coming in to use for this customer. PA stated he would follow up with the customer on Monday ounce he has an answer.
Agent advised the customer that the dealer is working on the resolution to his concern and is due to call him on Monday. Agent transferred the customer to roadside to have the vehicle towed to the dealer.
Briefly summarize what the customer is expecting: Customer seeking resolution.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	AG[redacted]	***Open Date***	01/19/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/31/2010	***Mileage***	56,689	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	MASONRY, ROMAN ARCH	***Contact Type***	FAX
Address	10 MAPLE AVE	***Home Phone***	
	GLEN COVE NY 11542-1911	***Country***	UNITED STATES

Corporate - Consequential Expenses - Default - Default - Default	Towing
Recall - N49: LEFT TIE ROD - Reimbursement	customer is seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he would like to know if he can be reimbursed for the left tie rod that he had replaced in December.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Agent advised the customer that he could send in his documents to seek reimbursement as per Answer ID 17420. Agent advised the customer that he would only be reimbursed for the part and not the labor.
POSTMARK DATE: 012814; DATE RECEIVED: 012814
Documents attached for review.
Agent called IRF at 516-671-8810 and spoke with Kevin/Owner who advised the wheel had to be replaced due to the tie rod breaking and puncturing the wheel. Kevin states the wheel could not be repaired.
****

Agent called customer [redacted] and left voicemail advising I need proof of payment for the repair at T&D Autobody. Agent provided fax number of 877.768.5076 and his case number. Agent also provided 1.800.853.1403 if customer has any questions.
****

Waiting for docs.
POSTMARK DATE: 021014; DATE RECEIVED: 021014
RECALL N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod
Recall applies to customer s vehicle:Yes
Customer s proof of payment is:Cancelled check #24693
Date of Repair:12/31/13
Invoice #:511
Labor $99.00
Parts $915.05
Misc. Charges $125.00 (alignment)
Towing $150.00
Tax $111.18
Total $1400.23
Writer is submitting check for approval in the amount of $1400.23.
****

Agent corrected Coin to match customer letter.
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/19/2014	***Built Date***	06/02/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/28/2011	***Mileage***	38,276	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43026	THOMPSON CHRYSLER DODGE JEEP			
Dealer Address	124 N POINT BLVD				
Dealer City	BALTIMORE	***Dealer State***	MD	***Dealer Zip***	21224

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MIDDLE RIVER MD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod had snapped
Corporate - Roadside Services - Service Contracts - Towing - Default	customer seeking reimbursement for towing assistance
Corporate - Rental Vehicle - Default - Default - Default	customer seeking rental while vehilce in shop

Briefly summarize why the customer is contacting Chrysler: Customer states the tie rod had snapped on the vehicle. Customer stated he had received the recall letter and was going to take the vehicle in on Monday, but was inquiring if towing would be covered under the recall cost. Customer also inquired about how to go about getting a rental vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent stated she was unsure about the rental as we need the DLR s diagnosis before we issue a rental. Agent stated the towing would not be covered under the recall, but the initial repair would be covered. Agent gave the customer the case # and stated once the vehicle was in the DLR, we could look into rental further. Customer stated they would call back once the vehicle was the DLR.
Customer calling regarding the vehicle it is currently at THOMPSON CHRYSLER DODGE JEEP it was towed in there today and the customer is looking for reimbursement on towing of the vehicle customer has to pay a 100$ and the customer is also seeking a rental as well. Agent contacted the dlr THOMPSON CHRYSLER DODGE JEEP and spoke with Jim the SA and informed him that the customer does have rental coverage. SA stated that they still have to do a diagnosis on it and they informed the customer once they do that they can go from there for a rental, agent informed SA that customer does have rental as per VIP- SA states they will diagnosis it and be in contact with the customer and if a rental is needed they will get one for them by end of day. Agent informed customer that a diagnosis needs to be complete first to determine what the concern is if it is recall related and the dlr will be in touch with the customer to set up rental if needed. Also agent transfer customer to Mariah at MVP 1 800 521 9922 to have customer get reimbursed for the towing.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CL4	BG[redacted]	***Open Date***	01/19/2014	***Built Date***	07/21/2010
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	12/08/2011	***Mileage***	36,528	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Pulling in either direction, noise when turning
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 010214; DATE RECEIVED: 011014
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address:
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Case requires additional research.
DLR Contact: 805-543-7321. Spoke with SA - Tony Padilla.
SA advised that the cost of the labor to install just the Steering Kit was $495.00 (Includes Alignment).
Cost of Parts was $420.00.
Sales Tax 8% (parts only) = $33.60.
Customer has included Credit Card Receipt.
Agent found that the Total amount of reimbursement is $420.00 (Parts) + $495.00 (Labor) + $33.60 (Tax) = $948.60.
Amount is over Agents limit Reassigned to 86H.
Process when schedule permits.
Note, get breakdown of labor and determine if damper replacement relates.
Note, CAIR#[redacted] relates to this repair.
Dealer 61667 advised aftermarket lift kit voided warranty coverage for steering concern.
N49 Left Outer Tie Rod Assembly
****

Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: BG[redacted]
In-service Date: 12/08/11
Customer s proof of payment is: Dealer 61667 invoice stamped Paid, Visa sales slip Auth No: 05317C.
Date of repair: 11/09/13
Mileage: 34237

Invoice#: 682638
Labor: (line 10-11) $495.00
Parts: $420.00
Tax: (8% Parts) $33.60
Total: $948.60
Writer called customer phone 210-380-0280 time 14:14 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Status update provided via email to the following email address:
[redacted]
Regarding your 2011 DODGE RAM SLT 4X4 2500
We received your documents for reimbursement of repairs.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case# [redacted].
Robert
Customer Assistance Representative
End of Status Update
Note, advise customer brakes, control arm labor and cleaning not reimbursed.
Advise customer N49 still incomplete.
Customer [redacted] returned call.
Writer advised line 52-54, customer understood.
Confirmed reimbursement detail as in COIN.
Writer is submitting check for approval in the amount of: $948.60.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	01/19/2014	***Built Date***	11/23/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/13/2006	***Mileage***	53,082	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	JARRETTSVILLE MD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	left Outer tie rod
Recall - H46: STEERING LINKAGE - Reimbursement	

POSTMARK DATE: 010314; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, H46 N62
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment, and that there are documents present.
Neither H46 or N62 are completed.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering

damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]9. Writer spoke to Karen Bostian. Writer asked permission to put husbands name on account as Owner. Mrs. [redacted] is going to have husband call in when he gets back in. Writer provided case # and US CAC.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called to find out about getting reimbursed for the N62 recall. Agent advised that with the N62 recall is only if there was a MOPAR part put on the vehicle from a previous repair which may cause the tie rod to go on the vehicle. Agent advised that since it was the original part that there would be no reimbursement for the repair.
Writer acknowledges Customer has contacted directly and has been informed properly. Normally Writer would close the case at this point but Writer still has to update ownership (database glitch, not allowing Writer to make changes). Writer will follow up.
Writer acknowledges that Customer made direct contact, and issue has been addressed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer calling to ask why he is not being reimbursed for his tie rod repair, agent read the customer lines 56 to 67. Customer does not agree with this and wants this reviewed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26A0	8G[redacted]	***Open Date***	01/19/2014	***Built Date***	07/24/2007	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	09/07/2007	***Mileage***	86,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BRANDON VT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced right and left outer tie rods
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced upper and lower ball joints
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010614; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall.
Customer sent in required documents.
Invoice - N/A - 5/13/13 - 86000 Miles - upper and lower ball joints, left and right outer tie rods and axle shaft
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 08/13/2009 COMPLETE
Writer located in claims the H46 showing no parts replaced.
******
Writer will contact the customer to advise reimbursement will not be provided unless a repair invoice can be sent showing a prior repair as the N62 recall is for a replacement part and not the original equipment.
******
Writer will call - [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2008 DODGE RAM. Writer supplied 855-675-9291, extension 4718492 and cair [redacted]
******
Writer received a voice message from the customer dated January 30, 2014

@ 5:56 pm [redacted] as the contact number.
******
Writer will call - [redacted].
Writer spoke with [redacted] who stated this is his vehicle and he had the part replaced before the recall. Writer advised the customer the recall is for a replacement part and not the original equipment. Customer stated he knows that they had the part replaced.
Writer advised the information shows in 2009 the linkage had not been replaced. Writer asked if the linkage had been replaced before the repair sent in. Customer stated no and it sounds like this is a waste of time and will never purchase another Chrysler product. Customer ended the call.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	01/20/2014	***Built Date***	08/03/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/13/2005	***Mileage***	159,763	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BARNESVILLE PA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010714; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts prior to the one customer is seeking reimbursement for in order to be entitled to reimbursement.
Customer should have the vehicle inspected to see if MOPAR replacement parts were installed during this repair and dealer will determine if a repair is necessary under the N62 recall.
Unless customer can provide a repair invoice showing prior service N62 recall reimbursement does not apply to their vehicle and reimbursement will be denied.
Writer contacted customer at [redacted] Left message with contact information & seeking call back.
Customer returned call & seeking call back.
Voicemail received on 1/28/14 at 11:06 am.
Writer contacted customer [redacted]. Writer informed customer of lines 8-19. Customer stated he did not have a prior repair. Writer advised customer to have the N62 recall inspection completed by dealer.
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Customer called stating he received another notice for the N62 recall.
Customer states he sent in for reimbursement previously and was told that it did not pertain to his vehicle because Mopar parts were not used.
Agent informed that this is a Mopar replacement part recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C8	7G7[redacted]	***Open Date***	01/20/2014	***Built Date***	11/27/2006	
Model Year	2007	***Body***	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/28/2007	***Mileage***	109,472	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WINDSOR LOCKS CT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	two tie rods replaced - no specifics on invoice.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010614; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: No, different address
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer acknowledges assignment, and that there are documents present.
H46 completed 12/23/2009, inspection only no parts = original factory equipment or (non MOPAR parts).
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]. rang three times and cut out. Writer will try again tomorrow.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
CUSTOMER CONTACT: Writer called [redacted]. same .
Unable to reach Customer.
CUSTOMER CONTACT: Writer called [redacted]. Same. Unable

to reach.
Writer will try again Monday Feb 03, 2014, if no contact will send a letter.
No contact.
February 3, 2014
Mr. Daniel Carsini
72 Spring St.
Windsor Locks, CT, 06906
Reference # 24462629
Dear Mr. Daniel Carsini:
Thank you for your recent letter regarding your 2007 Dodge Ram 3500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number 7G[redacted] available when you call.
Sincerely,
Charlene
Customer Service Representative
Unable to reach Customer, sending letter.
****
Disregard lines 45 - 60
****
Customer has provided email address[redacted]. Please send email to see if customer responds. Reassign back to BB940 if form letter still needed.
Status update provided via email to the following email address:
[redacted]
February 4, 2014
[redacted]
Thank you for your recent letter regarding your 2007 Dodge Ram 3500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at 54 1-800-992-1997, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number 7G[redacted] available when you call.
Sincerely,
Charlene
Customer Service Representative
End of Status Update
Briefly summarize why the customer is contacting Chrysler: customer contacted Ram in regards to an email from Charlene in regards to an open case.
Briefly summarize what the customer is expecting: seeking to speak to Charlene to inquire about the case and if there is any more information needed.
Customer states that the customer does not answer phone calls from out of the states or when the customer is at work.
Agent advised the customer that the agent will document on the case for Charlene to contact him back.
Status update provided via email to the following email address:
[redacted]
Thank you for your recent letter regarding your 2007 Dodge Ram 3500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at 1-800-992-1997, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number [redacted] available when you call. Your case is due to close in two days but can be accessed as needed.
Sincerely,
Charlene
Customer Service Representative
End of Status Update
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The recall is NOT on the factory original equipment that failed or got worn. Please decline Customers

request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual
Customer called back read lines 106-110. Customer did not want to hear any more said he understood.
Writer acknowledges Customer has contacted directly and has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted] *3*

VIN	3D7TT2CT3	AG[redacted]	***Open Date***	01/20/2014	***Built Date***	03/08/2010	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	04/07/2010	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	PIPELINE, MAGELLAN	***Contact Type***	LETTER
Address	2503 SE 43RD	***Home Phone***	
	DEMOINES IA 50327	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement

POSTMARK DATE: 010614; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Customer s information was not in the owner s information section.
Any open recalls: N49 LEFT TIE ROD
Name of person writing in: MAGELLAN PIPE
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N49 LEFT TIE ROD recall in the amount of 232.50 and 93.55 repaired at an IRF.
Reviewed previous files: Yes
Reassigned to 86Y
Writer reviewed documents submitted by customer. No customer information on file. Writer notes an email address no recall notice:
[redacted]
Writer will sent email requesting registration information and request information as to when & where he purchased vehicle.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 09:15
NEXT AGENT: If customer calls back, please ask him where and when vehicle was purchased. Update COIN with all information. Provide fax # to customer asking him to fax in registration.
Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they received an email from a CM.
Briefly summarize what the customer is expecting: Customer is looking to get in contact with their CM. Agent advised the customer of the fax # and that they would have to fax in their registration. Customer was unable to answer the where and when the vehicle was purchased question. Customer stated they would callback in to answer these questions.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-28 @ 11:22
No customer callback.
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
[redacted]
NEXT AGENT: If customer calls, please ask them to fax registration showing MAGELLAN PIPELINE owns vehicle. Explain that Recall N62 is for a previous Mopar service part not factory installed part.
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of

directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
Advise customer to take vehicle to dealership to have Recall inspected and completed.
Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they had applied for reimbursement and would like to know the status of his claim. Customer has submitted his registration as per line 34.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on his claim.
Agent Advised: Agent advised customer of lines 35-51. Customer was very upset and wanted to speak with BB940, as they wanted more information as to why they were denied, agent once again tried to explain however he wanted to speak with the person who made the decision. Customer also wanted documentation regarding the claim was denied, as his vehicle is a work vehicle. Agent advised customer that a notation would be left in the file however there are no guarantees.
Customer contact phone #[redacted].
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-03 @ 18:53
Writer contacted customer at phone[redacted]0. Customer informed writer it was driver s side tie rod that was replaced. Customer had to have vehicle towed to repair shop. Customer to resend registraion information. Writer did note that customer is seeking reimbursement for Recall N49. Writer will revisit file as writer took Recall information from N62.
***** Customer Document Received *****
Correction to line 35: Recall is not 62 but N49.
Disregard lines 34 - 53.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject:
The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
****** Below Customer Contacted for Documentation Request ******
[redacted]
RECALL -N49 Safety Recall - Left Outer Tie Rod Assembly
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: AG164139
Customer s proof of payment is: Master Card Slip, Approval #075351
Date of Repair: October 17, 2013
Labor $60.00
Parts $109.79
Misc. Charges $47.50 (tow), $79.95 alignment, $8.00 (shop supplies)
Tax $15.21 (7%) + 5.60
Total $326.05
Writer is submitting check for approval in the amount of $326.05
Writer reviewed all documents and satisfied with all documents.
Customer has included proof of payment and all necessary documents.
Writer is recommending reimbursement in the amount of $326.05.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Approved.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-05 @ 10:05
No further action required.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-05 @ 13:58
Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C6	6G[redacted]	***Open Date***	01/20/2014	***Built Date***	08/18/2005	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/13/2006	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]2
	HOLLY M[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 010814; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N46, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: N62 Reimbursement request
Reviewed Previous files: Yes, no concerns.
Writer reviewed documents submitted by customer. Customer is seeking reimbursement for N62.
****
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Writer will inform customer that a previous repair would have to have taken place and he would have to provide another repair invoice. Recall is not for factory installed parts.
Customer contact phone #[redacted]1.
Secondary No : [redacted]
Writer needs to have customer take to dealership to have vehicle inspected as H46 and H62 are showing incomplete. Customer needs to produce an repair invoice showing steering linkage had been replaced. Recall is not for factory installed part.
Customer contact phone [redacted]
Secondary No : [redacted]
Writer contacted customer at phone [redacted]1. Writer spoke to customer and informed him he should go to Chrysler dealership and have H46 and N62 recall completed. Writer explained to customer that the recall is for the repair parts, not factory installed parts. Customer understood and will contact dealership.
No further action required. Writer will close file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L8	9G[redacted]	***Open Date***	01/20/2014	***Built Date***	10/27/2008
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	02/17/2009	***Mileage***	70,708	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	63566	BILLION MOTORS			
Dealer Address	3401 WEST 41ST STREET				
Dealer City	SIOUX FALLS	***Dealer State***	SD	***Dealer Zip***	57106

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	PIEDMONT SD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod failed
Corporate - Reimbursement - Default - Default - Default	seeking reimbursement

POSTMARK DATE: 011314; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Address different
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: N49 Reimbursement request
Reviewed Previous files: Yes, no concerns.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject:
The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The left and right tie rods must be replaced.
Safety Recall N49 Left Outer Tie Rod Assembly Page 3
NOTE: The initial steering linkage inspection process (Section A. of the service procedure) can be done by write-up personnel in the write-up area. Vehicles found with the steering linkage shown in Figure 1 can be immediately returned to the customer. See the Completion Reporting and Reimbursement section of this recall for special claims processing information.
Customer had H46 completed on Oct. 5, 2009 at dealership. Parts were replaced - CBFAH362 PACKAGE .
Writer will contact dealership and verify this repair would warrant reimbursement. Writer will also contact customer as both right and left tie rods need replaced.
Writer will inform customer she needs to take vehicle to dealership to have recall completed.
No Proof of payment submitted.
Customer contact phone [redacted]
Writer notes ' L16 LEFT TIE ROD END SAFETY 09/30/2011 04/17/2012 COMPLETE'. Writer will question why they were replaced again on June 29,

2012.
L16 No parts replaced.
Part Number Description
CBFAH362 Drag Link Inner Joint Package
Each package contains the following components:
Quantity Description
1 Joint, Drag Link Inner
1 Nut, Drag Link Inner Joint-to-Pitman Arm Retaining
Due to the small number of involved vehicles expected to require Drag Link Inner
Joint Packages, no parts will be distributed initially. Drag Link Inner Packages
should be ordered only after inspection determines that repair is required.
Writer needs to contact IRF at phone #760-778-5000. Writer needs to know what was wrong, did parts fail, and would they know why.
Writer contacted customer at phone # [redacted]. Customer disconnected call. Writer called back and answering machine states customer s name is Casey.
Writer will send 'CONTACT US ' letter.
February 5, 2014
MR [redacted]
[redacted]
PIEDMONT , SD
[redacted]7,
UNITED STATES
Reference [redacted]
Dear Mr. [redacted]:
Thank you for your recent letter regarding your 2009 DODGE RAM SLT 4X4 2500 QUAD CAB PICKUP.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-992-1997 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number, 9G[redacted] , available when you call.
Beverly
Customer Assistance Representative
****
****
NEXT AGENT: If customer calls back, we need to know why ' when dealership inspected tie rods on April 17, 2012, no parts were needed to complete recall but customer had parts replaced on June 29, 2012 at an IRF. Why did they not go back to dealership?
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054 | Published 12/10/2013 09:38 AM | Updated
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject:
The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
Build Date: October 27, 2008
Writer notes no proof of payment submitted.
Customer is entitled to reimbursement as per parameters of the recall.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer needs to take vehicle to dealerhship to have recall inspected as

recall calls for: Repair:
The left and right tie rods must be replaced.
NEXT AGENT: Please advise customer of lines 104. Also we need UPDATED contact information for customer and correct address to send reimbursement.
****

Please submit form letter re lines 55 -72
****

Letter sent 2/18/14.

Customer Assistance Inquiry Record (CAIR)#							***24462818***
VIN	3D7KS28A9	8G222660	***Open Date***	01/20/2014	***Built Date***	04/07/2008	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/23/2008	***Mileage***	96,475	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HANFORD CA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 Recall - Reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 010614; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Writer spoke to Al, owner at IRF - 559-734-4649 to get labor break down and was advised labor would have been 1.8 hours at $75.00 per hour for $135.00.
N49 RECALL - Left Tie Rod
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod
Recall applies to customer s vehicle:yes
Customer s proof of payment is: Paid Stamp
Date of Repair:07/08/13
Invoice #: 68386
Labor $135.00 - see lines 8-10
Parts $382.00
Misc. Charges $79.95 - Alignment
Tax $31.52 - 8.25% on parts
Total $628.47
Writer is submitting check for approval in the amount of $628.47.
Address on paperwork received matches address in COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C6	5G[redacted]	***Open Date***	01/20/2014	***Built Date***	02/25/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	06/01/2005	***Mileage***	137,972	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-		JEEP LLC	
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	UNION OR 9[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Front right tie rod broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010614; DATE RECEIVED: 011314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an email address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A
Agent reviewed documents. Documents do not support the N62 recall.
***
NOTE: A Mopar service parts steering linkage may have been installed
during a PRIOR SERVICE appointment.
If customer has had the repair prior to this repair, he must provide
documentation for both repairs.
Otherwise, if customer cannot provide documents for the first repair, no
further action will be required.
***
Inform customer of incomplete Recall N62 LEFT OUTER TIE ROD ASSEMBLY,
contact CDJ to have previous repair inspected so they can update file.
Claim is denied at this time.
OUTBOUND CONTACT to MR [redacted] left VM with contact
information at 1-800-853-1403 in regards to the reimbursement
consideration on repairs completed to his 2005 DODGE RAM and as per lines
17-19.
****
WHEN CUSTOMER CALLS IN PLEASE REFERENCE LINES 10-15. CLAIM IS DENIED AT
THIS TIME.
OUTBOUND CONTACT to MR [redacted], left VM that this is
the second contact. Please contact us at 1-800-853-1403 and reference
case [redacted]
****
WHEN CUSTOMER CALLS IN PLEASE REFERENCE LINES 10-15. CLAIM IS DENIED AT
THIS TIME. HOLD ON TO DOCUMENTS FOR ANY FUTURE REFERENCE.
Customer called back as advised per messgae left by KH484.
Agent advised customer as per lines 10-15. Customer states that he would
like a callback from KH484 on his cell phone [redacted]

OUTBOUND CONTACT to MR [redacted] informed him of the
recall requirements as per lines 10-15, and advised him to contact a CDJ
to have the inspection completed to the previous repair at no cost to him
in order to update his file. Agent explained that as per CLAIM 106277 H46
Steering Linkage inspection was completed at 68645 FRONTIER MOTORS INC
on 05/21/2010 at 70686 M - no parts were required.
Customer understood.
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C1	6G[redacted]	***Open Date***	01/20/2014	***Built Date***	09/13/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	11/07/2005	***Mileage***	50,910	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BUFFALO GROVE IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Brakes - Pads/Shoes - Worn - Front	replaced front and rear pads and rotors
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	replaced front upper and lower ball joints
Product - Wheels and Tires - Front Wheel Bearings - Worn - Unknown	replaced front wheel bearing assembly(2)
Product - Suspension - Tie Rods / Drag Link - Worn - Front	replaced left and right Inner and Outer Tie Rods
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 011414; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the customer is seeking reimbursement for the N62 recall repair.
Writer acknowledges assignment, and that documents are present.
H46 completed 04/29/2009, inspection only, no parts = original factory equipment(or non MOPAR parts).
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.

CUSTOMER CONTACT: Writer called [redacted]. Email on invoice [redacted] Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
***AGENTS - Please see lines 37-43.
Writer will call today, Writer will advise case will close in two days.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The recall is NOT on the factory original equipment that failed or got worn. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Writer will try to connect directly with Customer again tomorrow. Writer will advise Case will close in two days after that.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact. Writer advised case will close in two days, but can be accessed or re-opened as needed.
AGENTS: please read and relate lines 50-58.*******
No contact.
No contact, by pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C5	5G[redacted]	***Open Date***	01/20/2014	***Built Date***	06/03/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/12/2005	***Mileage***	82,319	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	GRANT, SAMUEL	***Contact Type***	LETTER
Address	264 RD K.7 SE	***Home Phone***	
	MOSES LAKE WA 98837-9011	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Steering - Unknown - Other - Default	replaced the pitman arm steering kit and damper

POSTMARK DATE: 010914; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: N62 Reimbursement request
Reviewed Previous files: Yes, no concerns.
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for parts purchased under the N62 recall.
Customer sent in an accounting statement from the dealership.
Invoice - PQ64CHR - 10/08/12 - steering, pitman arm and damper
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 05/18/2010 COMPLETE
Writer located in claims the H46 shows no parts replaced.
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless the customer can send in a repair invoice showing a prior repair to replace the steering linkage as the N62 recall is for a Mopar replacement part and not the original equipment.
******
Writer did not locate a phone number for this customer in coin or the information sent by the customer.
Writer searched 411.com with no information located.
Writer will send a letter asking the customer to call.

******
PLEASE CALL US
January 28, 2014
[redacted]
MOSES LAKE , WA-[redacted]
Reference [redacted]:
Thank you for your recent letter to regarding your 2005 DODGE RAM.
I have been unable to contact you by phone. Please contact me at
1-855-675-9291, extension (4718492), to discuss your letter. Please refer
to the reference number above or have your Vehicle Identification Number
(5G861603) available when you call.
Sincerely,
Debra
Customer Service Representative
**********CLOSED**********
****
Disregard lines 43 - 56
****
[redacted]
MOSES LAKE , WA-[redacted]
Reference [redacted]
Dear MR [redacted]:
Thank you for your recent letter regarding your 2005 DODGE RAM.
I have been unable to contact you by phone. Please contact me at
1-855-675-9291, extension 4718492, to discuss your letter. Please refer
to the reference number above or have your Vehicle Identification Number,
5G861603, available when you call.
Sincerely,
Debra
Customer Assistance Representative
Letter sent 2/3/14.
******
Writer received a voice message from the customer dated February 7, 2014
@ 10:56 am leaving[redacted] as the contact number.
******
Writer will call -[redacted].
Writer spoke with [redacted]. Writer thanked the customer for the
contact. Writer advised the customer this recall is for a replacement
part and not for the factory parts. Customer stated the factory parts
are 'junk'. Writer asked if the customer had a prior repair to replace
the steering linkage. Customer stated no. Writer advised the customer
to contact the dealership for a inspection as the parts purchased may be
the recalled parts and if so the dealership will change them out free of
charge. Writer asked the customer if a phone number is required to
contact the dealership. Customer stated no he will call the one around
the corner.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX39C7 7[redacted]	***Open Date***	01/20/2014	***Built Date***	11/13/2006		
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/01/2007	***Mileage***	145,577	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	61661	FOSS MOTORS INC			
Dealer Address	133 PORTSMOUTH AVENUE				
Dealer City	EXETER	***Dealer State***	NH	***Dealer Zip***	03833

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WELLESLEY HLS MA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent supplied customer with nearest dealership information
Corporate - Roadside Services - Default - Default - Default	Agent transferred customer over to Roadside Assistance
Corporate - CNA Change - Default - Default - Default	Agent updated customer-s information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer stated his tie rod just broke while driving
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated the tie rod just broke on his vehicle while driving
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge stating he has an appointment on Thursday to have the N62 recall repair done, but while he was driving today the tie rod broke and he is on the side of the road.
Briefly summarize what the customer is expecting: Customer expecting towing assistance to bring his vehicle to the nearest dealership.
Agent researched and located nearest dealership where the customer is broken down.
Agent supplied the customer with the dealership information 61661Ù FOSS MOTORS INC 603-772-3702
Agent stated to customer, unfortunately Dodge does not pay for towing under the recall and all his warranty has expired.
Agent transferred customer over to Roadside Assistance and stated that he will have to pay for the towing.
Customer was not happy to hear he has to pay for towing, when it is related to the N62 recall.
Agent re-assigned to in basket SJ372 for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	01/20/2014	***Built Date***	06/11/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/09/2005	***Mileage***	120,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42842	DOTSON BROTHERS INC			
Dealer Address	1010 CARSON DRIVE				
Dealer City	PARIS	***Dealer State***	KY	***Dealer Zip***	40361

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CYNTHIANA KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Looking for reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke in May.

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice for the tie rod end. Customer states that in May the tie rod had broken and he had it replaced. Customer called the dealership and got a list of the parts and was told to call the CAC. Customer states that a kit for the repair was 540.00 dollars. Customer is looking to be reimbursed.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for the repair.
Agent advised that it would have to be inspected first at the dealership. Agent advised that if the dealership states that it is fine then the information can be sent in for possible reimbursement. Agent advised that if the dealership states that it needs to be replaced then he would have to go on an ordering list to have the recall completed and reimbursement would not happen.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24057 and 17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2 9[redacted]	***Open Date***	01/20/2014	***Built Date***	08/28/2008		
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/06/2008	***Mileage***	103,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	49911	POTAMKIN'S PLANET DODGE/ PA FLEET			
Dealer Address	9975 NW 12TH ST				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33172

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GRETNA VA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Pre-recall repair
Corporate - Survey By-Pass - No Documentation - Default - Default	

Customer [redacted] called.
He stated the tie rod broke on this vehicle while turning into parking lot about 12/11/13, they tried to get Mopar replacement but all backorder, so they bought parts at Advance and the mechanic came out and repaired on-site.
Writer advised he can submit documentation for reimbursement consideration, he requested eDoc, but will call back with his email address.
Writer provided case number, customer will call back with his email.
Note, customer s cell phone was intermittent, call dropped twice.
Next agent please advise N49 still incomplete.
email: [redacted]m
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 13:24
Reassigned: 86Y
Waiting for documents.
Status update provided via email to the following email address:
[redacted]m
My name is Nancy. I am your Case Manager. This is to remind you we have not received your documents for your possible reimbursement. If we do not receive them in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, extension 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Reassigning to JK671 for Survey Bypass - No Documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C7	5G[redacted]	***Open Date***	01/20/2014	***Built Date***	12/21/2004	
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP			
In Service Dt	10/01/2005	***Mileage***	182,544	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	VANCLEAVE MS[redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Customer seeks reimbursement on steering linkage repairs
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeks to be reimbursement for steering linkage repairs
Product - Suspension - Unknown - Other - Front	front u joint replaced
Product - Wheels and Tires - Front Wheel Bearings - Other - Unknown	left front hub assembly
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	upper and lower ball joints replaced

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer states he replaced steering linkage components. Customer states his local dealership advised he mail his documents in for reimbursement because the components had been recalled.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for steering linkage repairs.
Agent advised customer as per AC # 17420 Reimbursement mailing information.
Customer stated he has the recall letter at home and will mail in all the documents with the recall letter.
Agent advised customer upon further review possible reimbursement for the recalled component only. Agent advised customer of CAIR#
Waiting on documentation.
Writer researched image queue no documentation pending. As per process writer will contact customer on 01/28/14 for documentation request and to advise that case will be closed in 2 days.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail stating that no documentation has been received as of today. Case will be closed in 2 days. Once documentation is received a new case will be created. Writer provided phone number 855-675-9291 and ext 4718296 and CAIR number.
ATTEN: JK671 Please add survey by pass as per disposition code #5-waiting for documentation.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 02/03/14 at 10:28 AM. Customer has provided phone number [redacted].
OUTBOUND CALL TO CUSTOMER: [redacted] Customer states that she is just getting paperwork ready to mail and wanted to verify the correct mailing address. Writer verified that mailing address is correct. Writer advised that N62 is for a mopar steering linkage and that the customer would being submitting two invoices. Customer states that she is not sure what invoices are being submitted as she is just helping her husband. Writer

advised that once documentation is received it will be reviewed and customer will be contacted with decision.
POSTMARK DATE: 020414; DATE RECEIVED: 021214
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Documents attached for review.
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall. This recall is for a Mopar replacement part . The vehicle had to have been in for a prior service and had the steering linkage replaced with Mopar service parts. Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Writer notes that H46 mopar steering linkage was completed on 05/04/09 claim number 229968 inspection only-no parts.
OUTBOUND CALL TO [redacted] Writer left voice mail message stating call is in regards to documentation submitted for the 2005 Ram 2500. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer spoke with Mrs [redacted]. Writer explained that invoices submitted from Tim s Auto are showing repairs to the ball joints, u joint and hub assembly. Writer advised that the N62 recall is for a mopar steering linkage therefore invoices submitted to do pertain to the N62 recall. Customer requests that writer contacted her husband at [redacted]7 as she would not be able to explain this to him.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer spoke with Mr [redacted] Mr [redacted] states that he can not hear writer as he is in a bad area for reception. Customer requests that writer call back in 40 minutes as he will be at home at that time. Customer states that writer can contact him on his cell or on the home phone number of 228-826-3908.
OUTBOUND CALL TO CUSTOMER: [redacted]8 Writer left voice mail message stating that writer is returning call as requested.
Correction Line 66 should read: [redacted]
OUTBOUND CALL TO CUSTOMER: [redacted] Writer advised customer of lines 42-47. Customer states that IRF replaced that steering linkage but did not put it on the paperwork. Writer advised that recall is open. Customer states that he did not put mopar parts on the vehicle because he did not have to. Writer advised that customer should contact dealership to have inspected. Writer offered to contact dealership. Customer explained recall N62 to customer again that recall is not on the original factory installed equipment but on mopar steering linkage. Customer states that he feel that the factory installed equipment was defective or else it would not have broken. Writer advised that the recall is only on mopar replacement parts. Reimbursement denied.

Customer Assistance Inquiry Record (CAIR)# [redacted]*0*

VIN	3D7MX39A4	8G[redacted]	***Open Date***	01/20/2014	***Built Date***	11/15/2007	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	12/29/2007	***Mileage***	60,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44984	LITHIA DODGE OF SOUTH ANCHORAGE			
Dealer Address	9600 OLD SEWARD HIGHWAY				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EAGLE RIVER AK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer reports passenger side tie rod failed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer reports tie rod failed.
Corporate - Survey By-Pass - No Repair - Default - Default	N62

Briefly summarize why the customer is contacting Chrysler: Customer reports his son drives this vehicle and told him that the passenger side tie rod has failed. Customer reports that the tie rod went through the tire and the vehicle is no longer drivable. Customer wanted to know if this condition will be covered under the recall.
Briefly summarize what the customer is expecting:
Customer is seeking to confirm vehicle recall status.
Customer thought he may have the N49 recall on his vehicle. Writer advised that he has the N62 which is the recall for Mopar replacement parts only.
Customer is not sure if this vehicle has Mopar parts as he purchased it used.
Writer advised that the vehicle needs to be towed to the dealership in order to determine if this condition will be covered.
CALL TO DEALER:
Writer contacted 64793 and spoke to Service Advisor Ken. Ken advised that the vehicle will take priority when towed to their dealership.
Writer advised caller of lines 16-17. Customer is setting up his own towing.
Reassigned to KG363 for a Survey By Pass No Repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	01/20/2014	***Built Date***	09/03/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/12/2010	***Mileage***	151,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBUS OH [redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Transfer Case - Noisy - Default	4WD makes a poping noise
Product - Electrical - Heated Seat - Other - Unknown	Drivers side heated seat does not work
Product - Electrical - uConnect Cellular System - Other - Default	Uconnect system does not work
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: 4WD makes a popping noise
Briefly summarize what the customer is expecting: Cost assistance and get the vehicle repaired.
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 60388-Performance Chrysler
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: Cell: [redacted]
Preferred Afternoon/Evening call back number is: Cell: 6[redacted]
Customer email address for case updates: je[redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM * * * * * *
- Original Owner: Yes- 12/12/10 @ 35852
- Has 1 New CDJR
- Has 5 Used CDJR- 3 disposed
- 0 Cancelled Service Contract
- 2 Active Service Contract- USED MAXIMUM CARE: January 24, 2017 @ 156,000 Miles
- 0 Expired Service Contract
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated that he was waiting for an update for the radio. Writer stated that the 4WD is making a popping noise, Uconnect is not working and the driver side heated seat is not working. Writer advised that when the part comes in to call writer back with that information.
Writer contacted customer at [redacted]9, writer stated lines 22-26 and stated that SA\Phil will contact the customer when the part arrives and will diagnose the rest of the vehicle. Writer stated next follow up for the customer will be 01/24/14.
CONTACT UPDATE - 1st Contact attempt, lines 27-30
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated the part is in and the customer needs to bring the vehicle in for the repair. CA stated that customer will be informed.
Writer contacted customer at [redacted], CA stated that part is in and that all concerns were addressed with SA\Phil and that the customer needs to bring the vehicle in for the repair. CA stated next follow up date will be 01/27/14.
Writer called dealership at 614-272-0000. SA states that the last time

the customer was at the dealership was on 01/14/2014.
Writer called customer [redacted]. Customer states that the dealership only has the radio update and he does not want to take the vehicle into the dealership multiple times so he will wait until all of the parts have arrived. Customer would like ETA on tie rod. Writer set follow up for 02/04.
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated that customer has not been in yet.
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated that the customer has not come in yet but the radio update is in.
Writer contacted customer at [redacted], customer stated that he wanted to wait for the tie rods to come in first before coming back in.
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated that the tie rods are on back order and do not have an ETA yet.
Writer asked for SA\Phil to contact the customer so that the update, 4WD and heated seats can be worked on.
Writer contacted customer [redacted], left message to call back and explained lines 53-55. Next follow up date 02/05/14
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil stated that customer is coming in 02/06/14.
Writer contacted dealer 60388 at 614-272-0000, left a message for SA\Phil to call back with a status update.
Writer contacted customer at [redacted], left message stating to call back if customer has any questions or concerns and next follow up date is 02/10/14.
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated that customer is coming in 02/11/14.
Writer contacted customer at [redacted], left message stating to call back if customer has any questions or concerns and next follow up date is 02/14/14.
Writer contacted customer at [redacted] customer stated that the dealership did not look at his heated seats, the drag link and tie rods are on order and the radio has been updated. Customer stated that the dealership told him that the parts would be in within 2-3 days. Customer has his vehicle now is waiting for the parts to come in before the rest of the repairs can be done. Writer stated that dealership will be contacted and next follow up date will be 02/14/14.
Writer contacted dealer 60388 at 614-272-0000, spoke with SA\Phil, who stated that they are ordering a drag link and outer tie rod. SA\Phil asked if the customer s deductible could be waived. Writer stated that will be looked into. SA\Phil stated that the parts ETA is 3-4 days and that next update will be 02/19/14. SA\Phil asked to be called at 7:30 8:00 am when he is available to talk.
Parts: 68036726AC, 68038054AD
Writer called dealer 60388 to speak with the service manager Mark. The operator said that the SM is not in today, but will have a service advior call writer today. Or have someone call JM2557. Writer gave writer s contact information and also JM2557 s information.
Writer called the customer and left a voicemail. Writer told the customer, his case manager JM2557 will call the customer on Tuesday.
Customer call transferred to JM2557: Customer stated that his perform service light is on and that SA\Phil was informed and hasn t contacted the customer back to find out what are his next steps are.
Customer called in. Customer stated having performance issues. Customer stated is frustrated with the issues. Customer stated Uconnect is not working again. Writer advised will contact the SM Phil. Customer stated would like to be contacted tomorrow later in the day. Writer advised will do so. Writer set follow up for 02-19-14.
Writer attempted to contact dealer at 614-272-0000;
Writer left message with SM Phil and advised that the Customer is having problems regarding his Uconnect and his maintenance light coming on.
Writer attempted to contact dealer at 614-272-0000;
Writer left message with SA Phil regarding the customer s issue per lines 98-100.
Writer attempted to contact customer at [redacted];
Writer spoke with customer. Writer advised lines 98-103. Customer stated follow up 02-20-14.
Writer attempted to contact dealer at 614-272-0000;
Writer spoke with front desk, was transferred, and then disconnected by service.

CA contacted dealer 60388 at 614-272-0000, call was transferred then disconnected.
CA contacted dealer 60388 at 614-272-0000, left a message for SA\Phil to contacted CA and left call back information. CA was transferred to Dave\PA stated who stated that the parts look like they came in on 02/13/14.
Writer attempted to contact customer [redacted]
Writer could not leave a message due to voicemail not being set up.
SA\Phil left message for CA to call back.
CA contacted dealer 60388 at 614-272-0000, spoke with SA\Phil who stated that the customer was suppose to come in today but will try for 02/21/14.
SA\Phil stated that he is aware of the new concerns.
Writer attempted to contact customer at [redacted];
Writer left message.
Writer attempted to contact dealer at 614-272-0000;
Writer spoke with front desk, was transferred, and then disconnected by service.
CA contacted dealer 60388 at 614-272-0000, left SA\Phil a message to call back with an update.
Writer attempted to contact dealer at 614-272-0000;
Writer left message with SA Phil requesting an update.
Writer attempted to contact dealer at 614-272-0000;
Writer spoke with Service Manager Mark (SM). SM stated vehicle is here. SM transferred to SA Phil. SA stated in earlier this week. SA stated ordered radio for the customer and is currently waiting for it. Writer advised will contact customer.
Writer attempted to contact customer at [redacted]
Writer spoke with customer and advised lines 131-135. Customer stated heat still does not work. Perform Service light is still on. Writer advised radio is on order, and the SA Phil is doing everything he can to assist the customer. Customer stated displeased with the offer the dealership gave him regarding a trade-in. Customer stated would like a supervisor call. Writer advised will have a supervisor contact within 24 business hours.
Supervisor Follow - up
Writer attempted to contact customer. Left message. 2nd attempt to be made on 3/3.
Supervisor Follow - Up
Writer contacted customer Mr. [redacted] who requested to be addressed as Jeff. Customer states that he has had nothing but problems with his vehicle since he purchased it in 2010. Customer states that the front end wobbles, the 4 wheel drive pops, issues with the radio and ongoing electrical concerns. Customer states that he went to the dealer for a possible trade in and was only offered $20,000 trade in value for his vehicle. Customer states that offer was not acceptable for a $60,000 vehicle. Customer states that he has owned many Chrysler/Ram vehicles over the years and that his business also purchases Ram Brand vehicles as well. Customer states that Chrysler should buy back the vehicle. Writer referred customer to his blue and white booklet, BBB.org and his State Attorney General s office for information on his states laws. Writer advised customer that CAC can work towards getting his vehicle repaired or can contact the Sales Manager at the dealer to advocate for the customer. Writer advised customer that no guarantees can be made towards any better trade in offers however CAC will consult with the dealer and our resources. Writer offered customer a 5/100 Max Care Service Contract if customer purchases a New Brand vehicle. Customer requested a new case manager. Writer advised that a follow up will take place no later than Friday 3/7/2014.
Customer called dealer. Left a message for the sales manager.
Writer called customer. Writer advised customer of line 168.
Status update provided via email to the following email address:
[redacted]
I am contacting you on behalf of your Case Manager Gus, who is not available at this time. We are currently working on your concern and we will follow up again on 03/14/14. We apologize for the delay; meanwhile feel free to contact us for any questions or concerns about your concern.
Thank you,
Chrysler Case Management,
1-800-763-8422 extension 66122.

End of Status Update
Status update provided via email to the following email address:
[redacted]
This is Kenzie. I am calling in regards to you case manager Gus. I will have him follow up with you no later than tomorrow with more information.
Thank you!
End of Status Update
Status update provided via email to the following email address:
[redacted]
Hello my name is Ashton I m contacting you on behalf of your case manager Gus
who has been assigned as your case manager.Unfortunatly your case Manager is out of the office there will be a follow up call by 3/21/14.
Thank you
Ram
End of Status Update
Begin Customer Message reviewed:
I got one of these msg from you guys last week also,and no phone call,no wonder Chrysler has such a bad image,I don t understand you people,very displeased ram owner, have a good day,[redacted]
End of Reviewed Customer message
Writer called customer. Left message.
Writer called customer. Customer states the radio was replace and is now doing the same thing. The heated seats still do not work. Writer advised customer the dealer will be contacted and writer will follow up with customer no later than 03/31/14.
Writer called dealer. SM Mark states customer is very loyal to the dealer. SM will do some research and call the customer. SM did not know the vehicle was still having issues.
Writer called customer. Left message.
Writer called dealer. SM Mark not available. SA Joe states customer has not made an appointment.
Writer called [redacted]. Left message.
Writer called customer. Customer states he spoke with Phill at the dealer and was advised not to bring the vehicle to the dealer until the dealer contact Chrysler to find out what to do.
Writer called dealer. NO answer in service.
Writer called dealer. No message was left.
Writer called customer. Left a message asking customer to contact SM Mark at the dealer and take the vehicle for a diagnoses.
Writer called dealer. SM Mark not available. SA Jim states customer has not made an appointment.
Writer called customer. Customer states he will take the vehicle to the dealer when they are not as busy. Customer is not going to make an appointment. Writer advised customer his case is being closed until customer takes the vehicle to the dealer for diagnoses.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/20/2014	***Built Date***	11/25/2009	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	11/22/2010	***Mileage***	56,583	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66997	BENDER CHRYSLER DODGE			
Dealer Address	3400 MABRY DRIVE				
Dealer City	CLOVIS	***Dealer State***	NM	***Dealer Zip***	88101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUNSET TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Recall part not available

Customer called stating that he is stranded and the tie rod is broken. Customer states that he uses this truck for work. Customer states that he sent someone to town for a part to make the repair as the Dodge dealership told him that he would have to wait at least two weeks for the part. Customer states he is getting the part from Napa Auto Parts and going to do the repair himself as he cannot afford to have the vehicle towed to the dealership and then waiting for 2 weeks to get it fixed. Agent advised customer to keep all receipts related to the repair to see possible reimbursement.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D3	6J[redacted]	***Open Date***	01/20/2014	***Built Date***	04/08/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/31/2007	***Mileage***	92,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	60180	WALKER CHRYSLER JEEP DODGE			
Dealer Address	95 LOOP ROAD				
Dealer City	CENTERVILLE	***Dealer State***	OH	***Dealer Zip***	45459

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DAYTON OH[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement for recall N62 completed by IRF

Briefly summarize why the customer is contacting Chrysler: Customer states he had recall N62 completed by IRF. Customer advises he had recall N62 completed by 60180 - WALKER CHRYSLER DODGE JEEP RAM (937-434-9500).
Briefly summarize what the customer is expecting: Customer seeking complete reimbursement for repairs completed by IRF to remediate recall N62. Customer states tie rod broke while traveling down the road sending him into oncoming traffic. Agent advised as per Answer ID 17420.
*
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	01/20/2014	***Built Date***	06/21/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	09/10/2010	***Mileage***	66,980	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BAYTOWN TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking reimbursement for recall related repair.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the left tie rod was replaced a few months ago.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she received the notice for the N49 recall for LEFT TIE ROD but had the left tie rod replaced a few months ago.
Briefly summarize what the customer is expecting: Customer is expecting to see if the repair can be reimbursed. Writer advised customer she will need to submit the original proof of payment and original repair order along with the VIN, Customer Name, Address and phone number and vehicle mileage to Chrysler Recall Assistance Center, P. O. Box 21-8007, Auburn Hills, MI 48321-8007. Writer advised customer to allow 60 days for processing. Writer advised customer that once the information has been received it will be reviewed to ensure the parts completed were the same as the recall parts to be considered for reimbursement.
Reassigned to 86Y.
Waiting for docs.
Agent called customer at [redacted] and left voicemail advising I will be closing the file on Tuesday February 4 if documents are not received.
Agent provided fax number of 877.768.5076 and phone number of 800.853.1403.
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	01/20/2014	***Built Date***	03/01/2008	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/08/2008	***Mileage***	148,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GRAND JCT CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	left tie rod
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod replaced

POSTMARK DATE: 010414; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Customer wrote in seeking reimbursement for recall N49 repair completed
Reviewed previous files: Yes, no concerns
OUTBOUND CALL TO [redacted] Writer left voice mail message stating call is in regards to documentation submitted for the tie rod repair on the 2008 Ram 2500. Writer advised that proof of payment is required. Writer advised that there is no area code available on invoice submitted from Berkley s Auto. Writer advised that N49 shows as an open recall. Contact dealership to have inspected and/or corrective action taken at no charge. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
Writer unable to locate complete phone number for Berkley s Auto using 411 information.
INBOUND CALL FROM CUSTOMER: Writer received call back from customer. Customer states that the invoice was paid in cash and he does not have any proof of payment. Writer advised that a call will be made to Berkley s Auto to verify proof of payment. Customer states that the phone number is 970-244-8484 and the contact person is Mark. Customer states that it was the left tie rod that was replaced at a cost of $187.60. Writer advised that recall is still open. Contact dealership to have inspected and/or corrective action taken at no charge.
OUTBOUND CALL TO IRF: 970-244-8484 Writer spoke with Mark (owner) who states that the invoice was paid in full for tie rod repair.
RECALL - N49 Left Tie Rod
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Cash (lines 27-28)
Date of Repair: 12/19/12
Invoice #: N/A
Labor $80.00
Parts $99.95
Misc. Charges $0.00
Tax $7.65
Total $187.62

Writer is submitting check for approval in the amount of $187.60
Writer verified address on correspondence matches address in Customer Owner Information Network.
INBOUND CALL FROM CUSTOMER: Customer requesting case update. Writer advised that IRF was contacted and proof of payment was provided. Writer advised that check has been submitted.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	AG[redacted]	***Open Date***	01/21/2014	***Built Date***	04/22/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	06/12/2010	***Mileage***	24,654	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]-
	WESTMINSTER MA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 011414; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS
Any open recalls: Yes N49 LEFT TIE ROD
Name of person writing in: [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking reimbursement for N49 LEFT TIE ROD in the amount of 450.16.
Reviewed previous files: Yes, please see CAIR # [redacted]
Reassigned to 86Y
Customer submitted documents for reimbursement of tie rod repair, alignment, & towing.
Customer did not provide proof of payment for the repair invoice or the towing invoice.
Writer contacted customer at [redacted]. Left message with contact information & informing customer that proof of payment is needed for the repair invoice & the towing invoice.
Writer received call from from IRF AJM Automotive owner Alex who stated that customer paid cash for the repair. IRF states customer came in and asked if IRF had anything to show proof of payment. IRF stated he got writers contact information from the customer and wanted to call and confirm payment.
Writer contacted IRF Roland s Towing at 978-345-7241. Writer spoke with owner Roland who stated the towing invoice was paid in full.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 12/18/13
Customer s proof of payment is: IRF verified
Invoice #: n/a
Labor $70.00
Parts $99.49
Misc. Charges $0
Tax $6.22
Total $175.71
****
Date of Repair: 12/26/13

Customer s proof of payment is: cash #19697
Invoice #: 3397
Labor $99.95
Parts $0
Misc. Charges $0
Tax $0
Total $99.95
****
Date of Repair: 12/18/13
Customer s proof of payment is: verified with IRF
Invoice #: 3324
Labor $0
Parts $0
Misc. Charges $174.50 towingÙ
Tax $0
Total $174.50
****
Combined Total $450.16
Writer is submitting check for approval in the amount of $450.16.
****
Writer contacted customer at [redacted]. Left message with contact information & informing customer check has been approved for tie rod repair, alignment, & towing.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/21/2014	***Built Date***	01/26/2010
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4		
In Service Dt	08/01/2010	***Mileage***	35,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	***Dealer State***	FL	***Dealer Zip***	33411

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	BOYNTON BEACH FL null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2014-01-21
Road Side File Created 01-21-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
BOYNTON BEACH WEST PALM BEACH
FL USA FL
BROKEN TIE ROD ON LEFT SIDE//
DEALER CODE : 43864 ARRIGO DODGE CHRYSLER JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	01/21/2014	***Built Date***	02/01/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	02/28/2011	***Mileage***	45,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE			
Dealer Address	1888 MORSE RD				
Dealer City	COLUMBUS	***Dealer State***	OH	***Dealer Zip***	43229

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	COLUMBUS OH null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-01-21
Road Side File Created 01-21-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3400 REFUGEE RD 1888 MORSE RD
SCHWARTZ RD
COLUMBUS COLUMBUS
OH USA OH
DEALER CODE : 44254 BOB CALDWELL CHRYSLER JEEP DODGE
John (Assistant manager) is calling in today calling in today to seek a rental vehicle for customer. John states that the left tie rod broke last night and they should have the vehicle fixed by tomorrow if they could get the parts. Agent advised John that he needs to contact the business center or the district manager.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	01/21/2014	***Built Date***	02/17/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	03/31/2011	***Mileage***	67,619	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26775	RYAN CHRYSLER DODGE JEEP			
Dealer Address	1212 2ND ST W				
Dealer City	WILLISTON	***Dealer State***	ND	***Dealer Zip***	58801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLISTON ND[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	coin update
Product - Steering - Unknown - Defective - Default	customer states that the tie rod went out while he was on the road
Recall - N49: LEFT TIE ROD - Information Request	seeking assistance with getting the parts for recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to regarding issues with the truck. Customer states that he received the N49 recall notice for the tie rod. Customer states that his tie rod just broke while he was on the road and is waiting on a tow truck at the moment. Customer states that he contacted the RYAN CHRYSLER DODGE JEEP dealership and they had advised him that they didn t have any parts to complete the recall.
Briefly summarize what the customer is expecting: Customer is expecting to have his truck fixed. Agent contacted the RYAN CHRYSLER DODGE JEEP dealership and spoke to Randi in service who states that they have a huge list of customers waiting for parts and they could certainly diagnosed the truck when it gets towed in. Randi states that once the vehicle is diagnosed than she will talk to the SM about getting the truck fixed. Customer would like to get his vehicle fixed. Wroter advised the customer of lines 8-13. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	01/21/2014	***Built Date***	06/03/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/01/2008	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	PO BOX[redacted]	***Home Phone***	[redacted]
	LAREDO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received the notice for the N49 LEFT TIE ROD recall. Customer stated today the tie rod broke. Customer stated he called his local Chrysler dealer to setup the tow and repair. Customer stated he was advised the tow would not be covered and wouldn t be able to have the repair completed for 2 weeks.
Agent called the dealer and spoke with service. Agent was advised there are only 2 advisers at the dealer and do not remember speaking with the customer. SA stated if the customer was able to bring the vehicle in they would be able to complete the recall tomorrow.
Agent advised the customer the tow to the dealership would not be covered under the recall but if he was able to get the vehicle to the dealer they are ready to complete the recall tomorrow. Agent offered to call roadside for the customer but he declined and stated he would handle it himself.
Briefly summarize what the customer is expecting: Customer seeking recall completion.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	8G1[redacted]	***Open Date***	01/21/2014	***Built Date***	09/19/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/12/2007	***Mileage***	78,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68700	FRIENDLY DODGE CHRYSLER JEEP INC			
Dealer Address	2499 ROUTE 14A				
Dealer City	PENN YAN	***Dealer State***	NY	***Dealer Zip***	14527

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FREEDOM NY 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Other - Front	Right tie rod has been replaced
Product - Wheels and Tires - Tires - Other - Unknown	Tires had been replaced

Briefly summarize why the customer is contacting Chrysler: Customer called because she had received the recall notice for the tie rods. Customer stated that they had replaced the right tie rod already because it was chewing up the tire. Customer stated the she had to replace the tires. Customer would like to know if she can seek reimbursement.
Briefly summarize what the customer is expecting: Agent advised customer that she can send in the proof of purchase and the repair order and possible reimbursement can be looked into. Agent provided 1-877-768-5076.
Reassign to 86Y
Dawn had called in wanting to know if we had received her paperwork through fax. Dawn had faxed the information in on January 22 and it stated transmission completed. Agent advised Dawn to allow for a couple of more days to her case to be assigned.
Customer called in wanting to know if we received her fax. Agent advised that the fax has not been attached to the case just yet. Agent advised that it could be a couple more days and that she will receive a phone call.
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
My name is Jenna your case manager. I see you have been attempting to fax over your documents. It appears that we are experiencing technical difficulties with the fax.
The quickest way would be to email them. I will send you a seperate email with a document link that will allow you to attach the documents.
If you wish to contact me directly you may at 855-675-9291 ext 4718558.
Thank-you
Jenna.
End of Status Update
VOICEMAIL: Customer called and left a message stating that she doesn t have access to an email so fax or mailing would be the only way. Customer wished for a call back [redacted]
CUSTOMER CONTACT [redacted]: Number has been disconnected- number on main page is: [redacted].

CUSTOMER CONTACT [redacted]: No answer left message stating that the best way at this time would to mail them as the fax seems to be intermittently working. Agent provided mailing address and stated she will also put it in an email.
Status update provided via email to the following email address:
[redacted]
Good Morning,
At this point I believe it would be the easiest to mail the documents over. Our mailing address is P.O. Box 21- 8007 Auburn Hills MI 48321.
Thank-you
Jenna
855-675-9291 ext 4718558.
End of Status Update
Waiting for documentation
Waiting for documentation
No image in que
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update
Reassign to JK671- no documents.
POSTMARK DATE: 020314; DATE RECEIVED: 021014
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Documents attached for review
CUSTOMER UPDATE: Customer called agent. Agent stated to the customer that she did get her documents and reviewed them with her on the phone. Agent stated that the documents were not legable. Agent stated that happens with carbon copies. Agent stated to the customer that this recall is with MOPAR replacement parts. Agent explained that they would need to have a steering linkage replaced with MOPAR replacement parts first then a subsequent repair for the tie rods. Customer asked her husband and stated they don t think they replaced the steering linkage and if they did it would of been from Napa, so it wouldn t qualify. Agent stated to the customer that if a recall is released for her factory tie rods then she can re-submit for the reimbursement. Agent stated to the customer that N62 was already completed and it was an inspection stating that they didn t have the defective linkage on their vehicle. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	01/21/2014	***Built Date***	05/13/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	09/08/2010	***Mileage***	330,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41874	BONIFACE HIERS CHRYSLER DODGE			
Dealer Address	1775 E MERRITT CAUSEWAY				
Dealer City	MERRITT ISLAND	***Dealer State***	FL	***Dealer Zip***	32952

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCKLEDGE FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	incomplete.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer has the recall on the vehicle. Customer states that the dealership told the customer that the parts are unavailable at this time. Customer states that the customer had the inspection completed and the customer stated that the customers parts had to be ordered. Briefly summarize what the customer is expecting: Customer is expecting to find out a tentative ETA of when the recall can be completed. Agent Advised: Agent called over to the dealership to speak with the SA Greg. Agent asked the SA if the customer can drive the vehicle. SA stated that there is no fracture listed in the service records and that if the vehicle was unsafe the SA wouldn t let the vehicle leave the dealership. SA stated that the customer parts have been ordered for the recall and there are about two custyomers infront of MR Spillman , so the parts should be in within 3 weeks. Agent stated to the customer that the customer can drive the vehicle as the SA stated that there was no indication of a fracture int he inspection. Agent stated that if the customer is worried about the way the vehicle is driving the customer can call back into the dealership to have the dealership look at the tierod.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C9	7G[redacted]	***Open Date***	01/21/2014	***Built Date***	12/08/2006	
Model Year	2007	***Body***	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	10/10/2007	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44844	CHAMPION CHRYSLER JEEP DODGE			
Dealer Address	871 CHAMPION DR.				
Dealer City	WINDSOR	***Dealer State***	CO	***Dealer Zip***	80550

Owner	G[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BROOMFIELD CO 8[redacted]7	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Customer is seeking reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the OEM Tie Rod Broke

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-21 @ 12:19
Briefly summarize why the customer is contacting Chrysler: Customer states that they had the recall repair done two summers ago at an IRF.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for a repair they did two summers ago and have now received a recall that is the same part they repaired. Agent advised customer of the reimbursement process. Agent sent customer a document request link to upload their documents. Customer confirmed they received their document request link. Agent advised the customer they should allow up to 60 days for the request to be processed. The customer understood.
What has the customer requested? Customer is seeking reimbursement.
If this is a Recall or Extended Warranty, enter the campaign number. N62
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair. 160000
Enter the Date when the repairs were completed. June/July 2012
What is the total cost of the Parts to be reimbursed? n/a
What is the total cost of the Labor to be reimbursed? n/a
What is the total tax to be reimbursed? n/a
What is the total amount being reimbursed? n/a
***** Customer Document Received *****
DLR CONTACT: 303-654-1940. Spoke with Dick - Service Advisor. Dick states that he sees on the R/O that there was an inspection and a charge to Center the Steering. Dick states that he will speak with the Tech that had worked on the vehicle and will call back with more information.
Agent was looking for information about the Charges for the H46 Recall.
Agent was looking to see if the vehicle had the Mopar Steering Linkage installed before the inspection.
****
Next Agent - please document what the SA was able to find out about the H46 recall repair.
Tech stated to Dick that he did inspection, parts past. Instructions do

say to go ahead and center steering wheel, no replacement parts but repair order is correct.
Labor operation
19h46281 2/10ths of an hr
19h46150 1/th of an hr
$25.50
Case requires additional research.
CUSTOMER CONTACT: [redacted] Spoke with Customer.
Agent advised that the Recall applies to vehicles that had a Mopar Steering Linkage installed on a Previous repair visit.
Customer states that the Steering Linkage was original before Upgrading to the Mopar Steering Linkage.
Agent advised that Chrysler will not be able to reimburse for the Upgrade but that the Parts that were installed may need to have the Tie Rod Ends Upgraded as part of the Recall.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	01/22/2014	***Built Date***	12/14/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	08/04/2011	***Mileage***	23,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66692	FISHER CHRYSLER DODGE JEEP INC			
Dealer Address	349 EAST 32ND STREET				
Dealer City	YUMA	***Dealer State***	AZ	***Dealer Zip***	85364

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	POST FALLS ID[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD -	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
safety recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a safety recall, N49 on my front ball joint that could fail. I have called the local dealer here in Yuma, AZ, he tells me the problem is he cannot get parts. This seems to me a Dodge problem. If you send out a recall notice and do not have the parts to repair the problem, your not doing a very good job. Can you tell me when I can expect to see the parts necessary to repair my truck? My truck is a 2011 Dodge Ram 250, 4 wheel drive with the diesel. A very good truck, but now I worry about the front ball joint failing and wrecking the car. I expect an answer and the parts sent to the local Dodge dealer here in Yuma, AZ Thank you, Rollin Russell
*****END OF CUSTOMER EMAIL*****
VIN: BG[redacted]
Mileage: 23000
Servicing Dealer: Fisher, in Yuma, AZ
Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]l
Address 1: [redacted]r
Address 2:
City: Post Falls
State: ID
[redacted]
Email: [redacted]
Home Phone: [redacted]
[redacted]
Thank you for contacting the Ram Assistance Center.
The handling of your case will require a call to the dealership. Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.

Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Reason for Dealer Contact: To find out if the customer has been placed on a waiting list for the N49 recall.
Dealer Code: 66692
Dealer Personnel Required: SA
Customer s Preferred Method of Contact: Phone or email
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Dealership closed
Assigned to 86T
-
Outbound call to 1-928-344-2650 FISHER CHRYSLER DODGE JEEP INC #66692 and writer spoke to SA Scott and he advised writer that the last time that the vehicle was at the dealership was on December 12/2013 for an oil change. Customer was not on the list, but SA Scott put him on the list with a call back number of [redacted].
Customer will be contacted when the part arrives.
-
Dealership also advised writer that they have looked at other dealerships in the area, and they can t locate the part.
-
Reassigned to: MG1321 for next step.
Thank you.
-
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
We apologize for the delay with the parts.
Due to the limited availability, the dealership is only able to order 1 part every 2 weeks. We have placed you on the waiting list to receive the recalled part.
The dealership will be in contact with you once the recall part has come in for your vehicle. The Service Advisor, Scott has left us their call back number incase you have any questions regarding your recall. The phone number is [redacted].
Thanks again for your email and we are sorry we are unable to provide you a more favorable reply.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Reassigning to SG893 as parts are not available.
Do you think I ll get the part replaced before next year???
*****END OF CUSTOMER EMAIL*****
Agent NAN.
Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because he was concerned about the recall (N49) on the vehicle. Customer has said that he has spoken with his dealership and he knows that the part is on back order for the recall (N49).
Briefly summarize what the customer is expecting: Customer was expecting to have the part so he can have the recall completed on the vehicle.
Agent telephoned the dealership and spoke with Scott, SA who indicated that the customer could bring the vehicle in for an inspection.
Agent transferred the customer to Scott, SA for the appointment for the inspection.
Customer calling to find out a time frame on the parts for the (N49) recall.
Agent advised customer that the parts for the N49 recall are on back order.
Customer was unhappy. Customer says his parts about to break and he feels the vehicle isn t safe to drive.
The part required to provide a permanent remedy for recall N49Ù is currently not available.

Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is xxx-xxx-xxxx
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
Customer called back and stated he needs to have this repair done so he can get back home, he does not feel safe driving it as he has 1000mi to drive home and he is towing a 5th wheel trailer which weighs 11,000 to 12,000 pounds.
Agent called dealer and spoke to SM Ken. SM Ken stated he would like customer to come in and he would inspect the tie rod himself to see if it is worn or cracked. Agent advised customer of SM Ken s statements and agreed to bring the vehicle in for inspection. Agent offered to arrange appointment, customer declined. Agent advised if customer has any further issues to please call CAC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G7[redacted]	***Open Date***	01/21/2014	***Built Date***	11/04/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/07/2005	***Mileage***	290,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	57765	FREEHOLD DODGE INC			
Dealer Address	SOUTH STREET AT RT9				
Dealer City	FREEHOLD	***Dealer State***	NJ	***Dealer Zip***	07728

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JACKSON NJ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer seeking reimbursement for recall repair
Corporate - Survey By-Pass - No Documentation - Default - Default	

Customer called stating that he just received a recall notice. Customer
claims that this repair was completed at FREEHOLD DODGE INC 3 years ago.
Customer is seeking reimbursement for the repair.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Agent provided CAIR number and fax number for possible reimbursement (
877-768-5076).
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? FREEHOLD
DODGE INC DC 57765
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Customer has owned 2 new
Currantly owns 1 new
Warranty 744 exp.
Service contract AT366M exp.
Writer contacted dealership, FREEHOLD DODGE INC, 732-462-1600. Spoke with
SA Greg. SA states he is not showing tie rod end replacement.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Left message stating case and contact numbers, requesting a call back.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Wanda with Dodge Customer Care.
I have been assigned as your case manager to
assist you with your issues with your vehicle.
Please contact me at 1-800-763-8422 extension 66101
Your referance number [redacted].
I am available Monday - Friday 8 am 4:30 pm EST.

I will schedule another follow up for 12/30/13.
Thank you.
End of Status Update
Customer contacted Chrysler stating he will go to the dealership and get a copy of the repair order, and he is able to scan in documents. Writer stated we will send document request, and do a follow ur 01/24/14.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-22 @ 13:52
Writer contacted customer, [redacted] Writer stated we have not received the requested documents. Customer stated he will be picking them up today, and scanning them in. Writer stated we will do a follow up 01/28/14.
Status update provided via email to the following email address: timoco@optonline.net
Hello my name is Jacqui and I have been assigned as your new Case Manager.
Here is some information that will be helpful for you to have.
Chrysler Case Management telephone number 1-800-763-8422
My extension is 66258, Your case number is[redacted]
My work hours are 10:00 am to 6:00 pm EST, I will contact you within one business day by telephone to review your case.
Thank you.
End of Status Update
Writer contacted FREEHOLD DODGE INC (NJ) spoke with SM John who stated the recall is open on the customer s vehicle (N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE). SM informed writer in June 2011 customer brought in the vehicle and the whole steering linkage was replaced as one of the tie rod broke off. SM stated the repair was a customer paid repair and not a recall.
Writer contacted FREEHOLD DODGE INC (NJ) on (732) 462-1600 to get ingormation on which tie rod was broken. Writer spoke with SA Greg who informed writer he did not have the information but will look it up and contact writer with the information. Writer provided contact number.
Writer contacted customer on ([redacted] left VM
Writer contacted customer left VM.
Writer contacted FREEHOLD DODGE INC (NJ) on (732) 462-1600 phone rang no answer.
Writer contacted customer on [redacted]. left VM that as the customer is unreachable and no contact has been made the case will be placed on hold until the documents are faxed in.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	8G[redacted]	***Open Date***	01/21/2014	***Built Date***	09/13/2007	
Model Year	2008	***Body***	DH6H81	DODGE RAM 1500 MEGA CAB 4X4			
In Service Dt	12/29/2007	***Mileage***	105,801	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42921	MCKAY'S FAMILY CHRYSLER JEEP		DODGE	
Dealer Address	2020 DIVISION ST				
Dealer City	WAITE PARK	***Dealer State***	MN	***Dealer Zip***	56387

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SAINT CLOUD MN [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod broke on the vehicle
Corporate - Reimbursement - Status Request - Default - Default	customer requested for reimbursment.

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer had the tie rod recall completed last week at the dealership. Customer states a year or two ago the customerss tie rod snaps and the customer had to replace the tie rod at the customer cost. Customer was wondering if the customer can be reimbursed for the out of pocket expense for the recall now issued on the vehicle that the customer had completed.
Briefly summarize what the customer is expecting: Customer is expecting to find out if the customer can be reimbursed.
Agent Advised: Agent stated that the the customer can send in for reimbursment. Agent stated the reimbursment address and the information to send in. Agent stated that the agent was not promising reimbusment but the information would be procces and the customer would be notified in regards to being reimbused for the out of pocket expense for the tie rod.
POSTMARK DATE: 012314; DATE RECEIVED: 013114
POSTMARK DATE: 012314; DATE RECEIVED: 013114
Customer is seeking reimbursement for recall N62
CUSTOMER CONTACT: 3[redacted] Agent advised that the Recall covered the MOPAR Steering Linkage Upgrade only and would not cover the Factory Parts.
Agent advised that if there were to be a Recall for the Factory Parts in the Future then we could look into reimbursement at that time.
Customer understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26L4	9G[redacted]	***Open Date***	01/21/2014	***Built Date***	12/11/2008	
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	09/24/2009	***Mileage***	14,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26201	RANDALL NOE CHRYSLER DODGE INC			
Dealer Address	1608 WEST MOORE				
Dealer City	TERRELL	***Dealer State***	TX	***Dealer Zip***	75160

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	TERRELL TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Seeking information

Briefly summarize why the customer is contacting Chrysler: Customer concern with the parts restriction that is on the parts required to repair the recall. Writer advised customer that at this time there is a restriction. Writer advised that the timeframe could change to stay in contact with the dealership. Customer is concern that the potential of the item breaking. Writer advised customer to contact dealership with concern, that the dealership maybe able to inspect the concern. Writer contacted dealership and spoke with SA Anthony. SA Anthony states that the customer may bring the vehicle by anytime for inspection to ensure that the tie rod is safe. Customer happy with the information
Briefly summarize what the customer is expecting: Customer seeking information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	7G7[redacted]	***Open Date***	01/21/2014	***Built Date***	12/21/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	05/05/2007	***Mileage***	195,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELGIN NE [redacted]8	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his tie rod broke on December 19 2014 and he had the repair done at an IRF. Customer states they use Mopar parts and would like to be reimbursed.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Agent advised the customer that he could send in his documents to the mailing address for Chrysler recall reimbursement as per Answer ID 17420 Chrysler Recall Assistance Center. O. Box 21-8007Auburn Hills, MI 48321-8007. Agent advised the customer that he would be reimbursed for the part only and not the labor.
ML1224 - As per Answer ID 24057 - A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The customer had the H46 recall completed and only an inspection was completed. Therefore no Mopar replacement parts were used. If customer did not have a Mopar replacement part installed at the IRF they are not eligible for reimbursement. The recall is not for a tie rod; it is for a Mopar replacement steering package. The recall states 'The left tie rod ball stud on the Mopar service parts steering linkage may fracture'

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G1[redacted]	***Open Date***	01/21/2014	***Built Date***	10/14/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/18/2006	***Mileage***	131,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44995	SOLOMON CHRYLER JEEP DODGE		BROWNSVILLE	
Dealer Address	409 NATIONAL PIKE W				
Dealer City	BROWNSVILLE	***Dealer State***	PA	***Dealer Zip***	15417

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CANONSBURG PA 1[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Broken Tie Rod Repair Under Recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because their vehicle s tie rod had snapped and they heard that there is a recall on the vehicle for the tie rod.
Briefly summarize what the customer is expecting: Customer is expecting to know how to get the vehicle repaired under that recall.
Agent informed Customer that they may have the vehicle towed to a dealership.
Agent informed Customer the dealership will then inspect the vehicle.
Agent stated that if it is deemed that the issue is related to the recall we may then order the part and repair the vehicle under that recall.
Customer asks if the tow will be covered as well.
Agent informed Customer they would have to pay for the tow and then file for towing reimbursement.
Agent stated that once the vehicle has been diagnosed we may then order the part and possibly have the part expedited as the vehicle is off road and not drivable.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	AG[redacted]	***Open Date***	01/21/2014	***Built Date***	12/22/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	06/12/2010	***Mileage***	87,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43531	POWER CHRYSLER JEEP DODGE			
Dealer Address	16406 N 26TH AVENUE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85023

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLENDALE AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking to have the recall completed faster.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she received the recall notice for recall N49 for LEFT TIE ROD however she states the DLR told her they cannot get the parts. Briefly summarize what the customer is expecting: Customer is expecting assistance in getting the parts sent to the DLR. Writer advised customer that the DLR is only able to order limited amounts of the parts per week in order to ensure the parts are sent to all of the dealerships in a fair manner. Writer phoned DLR 43531 AUTONATION CHRYSLER DODGE JEEP and spoke with SA John. SA states he added the customer to the list and states he will phone the customer once the part is available. SA states he estimates the time to be about 20 weeks. Writer phoned DLR 08625 BILL LUKE CHRYSLER-JEEP&DODGE and was advised they have no ETA for when they will be able to order the part for the customer. Writer advised customer that the DLR has her name on the waiting list for the part and will phone her when the part is in at the DLR. Customer inquired if the vehicle is still ok to be driven with a faulty part. Writer advised customer that there is a chance the part could fracture under certain driving conditions which is why the recall on the part. Writer advised customer that Chrysler is working hard to get the part available quicker and if it does come in sooner then the DLR will let her know when the part comes in. Customer inquired what the driving conditions are that could cause the issue. Writer advised customer that as there are many different driving conditions it is not possible to determine a list of all of the conditions. Writer advised customer continue to work with the DLR to get the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T0	9G531200	***Open Date***	01/21/2014	***Built Date***	01/19/2009	
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	01/04/2010	***Mileage***	104,875	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DODGE CITY KS 6[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking reimbursement for the N49
Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Original owner in COIN twice
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Reimbursement	Pre-recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010314; DATE RECEIVED: 011414
1/21/14
[redacted].
Dodge City, KS, [redacted]
Dear : MaryLou Lopp
Thank you for your recent letter regarding your 09 Dodge Ram 2500.
I am unable to contact you by phone because there is no contact number on file. Please contact us at 1-800-992-1997, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
William
Chrysler Customer Care
Note, documents were attached to CAIR without VIN. Dealer 65415 contact Mary Lou Lopp had sent in documents for customer and contacted CAC regarding customer s concern.
Writer moved this CAIR to customer [redacted] s VIN.
Note, COIN had 2 original owners:
[redacted].
Writer removed disposal date for second, advised TL for WCC correction.
****
Note, if customer calls, transfer to RV658 Phone: 855-675-9291 Ext: 4718340.
****
WCC not corrected at this time.
Customer is the original owner, changed WCC back to 799
Writer called IRF O.K. Tire of Dodge City phone 620-225-0204 time 15:03 ET. Technician Troy answered, he stated the tire was damaged due to tie rod failure.
Writer called customer phone [redacted] 16:19 ET. [redacted] answered.
Writer advised reimbursement in process, confirmed COIN.
Writer advised Limited Lifetime Powertrain Warranty inspection coming up

within 60 days of 5 year anniversary of ISD.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D7KS26T09G[redacted]
In-service Date: 01/04/10
Customer s proof of payment is: IRF O.K. Tire of Dodge City invoice printed Check# 8797.
Date of repair: 10/29/13
Mileage: 104875
Invoice#: 1-31848
Labor: $119.00
Parts: $211.40
Alignment: $89.95
Misc. Charges: $9.95
Tax: $37.86
Total: $468.16
Writer is submitting check for approval in the amount of: $468.16
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	AG[redacted]	***Open Date***	01/22/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	05/27/2010	***Mileage***	80,712	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43378	SALSBURY'S DODGE CITY LLC			
Dealer Address	9550 AIRLINE HIGHWAY				
Dealer City	BATON ROUGE	***Dealer State***	LA	***Dealer Zip***	70815

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	BELLE ROSE LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 recall

POSTMARK DATE: 010714; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS
Any open recalls: Yes N49 LEFT TIE ROD
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for N49 LEFT TIE ROD invoice total is 1221.85.
Reviewed previous files: Yes
Reassigned to 86Y
IRF CONTACT: RACELAND AUTO CENTER LLC at 985-537-8900 Spoke with Kevin to get a breakdown of labor. Kevin provide the breakdown. Agent thanked Kevin for his assistance.
RECALL - Template
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD
.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: Credit Card
Date of Repair: 12/05/2013
Invoice #:21853
Labor $170.00
Parts $71.25
Misc. Charges $136.00 (alignment)
Tax $32.82
Total $410.07
Writer is submitting check for approval in the amount of $410.07
****
Agent finds no phone number on file. Agent will email customer at [redacted].
Status update provided via email to the following email address:
[redacted],
My name is Linda, and I have been assigned your file regarding your reimbursement request for the N49 recall for the left tie rod on your

2010 DODGE RAM LARAMIE 4X4 3500 CREW CAB PICKUP.
I have submitted a check for you for the cost of the tie rod, the labor to install the tie rod, and the alignment, as well as the tax. I am not able to reimburse for the shock, steering dampner, and the ball joints. If you would like for me to provide you with the amount of the reimbursement, you can contact me at 1-855-675-9291 ext 4718201. Otherwise, you should receive your reimburement check within 10-14 business days.
Thank You,
Linda
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7 AG[redacted]		***Open Date***	01/22/2014	***Built Date***	11/30/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/09/2010	***Mileage***	63,505	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23295	WHITTEN BROTHERS INC			
Dealer Address	10701 MIDLOTHIAN PIKE				
Dealer City	RICHMOND	***Dealer State***	VA	***Dealer Zip***	23236

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOSELEY VA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer had tie rod ball stud break, vehicle is now off road
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking rental vehicle
Product - Steering - Linkage - Defective - Default	Customer's vehicle tie rods broke contingent with recall N49
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting in regards to the recall for the vehicle. Customer states they were waiting to bring into the DLR as advised and the tie rod ball stud had broken as described in the notice, customer also states when the ball stud broke off it hit the tire and rim and caused damage and the tire is less than 1,500 miles old. Customer states the DLR SA Michelle is having the vehicle towed in, customer was advised that due to the restriction they are unsure of when they will be able to get the part and customer needs a vehicle as the vehicle is disabled.
Briefly summarize what the customer is expecting: Customer seeking rental. Agent advised customer if they can wait 1 business day we can escalate to a case manager who can review the case and circumstances and look at the possibility of rental assistance. Agent contacted and consulted SA Michelle who was working with the customer and verified concerns. Customer inquired about the parameters for rental, agent clarified that Chrysler is not obliged to cover consequential expenses due to a recall, however we do take into consideration several factors such as brand loyalty, the concerns, etc. Agent advised we will be escalating up to a Case Manager and would receive a callback in 1 business day.
Agent reviewed information in AC ID 18961
****

Escalation Matrix Questions:
1.Does the customer have prior history with current issue? YES
2.Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? YES
3.Is the customer the original owner of this vehicle? NO
4.Does customer have previous vehicle purchase history (new and used, household)? 9 HOUSEHOLD 2 ORIGINAL
5. Did the customer purchase a MVP Mechanical service contract (not

simply oil changes)? Must be a MVP contract, not an aftermarket. NO
****
a. What repair is required? Tie Rod/Steering Linkage
b. When will the repair be scheduled? unknown
c. Are the parts for the repair in stock? no
d. Is this an overnight repair? no eta on completion due to restriction
****
Who has possession of the vehicle? Customer (being towed to DLR)
Has an authorized dealer diagnosed the vehicle? No (currently being towed)
If a CDJR dealer has diagnosed, what is the dealer name and code? WHITTEN BROTHERS INC 23295
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW:BASIC Expired by 27505 miles and 1 year
POWERTRAIN February 9, 2015 13 Months or 36,495 Miles
MVP:None
Owned:2 New, 7 Used
Writer spoke to Service Advisor (SA) Michelle who stated that she has ordered the parts, but does not have the ETA. Writer stated if she could provide us with part numbers and order number for parts ordered, Part number CBUEN491AA, CBUEN492AA. SA could not provide order number, but writer left a voicemail for the parts department.
Customer called in to find out what was going on with the case. Agent advised customer that CM EB543 had been assigned to the case. Agent provided customer with the contact number of CM 1-800-763-8422 ext 66083.
Writer spoke to David at the Service Department, who provided us with Order Number (405208). David stated he has in his notes that this is a back order part and each dealer is only allowed to order one per every 7 days.
Part Number CBUEN491AA, CBUEN492AA
Order Number (405208).
Writer received a call from the customer Kellie Foster who stated she wants a rental, and to know what is going on with her parts. Writer stated we will have to do further research to see if we could provide a rental, and will follow up on Monday 01/27/2014. Customer agreed and will wait for a call.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
These are campaign parts CBUEN491AA, and CBUEN492AA . Assigning to parts agent CG1016 to contact customer to let them know about their campaign part. Please contact parts department and have them contact expediting or place a web request for these parts. Dealer can do up to 5 parts at time.
Thank You
**********END OF TRIAGE**********
CM to note this is a campaign part. Customer needs contact dealer in regards to part concern. CM has no part to chase at this time. CM to reassign case to EB543 for further handling.
CONTACT UPDATE - 1st Contact attempt, 58-60
Status update provided via email to the following email address: jim@waldronofnd.com
My name is Edgar and I have been assigned your Case Manager. Here is some information that will be helpful for you to have:
Your Case [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66083
My work hours: 7AM-330PM Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Void lines 84-94
Writer spoke to Parts Department to see if the parts are available or if we have any ETA on the system. Writer got advised we are not going to see any parts any time soon because we still have customers waiting since the beginning of December.
Writer spoke to the customer informing her that we are not able to get an

ETA for parts. Customer requested to get moved up on the ordering list, writer explain we can not do something like that. Customer requests rental vehicle, till the parts arrive. Writer stated on our part we will provide rental vehicle for 2 weeks, after the 2 weeks we will need further authorization from Chrysler to review and approve for rental. Customer agreed and now satisfied, asked if she could get the vehicle today. Writer stated we will check if it is possible to provide vehicle today.
Writer spoke to SA Michelle who got informed of Chrysler providing rental for the customer. SA stated she will go ahead and get rental vehicle for today.
Writer spoke to the customer stating Chrysler will be providing a rental vehicle. Writer stated if she would like to follow up with SA Michelle who is going to be getting the vehicle ready. Customer stated she wants to get a vehicle almost like the one she was right now. Writer stated if she would like a vehicle of her choice Chrysler will only cover up to $35 per day. Customer stated she will talk to SA and see if she could get a vehicle of her choice. Writer will follow up on Monday 02/03/2014.
Customer seeking rental assistance because back order part. Contacted Service Adcisor, Michelle at WHITTEN BROTHERS INC 23295 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC
Writer contacted SM Bobby to get updates, he was not available, writer left voicemail.
Writer spoke to the Service Department to check up on the parts for the customer and Service Department could not find anything on the system. Writer got advised maybe shipping department could know something, but call got disconnected.
Writer attempt to speak with SM but call got disconnected.
Writer spoke to the customer who stated she really wants her vehicle back so she is going to go and put pressure on them by showing up at the dealer. Customer states she does not feel comfortable by having her vehicle at the dealer because one of her rims is now damaged but she does not want to tell them anything because the vehicle is sitting at their dealer. Customer states she will try to get a ETA as well, because she would rather have her vehicle than a rental.
Customer seeking rental assistance because back order part. Contacted Service Advisor, Michelle at WHITTEN BROTHERS INC 23295 to to discuss the customer s request for rental assistance. Confirmed
customer s concern and with Service Manager concurrence, authorized 7 days (02/03/2014 to 02/09/2014) of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
Writer spoke to SA Michelle who stated the customer is in need of a wheel. SA stated due to the tie rod end breaking the customer has a damaged aftermarket wheel, making the vehicle inoperable. SA states the customer is expecting Chrysler to pay for the aftermarket wheel. Writer stated at this point Chrysler can not assist with this cost. SA stated she will tell that to the customer but we will be getting a call from the customer, and SA stated that the customer will probably not bring the rental vehicle in. Writer stated we will speak with the customer.
Writer received a voicemail from [redacted], stating she wants to get a solution for her wheels getting damaged. Customer stated she got the letter from Chrysler stating the recall could be fixed after January 6th 2014. Customer states good thing she was in the drive way not in the road, and she will like agent EB543 to return the call with a solution about the damaged wheel.
Writer spoke to SA Michelle who stated the puncture on the rim it was positively made by the tie rod breaking, and it is a consequential damage. SA stated the customer also stated she wants to know who is paying for the towing because she is still not clear on that. Writer stated we will call the customer and verify about towing. Writer advised SA to claim the wheel under consequential repair. SA stated she does know how to do this procedure. Writer advised we will call on Monday to see if rental is needed.
Writer spoke to the customer stating we are going to take care of the wheel which was damaged due to recall damage. Writer asked about towing expenses and the customer states she will not be responsible for towing

due to a recall. Customer states she will fight even for $5 charged if it comes to charges. Customer states Chrysler got lucky no body got hurt and that the vehicle was not out on the road. Writer will do research on toeing expenses, and we are just calling to inform her about updates on the wheel cost, if we do have any other updates we will call to inform.
Writer received a call from SA Michelle, stating that the towing is still pending, and was not sure weather to put it with the claim or charge the customer. Writer stated we will go ahead and pay for the towing as well.
SA stated she would like to inform us the vehicle was just completed about 10 minutes ago and have contacted the customer to inform of completion.
Writer contacted the customer and informed of towing expenses, and stated Chrysler will be covering the cost. Writer stated that repairs have been completed and she would need to pick up the vehicle to test drive it and check if everything is according to specs.
Writer will follow up with the customer in 2 days. 02/12/2014.
Writer contacted SA Michelle to make sure all the processes were made to be able to close the case already. SA Michelle stated the claim has been completed, and the customer is on its way. Writer will now close the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	5G[redacted]	***Open Date***	01/22/2014	***Built Date***	08/25/2004	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	11/12/2005	***Mileage***	90,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42032	ARTIOLI DODGE			
Dealer Address	525 ENFIELD ST				
Dealer City	ENFIELD	***Dealer State***	CT	***Dealer Zip***	06082

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FEEDING HILLS MA[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted dealer to obtain more information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer had a broken tie rod that had a bolt going through it.
Corporate - E-Reimbursement - Default - Default - Default	Customer requested reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information.
Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer states that SA Tyler advised him to contact us.

Briefly summarize why the customer is contacting Chrysler: Customer states that the dealership advised him to contact us and really isn t sure why they advised him this. Customer states that it is due to the recall they have on their vehicle.
Briefly summarize what the customer is expecting: Customer is seeking information on the recall on the vehicle and is inquiring why the dealer advised him to contact us.
Agent contacted ARTIOLI CHRYSLER DODGE and asked to speak with SA Tyler. SA Tyler states that the vehicle came in with a broken tie rod and had the bolt going through the tie rod so it did not require a repair under the recall. Tyler states that to do the repair for the customer they put the Mopar steering linkage replacement on it and now it should qualify for the recall. Agent inquired why this part was put onto the vehicle as it was recalled and asked who authorized him to put this part on. Tyler states that they put this part on to get the customer s vehicle up and running for him and advised that no one authorized this. Agent asked to speak to the SM. SM states that he does not know why this was done and states that the repair was done with these parts so the customer could get his vehicle back. SM states that now the vehicle is part of the recall due to these parts and they will have them replaced once the parts are available. Agent advised the customer that we are sending this file off for further review to see what needs to be done at this point. Agent advised the customer that he will get a callback within one business from a CM who will be able to assist him further with this.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 4[redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: Declined.
Who has possession of the vehicle? Owner.
Has the vehicle been diagnosed by a CDJ dealer? Yes, repair has been completed.
If a CDJ dealer has diagnosed, what is the dealer name or code? 42032.

Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
OOW 3/36 by 4years and 10 months and 51,192 miles.
Chrysler Vehicles in Household, 0 New and 2 Used
MVP- Yes
Writer contacted dealer and spoke to Service Advisor (SA) George, who informed writer that SA Kyle is out sick and SM was in a meeting all day. SA George stated that the repairs done to vehicle were old parts/recall parts due to the fact that the new parts are not available at the moment and vehicle had been sitting at the dealership for a week. SA George stated to get vehicle to customer the repairs were necessary. SA George informed writer that now customer needs vehicle repaired due to recall. SA George confirmed customer paid $759. Writer thanked SA George and will follow up 1/24/14 when SA Kyle is in.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]3. Left message.
Customer returned writers call. Writer explained that writer is the case manager regarding concern with vehicle. Customer informed writer of the concern with the vehicle. Writer informed customer to send in work order documentation for possible reimbursement. Customer was very happy to hear Chrysler is working so effectively. Writer will follow up when documents are received.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 11:25
Status update provided via email to the following email address:
[redacted],
Hello, my name is Tara with Dodge Customer Care. I have been assigned as your case manager to assist you. Please contact me at 1-800-763-8422 extension 66089. I am available Monday - Friday 6 am 2:30 pm MST.
End of Status Update
***** Customer Document Received *****
Writer contacted dealer and spoke to Service Manager (SM) Leo, Writer inquired if SM would like to offer any type of good will. SM stated that repair has already been paid and is out of his hands. Writer thanked SM for his time.
Writer contacted dealership and spoke to Service Advisor Tyler who stated that the old part that was on the vehicle was not covered under the recall. SA stated in order to fix it, they had to use the new Tie Rod which is affected by the recall.
Writer contacted dealership and was transferred to Service Department to inquire where on the invoice it states that the customer paid $759.00 and was put on hold. Department disconnected call after being on hold for 6 minutes
Writer will follow up with dealership on 2/3/14.
2nd attempt made to contact customer. Left message.
Writer contacted dealer and spoke to Service Manager (SM) Jim, who confirmed customer paid for repairs with a credit card and personal check.
Agent attempted to contact dealer Service Manager (SM) Jim, however, SM not available. Left message for a return call at extension 66089 regarding break down for repair numbers are different on work order.
Writer contacted dealer and spoke to Service Manager (SM) Jim who stated break down.
What has the customer requested?
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair. 89088
Enter the Date when the repairs were completed. 1/15/14
What is the total cost of the Parts to be reimbursed? $563.02
What is the total cost of the Labor to be reimbursed? $157.50
What is the total tax to be reimbursed? $0
What is the total amount being reimbursed? $720.52
Correction Line 88- Customer seeking reimbursement for repairs done with recall parts.
ARTIOLI CHRYSLER DODGE 860-745-2469
Writer spoke with Service advisor George, writer asked Sa how customer paid for repairs. Sa stated that customer paid with a credit card either a visa or MasterCard.
[redacted]

Left message informing customer that we have good news for him.
[redacted]
2nd attempt made to contact customer. Left message.
Writer contacted customer and left message requesting a call back at ext. 66089. Writer will try alternative number.
Writer contacted customer at [redacted] and left message requesting a call back at ext. 66089.
Writer contacted customer and left message requesting a call back at ext. 66089.
Customer called writer back. Writer informed customer that we will be reimbursing customer the amount $720.52. Writer verified customers address. Customer stated no other questions or concerns. Writer informed customer that case will be closing and thanked customer for all of his time and for being a valued Ram customer.
Reviewed
Check has been approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	01/22/2014	***Built Date***	06/22/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/20/2006	***Mileage***	124,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45225	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	3435 EAST END BLVD.				
Dealer City	MARSHALL	***Dealer State***	TX	***Dealer Zip***	75672

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HALLSVILLE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer states tie rod broke and repairs have already been completed.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: Customer is expecting to send in documentation and be considered for reimbursement.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking reimbursement for a recall repair. Customer states his tie rod broke roughly a year ago and caused his vehicle to be towed to a repair shop. Customer states the repair was completed at an IRF. Customer is requesting reimbursement for the tow fee as well.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-22 @ 14:56
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 07/13/2009 COMPLETE
Writer located in claims the H46 showing no parts replaced.
******
Writer will wait for documents.
Writer did not locate documents.
******
[redacted]
Hello
This message is for Dan Maudlin from Debbie of Chrysler. I have been

waiting for documents to arrive for a repair completed on the 2006 Ram.
I will be closing the file temporarily in two days time, should the
documents arrive after that time frame the file will be re opened or a
new one created for review. My contact information 855-675-9291,
extension 4718492 and refer to file number [redacted]
Thank You
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as
the customer has not responded and the documents have not arrived.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	7J[redacted]	***Open Date***	01/22/2014	***Built Date***	10/03/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/25/2007	***Mileage***	115,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	54623	CASSENS & SONS INC			
Dealer Address	3333 S HIGHWAY 159				
Dealer City	GLEN CARBON	***Dealer State***	IL	***Dealer Zip***	62034

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CAMBY IN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling for information on recall
Briefly summarize what the customer is expecting: Customer states his tie rod broke and he towed the vehicle to his house. Customer states he received the recall and was looking into towing expense and completing recall.
Agent asked customer if the tie rod was repaired or replaced previously and customer stated he has only had the vehicle for a year and not aware of service to tie rod in past. Agent looked up claims on vehicle and found no previous repair. Agent stated to customer that the recall only applies to vehicles that had certain Mopar service parts steering components installed on past service appointments and the issue would not relate to the recall. Agent stated to customer that the towing expense would be at his cost and the repair would also be at his cost.
Agent did suggest to customer to look though past service receipts to see if tie rod was ever repaired in past.
Customer was angry and stated a nasty word and hung up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A0	7G[redacted]	***Open Date***	01/23/2014	***Built Date***	03/21/2007
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB		
In Service Dt	09/17/2007	***Mileage***	103,292	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	43718	GO DODGE ARAPAHOE			
Dealer Address	10743 EAST ARAPOHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80111

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	BLOOMFIELD NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking reimbursement
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recent recall on Front end linkage
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
It is apparent to me that this recall is in regards to original equipment
that has failed and was replaced with poor quality parts. Approx. 1 year
ago our left front tie rod broke while we were driving 60MPH on the
highway. Luckily we were able to stop without a wreck. The left front tie
rod had broke. We took it to the shop, where it was confirmed that this
is
a common problem on this model of dodge. SO, it appears that the original
equipment is defective too and the recall should apply to original
equipment as well.
*****END OF CUSTOMER EMAIL*****
Dear Tonya:
Thank you for contacting the Dodge Customer Assistance Center.
Our records show that you have contacted us and we have addressed your
concern. We have updated your file to reflect the latest information you
provided in the email message.
If your concerns have not been addressed, or you have other concerns,
please email or contact the Chrysler Group Customer Care Center by
telephone at 1-800-4A-DODGE (423-6343).
Thanks again for your email.
Sincerely,
Sarah
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to EB460 for survey by pass - duplicate cair - please see cair
[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	7G[redacted]	***Open Date***	01/22/2014	***Built Date***	02/16/2007	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	07/18/2007	***Mileage***	89,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44484	KAYSER CHRYSLER CENTER INC			
Dealer Address	866 PHILLIPS BLVD				
Dealer City	SAUK CITY	***Dealer State***	WI	***Dealer Zip***	53583

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MADISON WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer seeking reimbursement under N62

Briefly summarize why the customer is contacting Chrysler: The customer states that they received a recall notification letter in the mail. The customer states that on 11/27/12 his tie rod broke, and he had to take it in to get fixed at a price of $1200. The customer states that they have been to the DLR who said that the customer could apply for reimbursement. Briefly summarize what the customer is expecting: The customer seeks recall reimbursement information.
-
Agent advised the customer as per AnswerConnect ID: 17420. Agent advised the customer that he must send in two invoices, both the original repair and the second for failed parts. Customer understood.
POSTMARK DATE: 012414; DATE RECEIVED: 012914
Customer is seeking reimbursement for the N62 recall.
Claim section shows recall H46 was inspected and no parts were replaced.
Customer submitted documents seeking reimbursement under recall N62. In order for customer to be eligible for reimbursement, he will need to submit another invoice showing a previous steering linkage repair that was completed using mopar parts.
Called customer at 10:22 [redacted] spoke to customer. Agent advised customer of the recall parameters. Customer stated he has not had any other repair completed on the steering linkage. Agent advised customer that based on this information, Chrysler would not be able to reimburse. Customer was not happy with this. Customer stated he can t understand how the parts that broke are not recalled but the parts that the dealership put on the vehicle to replace the broken parts are recalled. Customer stated the dealership has since advised him that the parts on his vehicle do need to be replaced. Customer also stated that he just sold the vehicle. Agent apologized to the customer and restated Chrysler s position. Customer was not happy and stated he would never buy another Chrysler vehicle. Call was then ended.
Agent will remove customer from the ownership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A3	8G[redacted]	***Open Date***	01/22/2014	***Built Date***	04/10/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/28/2008	***Mileage***	162,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LONGVIEW TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice for the vehicle. Customer states that the tie rod broke and wants to be reimbursed for the repair. Customer states that this happened in December. Customer states that he purchased the part from Superior Dodge dealership.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for the repair on the tie rod on the vehicle.
Agent advised the customer to send in all the information to be reviewed for possible reimbursement. Agent provided the mailing address to the customer to send the information in.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 17420 and 24054.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A4	8G[redacted]	***Open Date***	01/22/2014	***Built Date***	08/09/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/05/2008	***Mileage***	107,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	36315	IVERSON CHRYSLER CENTER, INC.			
Dealer Address	600 S BURR				
Dealer City	MITCHELL	***Dealer State***	SD	***Dealer Zip***	57301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILLER[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer Seeking Reimbursment for Left Outer Tie Rod Assembly
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he had his left and right outer tie rod assembly replaced when it broke. Customer states he is looking for reimbursement for this part. Customer states that he bought the part from a dodge dealership but that he got it repaired at a different shop.
Briefly summarize what the customer is expecting: reimbursement
-
Agent advised customer to send in the original repair order to the address the agent provided for the customer. Agent advised that the customer may not be entitled to reimbursement for the repair but that he would be reimbursed for the Mopar part.
Waiting for docs.
Agent called customer [redacted] and left voicemail advising I will be closing file on Monday February 3 if documents not received. Agent provided fax number of 1.877.768.5076.
****
As per JK671 due to line 11, once documents come in please review with JK671.
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL7	AG[redacted]	***Open Date***	01/22/2014	***Built Date***	11/13/2009	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	04/30/2010	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24050	MACK MASSEY CHRYSLER JEEP DODGE			
Dealer Address	950 CROCKETT STREET				
Dealer City	EL PASO	***Dealer State***	TX	***Dealer Zip***	79922

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANTHONY NM 8[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customers tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he went to the DLR and they advised him that they would need to order the part for the Customer. Customer states that that was fine. Customer states he was driving to work when his tie rod broke in the parking lot.
Briefly summarize what the customer is expecting: Customer would like to know if the part can be expidited and if a rental could possibly be provided if the part is taking to a take a few days.
Agent advised she will contact the DLR. Agent contacted DLR. Service was closed. Agent advised the Customer that tomorrow she will contact the DLR and see if they can contact AM to have the part pushed through the system and expidited. Agent advised if the part takes a few days she can then possibly look into a rental vehicle. Agent advised she will contact the DLR tomorrow for further information. Customer thanked Agent.
Customer contacted back and stated that the DLR has in fact repaired the vehicle today. Customer states he just needs the towing bill reimbursed. Customer states the DLR is willing to reach out to AM in regards to the towing bill.
Customer would like to know if he can get reimbursed for towing.
Agent advised that we do not reimburse for towing as we consider that a consequential expense. Agent advised that she can provide the address for possible reimbursement. Agent advised that if the DLR si willing to assist to go with what the DLR is providing as it will be quicker.
Customer thanked Agent for the help.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG5[redacted]	***Open Date***	01/23/2014	***Built Date***	08/25/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	03/11/2011	***Mileage***	69,845	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66887	FAIRFIELD CHRYSLER JEEP DODGE			
Dealer Address	3360 ROUTE 405 HIGHWAY				
Dealer City	MUNCY	***Dealer State***	PA	***Dealer Zip***	17756

Owner	PROTECTION SERVICE, KELLINGTON	***Contact Type***	LETTER
Address	416 PINE ST	***Home Phone***	
	WILLIAMSPORT PA 17701	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Recall - L16: LEFT TIE ROD END - Reimbursement	recurring tie rod issue
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010814; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Information attached to VIN is VICTORY SECURITY AGENCY LLC, 292 E MAIDEN ST , WASHINGTON , PA- 15301-4944, information in the letter and on the envelope is Kellington Protection Service, 416 Pine Street, Williams Port, PA
Any open recalls: Yes N49 LEFT TIE ROD
Name of person writing in: Judy Kahl
Does customer have an e-mail address: Not on file but letter has Judy Kahl s email in the letter, jkahl@kellingtonprotection.com
Concern: Customer is seeking reimbursement for N49 LEFT TIE ROD in the amount of 360.53 repaired at a Chrysler dealership.
Method of payment Master card
Labor:149.95
Parts:40.17
Towing:150.00
Tx:20.41
Reviewed previous files: Yes
Reassigned to 86Y
RECALL LEFT TIE ROD END L16
****
Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 12/3/13
Invoice #: 707315
Labor $149.95
Parts $40.17
Misc. Charges $150.00 towingÙ
Tax $20.41

Total $360.53
Writer is submitting check for approval in the amount of $360.53.
****

Writer contacted customer at 570-651-9159. Writer spoke with Office Manager Judy Kahl. Writer confirmed that Victory Security is the main business name but check should be made out to Kellington Protection Service with the corresponding address.
Writer advised customer to have the recall completed.
Customer states an appointment has been scheduled.
Writer removed the work 'business' from the check screen.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	01/23/2014	***Built Date***	02/29/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/31/2008	***Mileage***	39,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	TOWNSHIP, ORANGE	***Contact Type***	LETTER
Address	1680 E ORANGE RD	***Home Phone***	(740) 548-4576
	LEWIS CENTER OH 43035-9502	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 010814; DATE RECEIVED: 011414
Writer reviewed www.napaautoparts.com part number 2693256 x 2 are for the outer left tie rods and part number 2696103 is for the right outer tie rod end. Part number 7769063 is for the tooling.
NAPA AUTO PARTS: 614-846-6523 Store Manager Jim advised they are on an account and pay monthly. Manager Jim advised the account is up to date with the payments and there is nothing outstanding.
RECALL N49 Left Tie Rod
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: see lines 5-7
Date of Repair: 03/04/2013
Invoice # 205781 + 205871 + 206268
Labor $ 0.00
Parts $ 125.97
Misc. Charges $0.00
Tax $ 0.00
Total $ 125.97
Writer is submitting check for approval in the amount of $125.97
CUSTOMER CALL[redacted] writer left a voicemail requesting a callback to 855 675 9291 ext 4718295 for case number 24483343.
Customer contacted writer back and writer advised of the reimbursement amount and to allow 7-10 business days to receive. Writer advised the recall is still open and to bring the vehicle to the local Chrysler dealership to have the recall completed. Customer declined writer to locate a dealership. Writer verified the mailing address matches COIN.
Check has been approved.
CLOSED LOOP: No additional follow up required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C4	5G7[redacted]	***Open Date***	01/23/2014	***Built Date***	10/13/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/03/2005	***Mileage***	81,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23171	HUNTINGTON JEEP CHRYSLER INC			
Dealer Address	1220 EAST JERICHO TURNPIKE				
Dealer City	HUNTINGTON	***Dealer State***	NY	***Dealer Zip***	11743

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KINGS PARK NY 1[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customers email
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement for recall work completed
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer contacted CAC stating he has just received a notice in the mail notifying him of an incomplete recall he has on his vehicle for the tie rod assembly.
Customer stated in October 2013 his tie rod assembly fell apart and he provided cost for the repairs to fix the tie rod assembly which was approximately $1000.
Briefly summarize what the customer is expecting:
Customer is seeking reimbursement for the recall related repair.
-
Agent updated customers email information.
Agent advised customer he can submit for reimbursement consideration for the repair he provided cost for.
Agent advised he will need to provide a copy of the original repair order as well as the proof of payment.
Agent provided customer with mailing address, as well sent a documentation request link to the customers email as per AC 19074.
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Agent advised customer it can take up to 60 days for processing.
Customer understood and thanked agent.
-
Agent reassigned case to 86Y for further handling
****** Below Customer Contacted for Documentation Request ******
[redacted]@[redacted] on 2014-01-23 @ 10:47
Agent is waiting for documents.
Status update provided via email to the following email address:
[redacted]
My name is Nick and I will be handling your case. I have not received any documents yet. I will wait 2 days and if I haven t received any documents I will close the case. My contact information is 855-675-9291 at extension 4718406 and refer to case [redacted]
End of Status Update
Documents have not been received. Reassigning case to JK671 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G2[redacted]	***Open Date***	01/23/2014	***Built Date***	06/19/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/03/2007	***Mileage***	76,943	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	VERONA WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer requesting reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	TIE RODS

Please see TL for proper handling.
Briefly summarize why the customer is contacting Chrysler: Customer states that he is requesting the method for applying for reimbursement for the cost of repairing Recall.
Briefly summarize what the customer is expecting: Customer expects the exact instructions on how to apply for reimbursement.
Writer states to Customer that there is an exact procedure for applying for consideration for reimbursement for some of the costs of repairs that were installed by the Customer before the Recall was announced.
Writer states to Customer to assemble the following items:
Letter with a description of the concern and including the requested action.
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Original Repair Order and original proof of payment
Writer states that this material request is to be mailed to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigned to PC739
POSTMARK DATE: 021014; DATE RECEIVED: 021414
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: N62
Name of person writing in: Michael Sutter
Does customer have an e-mail address: N/A
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Reassigned to 86Y
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.

The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts prior to the one customer is seeking reimbursement for in order to be entitled to reimbursement.
Customer should have the vehicle inspected to see if MOPAR replacement parts were installed during this repair and dealer will determine if a repair is necessary under the N62 recall.
Unless customer can provide a repair invoice showing prior service N62 recall reimbursement does not apply to their vehicle and reimbursement will be denied.
Writer called customer at [redacted] but there was no answer and no VM. Writer called customer at secondary number at ([redacted] and left a message to contact CCAC back with the CAIR number.
****NEXT AGENT****
When customer calls CCAC back, please let the customer know that we are recall MOPAR replacement parts only. Please advised the customer to bring his vehicle into the DLR to have his vehicle inspected.
Writer called customer at [redacted] but customer was unavailable. Writer left a message to contact CCAC and the next available agent will be able to assist him.
Writer contacted 6[redacted] and advised him that the OEM part on the vehicle is not the one that is being recalled. The part that is being recalled is the MOPAR service part. So unless he has documentation that he s had the MOPAR part replaced, we will not be able to reimburse him. Customer got upset and states that he will never buy a Dodge vehicle again. Writer advised the customer that he will still need to bring his vehicle into the DLR to have it completed and offered to transfer him over; customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL4 A[redacted]7	***Open Date***	01/23/2014	***Built Date***	06/03/2010		
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/08/2010	***Mileage***	40,339	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ANTONITO CO[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	Customer needed repairs to their tie rods
Corporate - Reimbursement - Default - Default - Default	N49 LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	advised customer of recall

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information about if we have recieved his reimbursment request that he had sent in a month ago. Agent advised the customer that as per ac ID 19074, to resubmit it to make sure that we have recieved it. Agent provided customer with cair number and advised that it takes up to 60 days.
Briefly summarize what the customer is expecting: Customer called in seeking information about reimbursment request from the previous cair.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:[redacted]m
Who has possession of the vehicle? n/a
Has the vehicle been diagnosed by a CDJ dealer? n/a
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 86Y
Agent is waiting for documents.
POSTMARK DATE: 011114; DATE RECEIVED: 011614
Documents attached
Agent contacted Discount Auto Parts 719-852-2096, but nobody answers and they have no VM.
Agent contacted Discount Auto Parts 719-852-2096, and talked to Paul the president who stated that the invoice was paid in full. Paul stated that the tie rods could have made the balljoints prematurely ware, due to the fact that the tie rod would have been loose which would have made the balljoints move and create premature ware.
Case requires additional research.
RECALL N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Left tie rod end on vehicle may fracture due to a misalignment condition. Under certain driving conditions, this may lead to a weakening and eventual fracture of left tie rod ball stud. A fractured tie rod end could cause a loss of directional stability and a crash without warning.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: IRF Confirmed
Date of Repair: 09/23/2013
Invoice #: 48584
Labor $181.50
Parts $84.45
Misc. Charges $10.00
Tax $7.08

Total $283.03
Writer is submitting total reimbursement in the amount of $283.03
****
Agent contacted customer [redacted] and stated that the amount that they would receive would be $283.03. Agent verified address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL6	AG[redacted]	***Open Date***	01/23/2014	***Built Date***	01/21/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/16/2010	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45097	BENNY BOYD CHRYSLER DODGE JEEP			
Dealer Address	1611 LUBBOCK HWY				
Dealer City	LAMESA	***Dealer State***	TX	***Dealer Zip***	79331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POOLVILLE TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	LEFT TIE ROD END

Briefly summarize why the customer is contacting Chrysler: The customer states that they have the N49 recall on their vehicle, but the tie rod has been broken already, and he has no other vehicle to drive. The vehicle is not at the DLR currently. The customer states that he wants a rental, as his parts are going to take 3 months to come in.
Briefly summarize what the customer is expecting: The customer is expecting a rental until his vehicle is fixed.
-
Agent advised customer that she would need his VIN. Customer was not able to provide this, and the vehicle was difficult to find via webcoin. Agent ended up calling DLR 45097, and spoke with Ron. Agent stated that she needed the VIN number for this vehicle, because his tie rod is broken and we are looking into rentals. Agent asked Ron if there was anything he could offer the customer. Ron stated that he could try getting the customer in next week to fix his vehicle because it is off road completely. Agent stated that would be good, as the customer is 31 on the list of 75+ and will have to wait a few months. Agent notified the customer of this, and the customer called over to the DLR where Ron stated he never spoke to anyone from Chrysler since yesterday. Agent apologized for the discrepancy, but stated she did speak to the DLR. Customer stated Ron said he still had to wait three months. Agent advised customer that she would have to call back over to DLR 45097 to get VIN, as she was sidetracked before. Agent apologized numerous times for this mistake.
-
Agent stated that unfortunately since the vehicle is not at the DLR currently there is nothing she can do, but when the vehicle gets to the DLR we can look at getting a rental through the DLR, and if not then his case would be escalated to a CM. Customer stated he already asked the DLR about rentals, and they told him to call Dodge. Agent apologized to customer, but stated again that his vehicle must be at the DLR before she can escalate the case. Agent advised customer to call back with his CAIR number when the customer gets his vehicle to the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T5	9G5[redacted]	***Open Date***	01/23/2014	***Built Date***	02/11/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/30/2009	***Mileage***	13,900	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68921	YORK CHRYSLER DODGE JEEP INC			
Dealer Address	1765 S. STATE RD. 231				
Dealer City	CRAWFORDSVILLE	***Dealer State***	IN	***Dealer Zip***	47933

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CRAWFORDSVILLE IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - CNA Change - Default - Default - Default	updated coin
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called frustrated regarding the N49 recall, as he is #25 on the list for this recall. Agent explained that there is restriction on the vehicle. Customer felt he is pulling something 65 feet long as he is wondering if the chances of breaking are slim. Customer stated that he is going on vacation in March 2014 and is wondering if he can investigate other dealerships to see if he can be sooner on the list; agent stated he can investigate any avenue.
Briefly summarize what the customer is expecting:
Recall information for the N49.
Reassigned to KM788 for N49 recall - on restriction - Survey By Pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	6G[redacted]	***Open Date***	01/23/2014	***Built Date***	02/16/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/20/2006	***Mileage***	168,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45196	AL DEEBY DODGE CLARKSTON, INC.			
Dealer Address	8700 DIXIE HIGHWAY				
Dealer City	CLARKSTON	***Dealer State***	MI	***Dealer Zip***	48348

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STERLING IL [redacted]9	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer is seeking reimbursement for the recall repair
Corporate - Reimbursement - Default - Default - Default	customer seeking reimbursement for recall

Briefly summarize why the customer is calling: Customer is calling to because he states that his tie rod had broke and he bought the part to be installed because the dealership was not going to have the part until April. Customer states that the dealership had told him to pay for the towing and labor to install the part and then he can send in for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to get reimbursed for the part and towing and labor costs.
Agent advised customer that the vehicle would have to have had a Mopar service parts steering linkage installed on a prior visit. Agent advised customer that if he had the original style steering linkage on the vehicle then he is not eligible for the reimbursement.
Customer called back .
Customer stated that he contacted the DLR and they advised him that the vehicle did fall under the recall and that the part that needed to be repaired/ replaced was in fact a mopar replacement part, not an OEM part.
Customer was calling back to make sure that we remain updates with the current situation.
Customer stated that he no longer owns the vehicle, he traded it in because he did not feel the vehicle was no longer safe.
Customer states that he doesn t want the dealer to come back and charge him a bill for the repair and labour after that fact . The dealership told him the labour and repair would be covered by them and now the Dealerships claim is being denied by the district manager.
Agent advised that this information will be documented and remain on our records for future reference.
Briefly summarize why the customer is contacting Chrysler: Customer states that he has a recall on his vehicle. Customer states that he got the part on his own and the dealership installed the part on the vehicle. Customer states that he was called to be advised that it was not going to be covered and he had to go back and pay for the repair. Customer does not own the vehicle anymore. Customer
Briefly summarize what the customer is expecting: Customer expects to find out more information on having to pay for the recall and why the

regional manager turned the repair down.
Agent called the dealership PETE HARKNESS CHRYSLER DODGE 60481, 815-625-7411. Agent could not speak to Jeff the SM states the customer needs to send the parts receipt in to have parts reimbursed. SM states that the district manager wanted the customer to pay for everything but that has been worked out. SM states that the dealership covered the cost of the labor, the towing.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	AG[redacted]	***Open Date***	01/23/2014	***Built Date***	11/04/2009	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/17/2011	***Mileage***	36,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HEISSON WA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	sway bar bent

Briefly summarize why the customer is contacting Chrysler: Customer is calling in due to the trie rod on her vehicle had shattered and bent the sway bar. Customer is looking for cost assistance.
Briefly summarize what the customer is expecting: Customer is expecting for cost assistance in getting the sway bar repaired.
Agent contacted dealer 24173 - DICK HANNAH CHRYSLER JEEP DODGE but was not able to speak to a SM to see if he was willing to offer any assistance under D-12-27. Agent left a message for a call back. Agent advised the customer that we do not cover consequential damage done to the vehicle. Agent advised the customer that agent would like to contact the dealer but made no promises.
Reason for Dealer Contact: possible cost assistance
Dealer Code: 24173
Dealer Personnel Required: SM
Customer s Preferred Method of Contact: phone
Customer Phone Number (Morning): ([redacted]
Customer Phone Number (Evening): ([redacted]
Customer Email address: Customer did not provide
Reason for assigning to Resolution Team: end of shift
Assigned to 86T
-
Outbound call to 1-877-240-1867 DICK HANNAH CHRYSLER JEEP DODGE #24173 and writer spoke to SA Heidi and she advised writer that there is currently no SM available to take her call but she took writers number. 1-855-675-9291 x4718370
Writer needs to know if the vehicle is at the dealership and if any assistance was provided to the customer.
-
Customer called in seeking an update. Customer states he is in a rental and had to pay for it because the dealership would not give him one.
Agent contacted DICK HANNAH CHRYSLER JEEP DODGE #24173 and was advised that a SM was not available to take the call. Agent advised the SA that CAC has tried calling before and left a message to call us back and nobody has contacted us back. SA states there is no way for the SM to take this call. Agent provided callback number and CAIR #.
-

Outbound call to 1-877-240-1867 DICK HANNAH CHRYSLER JEEP DODGE #24173 and writer was advised that there is no SM available to take her call.
Writer advised that she just needed to know if the vehicle was at the dealership and she was advised that only a SM would be able to provide her the information.
-
Outbound call to 1-877-240-1867 DICK HANNAH CHRYSLER JEEP DODGE #24173 and writer spoke to SA Jennifer and she advised writer that the vehicle was last there on1/17/2014 and he was charged $99.95 and the rest was warranty coverage.
Customer has his vehicle back.
-
Outbound call to [redacted] and writer was unable to reach customer.
Writer will make another attempt in 2 days.
-
Customer called back seeking information Agent informed the customer of lines 9-10 Agent was not able to get in contact with the SM.
-
Outbound call to 1-877-240-1867 DICK HANNAH CHRYSLER JEEP DODGE #24173 and writer was advised that there is no SM available to take her call.
-
Outbound call to [redacted] and writer spoke to customer and the customer states that the dealership SA Robin Farr advised him that Chrysler would pay for the part, because the damage was done to the vehicle when the Sway Bar broke. Customer advised writer that the SA Robin advised that the part would be ordered. After the customer left the dealership, he received a phone call stating the the part (Sway Bar Bracket) would not be covered.
Customer is frustrated that the Sway Bar Bracket is broken, and it broke because of the tie rod busting and shooting up and bending the sway bar bracket.
-
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is customer was advised by SA Robin Farr that the sway bar bracket would be covered, and then advised that it would not be.
Action requested: Please look into this further and update CAIR. Thank you.
Please update this CAIR with resolution.
##
[redacted]
######### DIRECT-TO-DEALER ######### 86 R 01/29/2014 12:01:18 PM KC509
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is customer was advised by SA Robin Farr that the sway bar bracket would be covered, and then advised that it would not be.
Action requested: Please look into this further and update CAIR. Thank you.
Please update this CAIR with resolution.
##
80 REASSIGNED TO BC/DLR 70 24173 01/29/14 12:01 C[redacted]
-
Outbound call to 1-877-240-1867 DICK HANNAH CHRYSLER JEEP DODGE #24173 and writer left a message for SA Robin Farr to contact her back. Writer provided her contact information 1-855-675-9291 x4718370.
-
Please call the customer and have them send in the invoice for review and assign the file to 86Y for further handling.
-
Outbound call to 1-360-600-1380 and writer advised customer to please fax in receipt of the repair. Writer provided the customer with Fax # 1-877-768-5076 and CAIR#2[redacted].
Writer advised customer to send in invoice with proof of payment to the fax number provided with the CAIR# on each receipt. Writer advised

customer that no promises could be made, but the file would be reviewed again when the receipt has been received.
-
Preferred Morning/Midday call back number is 1[redacted]
Preferred Afternoon/Evening call back number is 1-[redacted]
Customer email address for case updates: Declined
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
DICK HANNAH CHRYSLER JEEP DODGE #24173
Reassigned to: 86Y
-
Waiting for documentation.
Waiting for documentation.
CUSTOMER [redacted]. Spoke with the Customer. Customer states that they had just taken the vehicle in to the DLR and submit Documents.
Customer states that the Sway Bar broke when the Tie Rod Failed.
Customer seeking information about what would be covered. Customer would like to be reimbursed for the Sway Bar and Rental.
Agent advised that he would not be able to make any commitment to reimbursement but advised that when the information is received we will review the Documentation.
Agent advised to send in all documents related to the repair and the rental so that we can quickly respond to the Customer s request.
Agent advised that the CASE will close in 2 days if no Documents are received but will Automatically reopen when the documents arrive.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	01/24/2014	***Built Date***	03/25/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/03/2008	***Mileage***	104,593	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SUMMERFIELD NC [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 011414; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, L16 N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 0074047 = $139.25; Repair Order# 0001427 = $281.08
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 3/13/13
Customer s proof of payment is: [redacted]
Invoice #: 0074047
Labor $32.50
Parts $100.00
Misc. Charges $0
Tax $6.75
Total $139.25
****

Date of Repair: 8/23/13
Customer s proof of payment is: [redacted]
Invoice #: 0001427
Labor $74.80
Parts $120.62
Misc. Charges $11.73
Towing Charges $65.00
Tax $8.93
Total $281.08
****

Combined Total $420.33
Writer is submitting check for approval in the amount of $420.33.
****

Writer verified that address for check matches address on submitted documents.
APPROVED

CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	BG[redacted]	***Open Date***	01/24/2014	***Built Date***	06/15/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	07/13/2011	***Mileage***	79,441	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45360	TOMMIE VAUGHN CHRYSLER JEEP DODGE			
Dealer Address	4850 I-10 EAST				
Dealer City	COLUMBUS	***Dealer State***	TX	***Dealer Zip***	78934

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RACELAND LA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 recall reimbursement
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 010114; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, L38 N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 21862 = $998.35
IRF CONTACT: RACELAND AUTO CENTER LLC at 985-537-8900 Agent was advised to call back in about five (5) minutes.
IRF CONTACT: RACELAND AUTO CENTER LLC at 985-537-8900 Spoke with Kevin and inquired a breakdown of the labor for the repair. Kevin states the labor is $85/hr and the time was 1.8 hours for the alignment, and 1.3 hours to replace the tie rod. Agent thanked Kevin for his assistance.
RECALL - Template
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: Check #1976 (verbal)
Date of Repair: 12/9/2013
Invoice #:21862
Labor $110.50
Parts $103.43
Misc. Charges $153.00 (alignment)
Tax $31.92
Total $398.85
Writer is submitting check for approval in the amount of $ 398.85
****

CUSTOMER CONTACT: [redacted] Received the message that the number dialed is no longer in service or has been disconnected.
CUSTOMER CONTACT: [redacted] Left a message

requesting a return call at 1-855-675-9291 ext 4718201.
CUSTOMER [redacted] Informed customer of the amount of reimbursement, and explained a breakdown of what he would be getting. Customer inquired about the cost of the tow. Agent double checked the invoice and did find there was a tow in the amount of $175. Agent will reimburse for the tow as well. Customer thanked agent.
*****Disregard lines 15-27*****
RECALL - Template
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: Check #1976 (verbal)
Date of Repair: 12/9/2013
Invoice #:21862
Labor $110.50
Parts $103.43
Misc. Charges $153.00 (alignment) $175 (Towing)
Tax $31.92
Total $573.85
Writer is submitting check for approval in the amount of $573.85
CUSTOMER CONTACT: [redacted] Agent advised customer of incomplete recalls L38 and N49, and advised him to take the vehicle to any authorized CJDR dealership and have the recalls completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	01/24/2014	***Built Date***	03/17/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/26/2005	***Mileage***	110,455	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42443	RICHARDSON DODGE CHRYSLER JEEP			
Dealer Address	1376 EAST F ST.				
Dealer City	OAKDALE	***Dealer State***	CA	***Dealer Zip***	95361

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LA GRANGE CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer seeking reimbursement under N62

POSTMARK DATE: 010614; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for N62 recall in the amount of $1478.47
Reviewed Previous files: Yes, no concerns.
Customer submitted documents seeking reimbursement under recall N62. In order for customer to be eligible for reimbursement, customer will need to submit another invoice showing a previous steering linkage repair that was completed using mopar parts.
Called customer at 2:02 ([redacted] number has been disconnected. no phone number listed on 411.com.
January 30, 2014
[redacted]
La Grange, CA [redacted]
Reference #2[redacted]
Dear Mr. S[redacted]:
Thank you for your recent letter regarding your 2005 Ram 2500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1.855.675.9291, extension 4718202, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Brian
Customer Assistance Representative
Letter sent 2/17/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL0	BG[redacted]	***Open Date***	01/24/2014	***Built Date***	05/05/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	08/30/2010	***Mileage***	47,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66887	FAIRFIELD CHRYSLER JEEP DODGE			
Dealer Address	3360 ROUTE 405 HIGHWAY				
Dealer City	MUNCY	***Dealer State***	PA	***Dealer Zip***	17756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JERSEY SHORE PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no repair, recall parts

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received the notice in the mail for the N49 LEFT TIE ROD recall. Customer stated he dropped of his vehicle 3 weeks ago for this recall to be completed and as of today he is being advised by the dealer it will be another month before the dealer will be able to resolve the customers concern.
Agent called the dealer and spoke with PM Jason who stated the customer is number 4 on the list and most likely if things remain the same as now it will be about a month before they will have parts for him. Agent was transferred to service and spoke with SM Chip who stated the customers vehicle is just sitting on the lot. SM stated the customers vehicle is not broken down and is able to be used but refuses.
Agent advised the dealership is working with the supplier to get the parts as quickly as possible. Agent advised it was up to the customer if he decided not to use the vehicle till the recall is completed. Agent advised to continue to work with the dealer at this point.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	BG[redacted]	***Open Date***	01/24/2014	***Built Date***	07/20/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/19/2011	***Mileage***	108,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57865	SCHAFFER DANHOFF CHRYSLER DODGE	JEEP
Dealer Address	312 EAST WALTON		
Dealer City	WILLARD	***Dealer State***	OH
Dealer Zip	44890		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COOKEVILLE TN [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Other	Customer seeking rental vehicle during recall repair.
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle is at dealer for recall repair and dealer is unable to repair until 01-27-14. Customer states he is out of state in OH and dealer (57865) is unable to offer a loaner or vehicle.
Briefly summarize what the customer is expecting: Customer seeking assistance with rental.
Agent contacted ECS and transferred customer for further assistance.
Reassigned 88W
Enhanced Customer Satisfaction Team (ECS) *
The customer is being handled by the ECS Team
CONTACT UPDATE - 1st Contact. Customer informed writer that the vehicles tie rod broke and the dealer can not repair the vehicle until Monday.
The customer is away from home and needs a rental and will be staying in a hotel. Writer informed customer that Chrysler will reimburse customer for hotel room. Writer informed customer that writer will contact the dealer to authorize rental and educate dealer on ECS. Writer informed customer that a CA will be assigned and follow up with the customer.
Dealer code: 57865
POC Name: Bryan/SM
POC number/ email: main
Current mileage: 10800
Customer name: [redacted]
Customers concern: Tie rod broke, possible additional damage
Is customer in rental: No
Is customer waiting: No
All customer contact numbers: [redacted]
Best time of day to contact customer: Any
Writer contacted SM and requested dealer authorize rental for the customer. Writer informed SM that the information will be forwarded to TS who will contact SM.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-01-24 @ 11:02

CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed customer and informed him we are his customer advocate while his vehicle is being repaired, writer inquired if customer has email writer can send contact information, customer stated it is pipelinewelder88@gmail.com.
Status update provided via email to the following email address:
p[redacted]
My name is Melba and I have been assigned as your Customer Advocate. Here is some information that will be helpful for you to have in addition to information listed above:
Enhanced Customer Satisfaction telephone Number: 800-763-8422
My direct extension: 66170
My work hours: 8 AM till 4:00 PM Eastern Standard Time. Monday-Friday
End of Status Update
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Writer dialed customer following up on the satisfaction of repairs customer stated he is very happy, writer inquired if there is anything else we are able to assist with at this time customer stated there is not. Writer informed customer we will be closing case and if any further issues do arise to contact us back.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C9	5G[redacted]	***Open Date***	01/24/2014	***Built Date***	10/20/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	03/01/2005	***Mileage***	176,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	SAN ANGELO TX[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Advised customer of open recall
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised customer of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised customer of open recall
Corporate - Product Information - Default - Default - Default	N62 recall
Product - Steering - Linkage - Other - Default	Open recall on component
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Open recall on component
Product - Unknown - Unknown - Poor Handling - Default	Out of park alarm system open recall

Briefly summarize why the customer is contacting Chrysler: Customer stated he received the recall notice in the mail for the left outer tie rod and that component has already broken and been replaced. Customer stated he would like to inquire about reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting to find out how to get reimbursement. Writer advised customer of the two other open recalls on the vehicle. Writer advised customer would recommend bringing the vehicle into a DLR to have the recalls completed. Writer offered to connect the customer to the DLR to book an appointment however the customer declined. Writer advised customer how to submit for possible reimbursement for the recall related repair he already had done on the vehicle.
Waiting for documentation.
Writer will contact customer on 02/03/14 for documentation request and to inform that case will be closed in 2 days.
Status update provided via email to the following email address:
[redacted]
No documentation has been received as of today (02/03/14). Your case will be closed in 2 days, however, a new case can be created once documentaton is received. My contact information is 1-855-675-9291, ext 4718296. Your case number is [redacted]
Thank You Barb
End of Status Update
Briefly summarize why the customer is contacting Chrysler: Customer states he received an email in regards to his case.
Briefly summarize what the customer is expecting: Customer seeks further assistance with documentation receiving.
Agent advises Chatham Fax # 1-877-768-5076. Agent advised cair # be placed on faxed documentation.
Agent advised transferred customer to case manager Barb at 1-855-675-9291, ext 4718296.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 02/03/14 at 10:11 AM. Customer provided phone number [redacted]

Writer notes that customer was provided with the fax number to submit documentation.
POSTMARK DATE: 020414; DATE RECEIVED: 020414
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall. This recall is for a Mopar replacement part . The vehicle had to have been in for a prior service and had the steering linkage replaced with Mopar service parts. Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
OUTBOUND CALL TO CUSTOMER: 3[redacted] Writer left voice mail message stating call is in regards to documentation submitted for the 2005 Ram 3500. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking reimbursement under N62 Left Outer Tie Road Assembly Recall.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the linkage. He said he replaced the part himself and he just wants to be reimbursed for the part. Writer advised customer that we received the information that he faxed in. Writer transferred customer over to Barb 1-855-675-9291 ext 4718296. Writer provided customer with the phone number and extension.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 02/07/14 at 10:15 AM. Customer requesting a call back at [redacted] (office) or [redacted] cell).
OUTBOUND CALL TO CUSTOMER: [redacted] Writer explained lines 38-43 to customer. Writer advised customer of recall E17 out of park alarm system. Writer researched recall and explained issue to customer as requested by customer. Writer advised customer to contact dealership to have inspected and/or corrective action taken at no charge to customer. Customer asked if dealership states that no repair are needed will he get reimbursed for invoice submitted. Writer again explained that the recall is for a mopar service part and is not on the original factory installed equipment.
POSTMARK DATE: 030714; DATE RECEIVED: 030714

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	01/24/2014	***Built Date***	11/27/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/10/2010	***Mileage***	65,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF	KLAMATH FALLS
Dealer Address	2675 WASHBURN WAY		
Dealer City	KLAMATH FALLS	***Dealer State***	OR
Dealer Zip	97603		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIDLAND OR [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer had a left broken tie rod before recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer has not done recall yet
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking cost assistance
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:The customer informed about having a broken left Tie Rod before the Recall notice came out. The customer also claims that upon the Left Tie Rod breaking, other componance have also broke including the rim of the tire,the linkage in the steering and the customer is unsure if it s the U joint or the Ball joint.
Briefly summarize what the customer is expecting: The customer is seeking cost assistant for the parts.
The writer advised to the customer to take the vehicle into the dealership and get a diagnosis and see if the recall N90 needs to be done since it was repaired prior to the recall. The writer advised the customer if there are ok with this, then we could go further with this and go ahead and look in to cost asstance for them.
The writer advised to have the customer send in all receipts after diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T7	9G[redacted]	***Open Date***	01/24/2014	***Built Date***	08/05/2009
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	11/13/2009	***Mileage***	62,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	42849	LAKE COUNTY DODGE INC			
Dealer Address	1001 WASHINGTON STREET				
Dealer City	JAMESTOWN	***Dealer State***	NY	***Dealer Zip***	14701

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MAYVILLE NY 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer seeking possible reimbursment
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-24 @ 13:08
Briefly summarize why the customer is contacting Chrysler: customer is contacting the Chrysler recall for information about what are the option about the repairs done to the vehicle.
Briefly summarize what the customer is expecting: customer is seeking possible reimbursement for the repairs done to the vehicle due to a recalled part that failed.
Customer stated that Tuesday when the customer was driving and stopped at a stop sign turned the wheel and the tie rod snapped. The vehicle was sent to an IRF to have the vehicle repaired and customer is seeking if Chrysler can assist with the repair bill.
Agent put customer on hold to gather the information for the reimbursement process. When agent was about to return to the customer to inform about the process the customer disconnected.
Agent contacted the customer back to inform the customer of the process about possible reimbursement.
Agent sent the customer an email with the documentation needed.
Agent couldn t put all the documentation needed in the email there were to many characters.
This is in regards to the N49 recall.
Writer acknowledges assignment and there are no documents present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above

vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
L16 completed 03/06/2012. (DH)
Dealer - 42849 LAKE COUNTY CHRYSLER JEEP DODGE
Claim Number : 097675 Type : S
Vin : 3D7KS28T79G5[redacted] Service Advisor : 9057BW
Odometer : 37649 M Date Received : 03/06/2012 Claim Notes : NO
Date Completed : 03/06/2012 , In-Service Date : 11/13/2009 Prior Claim Number :
Claim Currency : USD
02L16183 Safety Recall L16 - Left Tie Rod End Paid
No documents.
No documents.
No documents.
Writer will wait till the 7th to receive documentation. If no documentation arrives, Writer will try contacting Customer directly.
No documents.
No documents.
No documents, Writer will try to contact direct with Customer Friday feb 7th.
CUSTOMER CONTACT: Writer called[redacted]0. This is a business, and[redacted] the receptionist took a message. Writer provided case #, US CAC for contact, and advised we have not received his documents yet. Writer did advise there is a large queue so documents may have come in and not attached yet. Writer did advise case will close in two days, but it can be accessed or re-opened as needed.
No documents.
No documents. By pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	7J[redacted]	***Open Date***	01/24/2014	***Built Date***	12/11/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/30/2007	***Mileage***	44,082	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	(5[redacted]
	GILROY CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer wants to get recall completed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods replaced due to vibration
Corporate - Reimbursement - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler for information regarding her N62 recall. Customer inquiring if she can get recall completed at an IRF as her dealership is unable to complete the recall for 2 months. Agent advised customer that she can get it completed at an IRF, however we cannot guarantee that she will receive a reimbursement. Customer very upset and is not happy that Chrysler is completing the recall in a timely manner. Customer states that she will never purchase another Chrysler vehicle again.
Briefly summarize what the customer is expecting:Customer expecting to have N62 recall completed today.
Reassigned to SJ372 for survey by-pass.
POSTMARK DATE: 020414; DATE RECEIVED: 021314
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Reassigned to 86Y
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] and advised that Mopar service parts would have need to be replaced previously to the repair being completed. Customer states the vehicle was inspected at SOUTH COUNTY CHRYSLER - JEEP and the parts were ordered because they needed to be replaced as per the N62 recall.
Agent called SOUTH COUNTY CHRYSLER - JEEP and spoke with PM Russel Cox about the customer s concerns. Russel states the vehicle was inspected at the dealer and the parts needed to be replaced so they were ordered and the customer is #40 on the waiting list.
Agent found the customer does qualify for the recall and is reassigning

the case to a CM for reimbursement review as the customer is requesting reimbursement over $500.
Event history does not show a claim that relates to N62.
Confirm dealer advice line 32-35 is sufficient to reimburse N62.
Writer called Dealer 66451 phone 408-842-8244 time 11:24 ET. Reception stated SM Brock will not be in until tomorrow 02/25/14. Writer will call back.
Confirm dealer inspection found Mopar replacement parts on vehicle when inspected, ask if the Moog parts installed had to be installed as a set Right and Left, Inside and Outside.
Tie rod ends installed were Moog DS1463 (RO), DS1464 (RI), ES3624 (LI) and ES3625 (LO).
Per Moog bulletin [redacted]
If the steering damper is bolted through a tapered hole in the RH inner connecting tie rod, as originally equipped (Photo 1), the parts have not been altered.
Parts listed above are the ones to be used for unaltered (factory) replacement.
Writer called Dealer 66451 phone 408-842-8244 time 15:52 ET. SM is at lunch.
Writer called IRF Dean Davis Auto Care phone 408-683-2134 time 16:00 ET. Owner Dean answered.
He stated labor for just outer tie rod ends was $105.00.
He did not remember how steering damper was attached.
Writer called Dealer 66451 phone 408-842-8244 time 16:59 ET. All lines in Service were busy. Writer will call back.
Writer called Dealer 66451 phone 408-842-8244 time 13:37 ET. Machine answered for SM Brock.
Writer left message requesting call back, determine if inspection line 33 was factory parts needing to be replaced customer pay or if part replacement would have been through N62.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Process when schedule permits.
Writer called Dealer 66451 phone 408-842-8244 time 12:47 ET. WA answered, advised this VIN is not in their history, advised there is another dealer SOUTH COUNTY.
Writer finds Dealer 66451 is the only dealer SOUTH COUNTY in California, and they are in GILROY, same as customer.
Writer called Dealer 66451 Parts phone 408-848-3191 time 13:36 ET. PM Russ answered.
He stated Jim in Service would have information regarding the inspection, whether parts were factory or Mopar.
Service was backed up, he will have Jim check and call back.
Writer provided Phone: 855-675-9291 Ext: 4718340.
Writer called Dealer 66451 Service phone 408-848-3155 time 16:38 ET. SA Jamie answered.
She stated Jim was at lunch and would be back about 17:30 ET.
Writer passed on information above, request call back whether inspection showed parts had to be replaced under recall or customer pay.
Writer called Dealer 66451 Service phone 408-848-3155 time 14:32 ET. SA Jim answered.
He stated there is no history on this VIN. Writer noted PM Russ had parts ordered for it, SA Jim advised maybe the customer stopped in and parts were ordered based on damper bolts.
Writer called customer phone [redacted] time 15:22 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone [redacted] time 15:25 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 7J5[redacted]
In-service Date: 04/30/07

Replaced factory parts with Mopar: Unknown, see line 34 and 90.
Customer s proof of payment is: IRF Dean davis Auto Care invoice,
attached Visa sales slip Auth #[redacted]
Date of repair: 01/31/14
Mileage: 44082
Invoice#: Ref# 154
Labor: $105.00
Parts: (Outer only plus sleeve) $355.14
Alignment: $79.95
Tax: (8.75% Parts) $31.07
Total: $571.16
Writer called customer phone[redacted] time 14:04 ET. Machine
answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Customer[redacted] call.
Writer advised of reimbursement amount, customer understood.
Confirmed reimbursement detail as in COIN.
Writer advised N62 incomplete, customer will contact CDJ dealer.
Writer is submitting check for approval in the amount of: $571.16.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	01/24/2014	***Built Date***	08/06/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/26/2007	***Mileage***	117,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45213	WOLFS PINEDALE DODGE LLC			
Dealer Address	153 S. ENTERTAINMENT LN				
Dealer City	PINEDALE	***Dealer State***	WY	***Dealer Zip***	82941

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PINEDALE WY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Caller looking for reimbursement for recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	left outer tie rod assembly

Briefly summarize why the customer is contacting Chrysler: His wife lost steering capability with his kids in the car. This happened last Labor Day weekend. It was the tie rod that came apart that caused this. She was driving slowly at that time so she was able to pull the vehicle over and no one was hurt. He had it fixed. He wondered if he may be able to get reimbursement for this recall that came in the mail.
Briefly summarize what the customer is expecting: recall reimbursement request.
Agent advised 'If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.'
Advised to keep a copy of the receipts for his own records. When we receive and verify the required documents, we will review them and see if any reimbursement is entitled to the customer. No guarantees provided.
Waiting for documentation.
OUTBOUND CALL TO CUSTOMER: [redacted] Customer states that he has not mailed documentation at this time. Writer advised that N62 covers a mopar service part not the original factory installed equipment. Writer advised that customer would be submitting two invoices for repairs. Customer states that he does not have two repairs therefore will not be submitting documentation. Writer advised the N62 still shows as an open recall.
Contact dealership to have inspected and/or corrective action taken at no charge to customer. Customer states that he is disappointed in the vehicle having a tie rod breaking and will not purchase another vehicle.
Writer advised that comments will be noted to file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	01/24/2014	***Built Date***	04/14/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/30/2006	***Mileage***	88,750	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPARKS NV 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Other - Front	tie rod
Corporate - CNA Change - Default - Default - Default	updated phone number

POSTMARK DATE: 011414; DATE RECEIVED: 011414
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts prior to the one customer is seeking reimbursement for in order to be entitled to reimbursement.
Customer should have the vehicle inspected to see if MOPAR replacement parts were installed during this repair and dealer will determine if a repair is necessary under the N62 recall.
Unless customer can provide a repair invoice showing prior service N62 recall reimbursement does not apply to their vehicle and reimbursement will be denied.
Writer contacted customer at [redacted]. Line busy.
Writer contacted customer at [redacted] Received recording that number is no longer in service.
Writer contacted customer at [redacted]. Left message with contact information & seeking contact information.
Customer called back. Writer informed customer of lines 4-13. Customer states he has not had a prior tie rod repair. Customer asked how long the recall would be good. Customer wanted to know if he could just wait until this one breaks and then have it repaired under the recall.
Writer informed customer that for his safety he should have the recall completed as soon as possible.
REIMBURSEMENT DECLINED
******CLOSED LOOP******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A2	8G[redacted]	***Open Date***	01/24/2014	***Built Date***	04/23/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/24/2008	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	07203	WEST MOTOR COMPANY INC			
Dealer Address	296 NORTH STATE STREET				
Dealer City	PRESTON	***Dealer State***	ID	***Dealer Zip***	83263

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	8[redacted]	***Home Phone***	[redacted]
	RICHMOND UT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Aware of open recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod is broken. Vehicle not drivable

Briefly summarize why the customer is contacting Chrysler:Customer complained about his tie rods breaking which is directly related to his open recall. Customer feels like towing should be included in this since its due to a manufacturing defect that his vehicle broke down.
Briefly summarize what the customer is expecting:Customer expecting to have towing coverage. Agent went to AC 24054 and read verbiage showing Customer that the repair of tie rods would be covered at no cost but towing and rental is not included in the recall. Customer was very unhappy and said he would get rid of his vehicle and never purchase another RAM again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46C7	6G[redacted]	***Open Date***	01/24/2014	***Built Date***	10/21/2005	
Model Year	2006	***Body***	D18H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	01/03/2006	***Mileage***	150,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43718	GO DODGE ARAPAHOE			
Dealer Address	10743 EAST ARAPOHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ARVADA CO 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall N62
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer stated that his tie rods on his truck broke last week. he jjust received the letter last week. Agent advised customer that the parts will not be covered due to after market parts being installed. Agent advised customer to still get his vehicle inspected to see if the tie rods need to be replaced.
Briefly summarize what the customer is expecting: customer is expecting reimburesment on tie rods that were paid for at an IRF.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G[redacted]	***Open Date***	01/24/2014	***Built Date***	06/27/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/22/2008	***Mileage***	91,182	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CARMEL VALLEY CA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 recall
Recall - L16: LEFT TIE ROD END - Reimbursement	customer called seeking reimbursement for recall
Recall - N49: LEFT TIE ROD - Reimbursement	customer called seeking reimbursement for recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	front left outer tie rod

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler regarding reimbursement on recall
Briefly summarize what the customer is expecting: Customer was expecting to be reimbursed for a recall which he already had replaced.
Agent advised customer to mail in Original repair order and proof of payment Agent provided Chrysler Recall Assistance Center P. O. Box 21-8007 Auburn Hills, MI 48321-8007 as states in answer ID 17420 reassigned to 86y
Writer will contact customer on 02/13/14 for documentation request and to advise case will be closed in 2 days.
Correction Line 9 should read: Writer will contact customer on 02/03/14
Status update provided via email to the following email address:
[redacted]
No documentation has been received as of today (02/03/14). Your case will be closed in 2 days, however, a new case can be created once documentaton is received. My contact information is 1-855-675-9291, ext 4718296.
Thank You Barb
End of Status Update
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 02/03/14 at 12:14 PM stating that documentation was mailed a week ago.
Writer provided phone number [redacted]
OUTBOUND CALL TO CUSTOMER: Writer left voice mail message stating that message from customer was received. Writer advised that once documentation is received documentation will be reviewed. Writer advised that call was a follow up call to verify if customer had submitted documentation and to provide fax number or edoc link if needed.
INBOUND CALL FROM CUSTOMER: Writer advised that no documentation has been received. Customer requests to have edoc link sent to his work email: [redacted]. Writer also provided fax number 877-768-5076 and requests that customer write case number on all pages submitted by fax.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-04 @ 10:07
***** Customer Document Received *****
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 01/04/14 at 10:43 AM stating that documentation has been sent. Customer provided phone number [redacted]

INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 02/05/14 at 4:04 PM. Customer states that he has sent in documentation. Customer provided phone number [redacted] and email address: [redacted]
OUTBOUND CALL TO CUSTOMER: [redacted] Writer left voice mail message stating that documentation has been received. Writer advised that the top of the invoice in the amount of $1,40386 has been cut off and writer may need to have that page submitted again. Writer advised that customer will be contacted if invoice needs to be resubmitted.
RECALL - N49 Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Visa Auth #085417 (receipt provided)
Date of Repair: 06/24/13
Invoice #:21388
Labor $170.00
Parts $101.68
Misc. Charges $0.00
Tax $7.63
Total $279.31
Writer is submitting check for approval in the amount of $279.31
Writer verified address on correspondence matches address in customer owner information network.
Check Approved.
POSTMARK DATE: 012514; DATE RECEIVED: 013014
**CUSTOME CONTACT CAC.
Customer called in stating that they got the above check but they did not cash it and also they did get any information on the repairs done after the above visit as there were more charges for that component again. Customer is wondering if they would be able to get reimbursed for the second visit also as they paid for the repairs.
Customer was transferred to the CASE manager line to advise of the issue and agent advised he would document under the case that the customer is wishing to speak with the case manager to reopen and work the case.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 02/16/14 at 5:00 PM. Customer states that he received check issued to him on Sat for $279.31. Customer states that the first IRF just put the tie rod back together to get him home. Customer states that once he got home he went to IRF who ordered the mopar part and changed the steering linkage. Customer provided phone number [redacted]
Writer received call from customer. Customer states that the first repair was just to get him home. The first IRF was G & H Service phone number 209-532-4221. Customer states that second repair was done at Abbott Street Auto Body phone number 931-757-8184. Customer states that the owners name is Ed. Writer advised that N49 recall is for the tie rods. Writer states that invoice submitted from Abbott shows that the steering linkage was replaced. Writer states that the first repair was just to get him home to have the repair completed correctly. Writer advised that further research will be completed to verify work completed. Contact number for customer is [redacted]
OUTBOUND CALL TO IRF: (G & H Service) Writer spoke with Craig who states he will look up invoice for writer and return call in regards to work completed. Writer provided phone number 1-855-675-9291 and ext 4718296.
INBOUND CALL FROM G & H Service: Writer received call back from Craig who states that the vehicle was towed in and that the left outer tie rod was broken. Craig states that they replaced the tie rod and advised customer that the long & short drag link and the steering shock needed replacing. Craig states that the tie rod did not cause any damage to the vehicle that they recommended replacement of parts due to normal wear (loose) as the vehicle had 91,000 miles on it. Craig states that the customer stated he would take care of replacing the long & short drag link and the steering shock.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 03/03/14 at 12:47. Customer provided phone number [redacted]
INBOUND CALL FROM CUSTOMER: Writer received voice mail message on 03/13/14 at 6:18 PM requesting a call back.
CORRECTION: Line 102 should read [redacted]
OUTBOUND CALL TO CUSTOMER1 8 [redacted] Writer left voice mail message stating writer is returning call. Writer provided phone number

1-855-675-9291, ext 4718296.
Customer called for an update on file and that he is aware his CM is on vacation.
Agent reviewed but could see no new updates and advised customer that file would be marked for a callback and should recieve one within 1 business day (CM s voicemail advises she will return on 04/07 and if message is left, coworker will be in contact)
Customer would like a callback from a CM with file update.
Agent left voicemail on CM BL680 voicemail with callback number of [redacted]
Customer called trying to speak with CM BL680.
Agent called 4718296 and left a voice mail message with case number.
Agent advised customer that if he needs more information then he needs to speak with his CM.
AGent asked agent to transfer him to [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	6G[redacted]	***Open Date***	01/24/2014	***Built Date***	03/07/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	10/31/2006	***Mileage***	143,581	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MONTGOMERY TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	2nd repair
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010614; DATE RECEIVED: 011414
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 2841 = $1133.06; No Invoice# = $510.40;
Invoice# 205557 = $473.80
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing a drag link update was installed but no part numbers listed in the documents.
Agent found customer had another repair completed at another IRF showing a Mopar steering linkage was purchased from Lithia Chrysler and installed on the vehicle.
Agent called Texas Truck Works and spoke with Scott about the customer s repairs. Scott states they always use DEMONTROND AUTO COUNTRY for steering components on Ram trucks because they are the only ones who carry the parts.
Agent called DEMONTROND AUTO COUNTRY and spoke with Parts Advisor Wayne about the IRF and the purchasing of Mopar parts. Wayne states his records are too old to print off the parts invoice but that the IRF Texas Truck Works often purchases steering linkages from the dealer and that Scott at the IRF has told him previously that he can only use Mopar parts for Ram truck steering components.
Agent is reassigning to CM for reimbursement as the customer s reimbursement request exceeds $500.
Note, repair at IRF Texas Truck Works mileage between 46280 - 67063 miles, Mopar replacement of factory parts, does not qualify for N62 reimbursement.
Repair at IRF Trucker s World should qualify for reimbursement under N62, parts cost on invoice $351.40, amount matches Dealer 45286 parts invoice less Damper.
Confirmed reimbursement information in documents matches COIN.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 6G[redacted]
In-service Date: 10/31/06

Replaced factory parts with Mopar: 08/28/10 doc page 3
Customer s proof of payment is: IRF Trucker s World invoice marked Pd in full Visa.
Date of repair: 07/20/12
Mileage: (approximate) 100000
Invoice#: 7/20/12 Eric
Labor: $65.00
Parts: $351.40
Alignment: $65.00
Tax: $29.00
Total: $510.40
Writer called customer phone [redacted] time 11:27 ET. Customer SHAWN DENISON answered.
Confirmed COIN.
Customer confirmed the repair 08/28/10 replaced factory parts, writer advised the factory parts are not under recall. Customer feels he should be reimbursed for that repair as well, writer advised we could only consider OOW reimbursement if recall was placed on the factory parts.
Customer had spoken to CDJ dealer when N62 came out but before SB was available, writer suggested he contact CDJ dealer for completion, some may have waiting list and some may have parts available first come first serve.
Writer advised of reimbursement amount.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A9	7G[redacted]	***Open Date***	01/25/2014	***Built Date***	05/08/2007	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	07/07/2007	***Mileage***	91,597	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOOPER UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 011014; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Unable to confirm from envelope or invoice
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for $464.74
Reviewed previous files:Yes, No concerns
Customer sent in 2 invoices showing that he had the tie rod replaced twice. The one invoice clearly states Moog Parts. Unable to determine the first repair parts.
-
H46- No parts were replaced.
Customer needs to show that he had steering linkage replaced previously.
CUSTOMER CONTACT [redacted]: Agent called the customer and explained the the recall is on MOPAR replacement steering linkage parts. Agent stated he would of needed to have a MOPAR steering linkage installed then have the tie rods fail to be apart of this recall. Customer stated he hasn t had any other steering parts replaced. Agent stated then at this time his vehicle doesn t qualify for reimbursement. Agent directed to the customer to have the vehicle inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2 5[redacted]	***Open Date***	01/25/2014	***Built Date***	02/11/2005		
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/16/2005	***Mileage***	85,449	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42180	OAK HARBOR MOTORS INC			
Dealer Address	75 SE PIONEER WAY				
Dealer City	OAK HARBOR	***Dealer State***	WA	***Dealer Zip***	98277

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLINTON WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	front axle u joints replaced
Product - Wheels and Tires - Front Wheel Bearings - Other - Unknown	front hub assemblies replaced
Product - Suspension - Tie Rods / Drag Link - Worn - Front	front outer tie rods replaced.
Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	out of park alarm

POSTMARK DATE: 011014; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: E17 N62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for $1775.94
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment, and that there are documents present.
H46 completed 10/14/2009 inspection only, no parts = original factory equipment or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service

procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called MR-MRS [redacted]
Writer provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
No contact.
Writer will try to connect directly with Customer again today.
CUSTOMER CONTACT: Writer called MR-[redacted].
Writer spoke directly with [redacted]. Writer advised that Chrysler is NOT reimbursing for the initial repair of worn/failed factory equipment. Chrysler is looking for replacement parts. Writer advised Mrs. [redacted] to have the vehicle inspected at any CDJR Dealer and if parts need to be replaced under the recall outline, Chrysler will do so.
Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C1	5G[redacted]	***Open Date***	01/25/2014	***Built Date***	11/12/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	01/19/2005	***Mileage***	86,776	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CASSELBERRY FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Corporate - Consequential Expenses - Default - Default - Default	Towing and Alignment
Corporate - Reimbursement - Default - Default - Default	

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: L16 N62
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes[redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for $778.45
Reviewed previous files:Yes, No concerns
Agent did find in customer s history, the steering linkage and tie rods were replaced under H46 recall on 6/8/10 and then again under service contract on 2/18/11.
****

Agent called IRF (Powered By Diesel Inc) at 407-756-6138 and spoke with Margaret/Office Manager who advised they drove to where the customer s truck broke down to repair it there, but due to the tie rod breaking and the location they were unable to attempt repair on customer job site so therefore had to have vehicle taken back to their shop. Margaret states customer paid invoice by credit card in full and taxes are 7% on parts and labor.
****

RECALL - N62 LEFT OUTER TIE ROD ASSEMBLY
****

Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY. Recall applies to customer s vehicle:Yes
Customer s proof of payment is:$0.00 balance and payment verified by IRF
Date of Repair:12/13/12
Invoice #:32364
Labor $375.00
Parts $181.45
Towing $132.00
Misc. Charges $90.00 (Alignment)
Tax $52.10
Total $830.55
Writer is submitting check for approval in the amount of $830.55.
****

Agent called customer at [redacted] and spoke with customer and advised of the reimbursemnent amount. Agent also advised of the recall still show incomplete and advised he contact his local Dodge dealer for inspection.
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	01/25/2014	***Built Date***	11/11/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/29/2005	***Mileage***	145,628	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HUMBLE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Worn - Front	right outer,inner tie rod,drag link replaced
Product - Suspension - Torsion / Sway Bars - Other - Unknown	stabilizer link kit installed
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	upper and lower ball joints replaced.

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:[redacted]y
Does customer have an e-mail address:Y[redacted]om
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for invoice totaling $1682.83
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment and that douments are present.
both the H46 and the N62 are open.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)

2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTONER CONTACT: Writer called [redacted].
Writer provided Case # and US CAC for cntact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer called to find out about her reimbursement. Writer informed the customer that she will not be getting reimbursement at this time because the parts she had replaced were original parts and not Mopar replacement parts, but she needs to go to her dealership for an inspection to have the recalls completed on her vehicle.
Writer acknowledges that Customer has contacted directly, and has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C4	6G[redacted]	***Open Date***	01/25/2014	***Built Date***	05/09/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/06/2006	***Mileage***	79,221	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-	JEEP LLC		
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FAIRFIELD ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 011014; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall for $445.94
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment, and that there are documents present.
H46 completed 11/30/2012, inspectiononly, no parts = factory original equipmentor non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Customer has submitted documents involving replacement of steering linkage to the upgraded kit (12/13/2012).
Chrysler cost assisted this repair where there was an agreed upon 50/50 split. Writer is not reimbursing Customer for the initial repair to his

factory original equipment as that is not what the N62 recall covers.
(Nor are we going to back out of an agreement).
CUSTOMER CONTACT: Writer called [redacted]. Writer
provided case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is
looking for replacement/MOPAR parts only, so if this is the first and
only repair that Customer has had on vehicle involving the steering
linkage, Chrysler CANNOT reimburse. Please decline Customers request for
reimbursement. The vehicle now has replacement parts so Chrysler should
inspect those. Customer should be advised to have all recalls and
extended warranties completed at CDJR as per the owners Manual.
Customer states he is returning a call. Agent reviewed lines 41-47 with
customer, customer understood. Agent advised customer to contact dealer
for inspection and recall repair If required.
Writer acknowledges, Customer has made direct contact and advised
properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D4	6G[redacted]	***Open Date***	01/25/2014	***Built Date***	05/22/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	11/24/2006	***Mileage***	67,986	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WEST JORDAN UT [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised customer to contact CDJ
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Updated steering kit replaced
Corporate - Survey By-Pass - Reopen Error - Default - Default	

POSTMARK DATE: 010614; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: H46, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: The customer is seeking reimbursement for the N62 recall repair.
Reviewed previous files: None
Writer reviewed the documents and file and determined that the total invoice = $826.70
*****
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
*****
Incomplete Recall H46 STEERING LINKAGE and N62 LEFT OUTER TIE ROD ASSEMBLY on file, please contact CDJ and have recalls completed to update your file at no cost to you.
Status update provided via email to the following email address:
[redacted],
I have reviewed your documents for the reimbursement consideration of the N62 Recall.
Please contact us at 1-800-853-1403 and reference your case number, to discuss your letter.
N62 LEFT OUTER TIE ROD ASSEMBLY and H46 STEERING LINKAGE are still incomplete on your file. Please contact your Chrysler Dealership to have

the previous repair inspected to update your file.
Have a great day!
End of Status Update
******
WHEN CUSTOMER CALLS IN PLEASE REFERENCE LINES 11-17. CLAIM IS DENIED AT THIS TIME.
Briefly summarize why the customer is contacting Chrysler:
Agent advised customer of the lines 11-17 but customer was confused as they though they sent the information from the recall related repairs in the fax/documents But there being denied.
Briefly summarize what the customer is expecting:
customer states they have lots of info and will send anything further the case manager may be requesting.
agent advised that he would note the customer is wishing for clarification on what to send in for proper documents.
customer thanked agent and the call was ended.
Status update provided via email to the following email address:
[redacted],
I received your message. As per the notice you received in the mail, it is written at the top of the letter that this recall is for a MOPAR 'replacement part'. The vehicle had to have been in for a prior service and had the steering linkage replaced with MOPAR service parts.
You must provide a repair invoice showing prior service to the steering linkage. Our records show that the Recall H46 for the Steering Linkage was never completed.
Please contact the Chrysler Dealership to have the Recalls performed at no cost to you. Repair that you submitted was prior to the recall notice, you do need to have this repair inspected to ensure that the parts are correct.
Any further questions feel free to contact us at 1-800-853-1403.
Have a great day!
End of Status Update
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
****
SHOULD CUSTOMER CALL IN PLEASE ADVISE CUSTOMER THEY WILL HAVE TO CONTACT CDJ FOR RECALLS TO BE PERFORMED. NO REIMBURSEMENT AT THIS TIME. RECALL IS FOR A 'MOPAR
REPLACEMENT PART'.
Disregard Lines 64-67
Customer called back in response to the email she received from KH484 because she doesn t fully understand what more she is being asked for or why she isn t able to speak to KH484 directly since she is the emailing her. Agent advised essentially what we need to see if something that shows the steering linkage (ie tie rods) have been replaced with Mopar service replacement parts. Agent advised after viewing the receipts it doesn t state that the steering linkage was replaced on the vehicle.
Agent advised it states a steering kit was installed but not what the contained. Customer admitted that the tie rods were not replaced as far as she knows. Agent advised without that documentation showing steering linkage was replaced no reimbursement could be processed
***No further action required.
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Customer has an update to her case and customer now states that her dealer SA Trevor Corbridge(Larry H Miller CDJR) says all the part numbers for this Mopar replacement damper steering part#5154661AC has a breakdown for all the Mopar replaced parts installed and customer states that he says this should be covered as all parts should be reimbursed for this.
Customer stated that KH484 can contact Trevor Corbridge in the service department at Larry H Miller CDJR at Tel: 801-553-5550 to verify this update and see that customer is able to be reimbursed.
Agent advised customer that reimbursement has been declined but customer is adamant that there is an update as per last call on 02/03/2014 (JG1781) and the above details are the update.
Customer also stated that her dealership stated there is another recall on the original recall.

Agent spoke to TL as we could not see the image viewer and that agent should reopen and reassign to KH484.
Agent reassigning to KH484
Supervisor Notes
survey By-pass has been added, please close this CAIR, open new one and work accordingly.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C7	6G[redacted]	***Open Date***	01/25/2014	***Built Date***	08/19/2005	
Model Year	2006	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	03/21/2006	***Mileage***	75,836	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	TAMAQUA PA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	replaced Left & Right Inner & Outer tie rods
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 26561 = $827.55; No Invoice# = $63.60
Writer acknowledges assignment, and that there are documents present.
H46 completed 08/31/2009, inspection only, no parts = original factory equipment (or non MOPAR parts).
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted] Writer spoke to Customer directly. Writer advised Chrysler is not reimbursing for initial repair of factory original equipment. Writer advised Chrysler is looking for replacement parts. Customer is quite upset with Chrysler putting 'junk' suspension under these trucks. Writer advised his concerns are duly noted. Writer did encourage Customer to have his vehicle inspected at any CDJR Dealer to close recall.

* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
Writer is closing case.
* *

Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: customer does not agree with the decision
CAIR assigned to: nc603
CSR has informed customer a Supervisor callback request has been made,
and the customer will receive a callback within 24 hours.
Customer does not agree with the decision that was made on the
reimbursement for the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C1	5G[redacted]	***Open Date***	01/25/2014	***Built Date***	04/14/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/19/2005	***Mileage***	51,894	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	NOBLE IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: H46, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for (N62) recall in the amount of $152.84 and towing $100.00.
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that there are docuemnts present.
Both the H46 and the N62 recall are open.
Safety Recall H46 - Mopar Steering Linkage
2003-2004 (DR) Dodge Truck 4x4 (2500/3500 series)
2005 (DH) Dodge Truck 4x4 (2500/3500 series)
2006-2009 (DH) Dodge Truck 4x4 (2500/3500 series or 1500 Mega Cab)
2006-2009 (D1) Dodge Truck 4x4 (3500 series)
2007-2009 (DC) Dodge Truck (3500 series cab chassis)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed. During a prior service appointment, a Mopar service parts steering linkage was installed on about 19,400 of the above vehicles. The drag link inner joint may fracture under certain driving conditions. This could result in a loss of steering control and cause a crash without warning. Also, the steering damper bracket at the tie rod tube may loosen. This could allow the bracket to slide on the tube and may cause increased vehicle turning radius.
The steering linkage must be inspected and some steering linkage components may need to be replaced.
NOTE: The initial steering linkage inspection process can be done by write up personnel in the write up area (see Step 1 of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service

appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Customer has submitted two invoices:
Fulk Service & Repair 10/03/13 tow $100.00
Fulk Service & Repair 10/07/13 Left tie rod replaced & align. $152.84
CUSTOMER CONTACT: Writer called [redacted] (from customer letter). Writer spoke directly with Customer and advised it is NOT the factory original equipment that has the recall but the replacement part. Writer encouraged Customer to take his vehicle to any CDJR Dealer they will inspect the vehicle for free, and if they need to re-replace the parts they will do so complimentary and re-align the vehicle. Customer understands, and accepts. Writer is closing case.
Writer would update account with telephone number , but Writer cannot access COIN.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	01/25/2014	***Built Date***	03/08/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/11/2008	***Mileage***	96,903	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CHARLESTON AR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking reimbursement for the N49 recall, invoice total $119.90
Reviewed previous files Yes, no concerns
Reassigned to 86Y
Line 5 should read [redacted].
Line 8 should read $1577.70
****

Agent called IRF (Dales Auto Repair) at 479-965-7792 and spoke with Greg who advised David/Owner is the one who worked on customers vehicle but he is not in right now. Greg advised he should be back in about 20 minutes.
****

Agent called IRF at 479-965-7792 and spoke with David/Owner who verified there was no damage to the body of the truck when it was brought in for the tie rod repair.
****

Agent called customer [redacted] who is adamant that the IRF is mistaken, that there was body damage done to the vehicle due to the tie rod breaking. Agent advised I will have to investigate this further and will advise him once a decision has been made.
****

Agent called body shop at 479.674.2131 and 479.651.1391 and left voicemail advising I do need to speak with someone regarding the repair. Agent left contact number and case number.
****

Status update provided via email to the following email address:
[redacted]
Reference #2[redacted]
Hi, my name is Debbie and I am with Chrysler Reimbursement. A customer, [redacted] -vin # 3D7KS28A58G[redacted] has sent in an invoice from

your business regarding right side body work. Date on invoice is January 14,2013 and invoice says Estimate #438. My questions are, in your opinion, was the damage caused by a mechanical failure and did the customer pay the total amount of $1457.80 or was this covered by insurance. If you would like to speak with me, please send email advising of best number to call and best time. Thank you.
End of Status Update
Begin Customer Message reviewed:
Yes the damage could has been caused by failure and the $1457.80 is what he paid. Thanks Jim Moore
End of Reviewed Customer message
Agent called customer at [redacted] and left voicemail for customer to contact us at 800.853.1403.
**********NEXT AGENT**********
If customer calls, (agent does not have voicemail) please advise [redacted] that I have reviewed the case with supervisor and unless customer can provide proof the vehicle was damaged due to the tie rod breaking, we will only be reimbursing for the tie rod repair of $119.90.
**
Caller [redacted] calling back and agent informed line 50 - 53 above. Tyler stated that at this time he has no proof that the vehicle was damaged due to the tie rod breaking.
RECALL N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod
Recall applies to customer s vehicle:Yes
Customer s proof of payment is:Cash verified by IRF
Date of Repair:12/3/12
Invoice #:4052
Labor $40.00
Parts $70.00
Misc. Charges $0.00
Tax $9.90
Total $119.90
Writer is submitting check for approval in the amount of $119.90.
****
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A8	7G[redacted]	***Open Date***	01/25/2014	***Built Date***	06/08/2007	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	11/16/2007	***Mileage***	125,304	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MOUNT CARMEL IL 6[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	remove and replace outer tie rods and alignment.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 010714; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# IN00092493 = $568.79
Writer acknowledges assignment and that there are documents present.
H46 closed 10/05/2009, inspection only, no parts, = factory original equipment or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called [redacted]
Writer connected with [redacted] directly. Writer explained that Chrysler is not reimbursing for initial repair to factory original equipment. Writer explained that Chrysler is looking for replacement parts . Writer encouraged Customer to have his vehicle inspected at any CDJR dealer, if parts need replacing, Chrysler will do so. Customer understands. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *

Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D0	8G1[redacted]	***Open Date***	01/25/2014	***Built Date***	10/18/2007	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	05/06/2008	***Mileage***	47,547	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBUS NE[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	2 tie rod ends, 2 drag links replaced.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 010814; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for (62) recall in the amount of $747.86
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that there are documents present.
H46 completed 02/13/2010. Inspection only , no parts = factory original equipment or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
CUSTOMER CONTACT: Writer called Mr. [redacted]. Writer provided US CAC for contact and case #.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer returning VM left earlier, Agent stated lines 35-41 and customer

states if this is what Chrysler is doing to stand behind thier product
then customer is going into the dealer to tell them never agian will he
buy a Ram, going to Chevy.
Writer acknowledges that Customer has contacted directly, and that
Customer has been informed properly. Writer is closing case.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	01/25/2014	***Built Date***	03/15/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	10/21/2008	***Mileage***	45,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MADRID IA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods
Corporate - Consequential Expenses - Default - Default - Default	towing

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address:
Concern: Customer is seeking reimbursement for the N49 recall, invoice total $569.25
Reviewed previous files Yes, no concerns
Reassigned to 86Y
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****

Date of Repair: 12/4/13
Customer s proof of payment is: cash receipt/balance $0.00
Invoice #: 143744
Labor $
Parts $0
Misc. Charges $149.00 towingÙ
Tax $10.43
Total $159.43
****

Date of Repair: 12/4/13
Customer s proof of payment is: sales receipt
Invoice #: 019746
Labor $207.00
Parts $325.01
Misc. Charges $0
Tax $37.24
Total $569.25
****

Combined Total $728.68
Writer is submitting check for approval in the amount of $728.68.
****

Writer verified that address for check matches address on submitted documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G[redacted]	***Open Date***	01/25/2014	***Built Date***	10/31/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	02/24/2006	***Mileage***	84,209	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HENDERSON NV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

POSTMARK DATE: 010814; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:Brian Van Bleric
Does customer have an e-mail address:Yes[redacted]
Concern:Reimbursement for recall repair
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment, and that there are documents present.
H46 completed 09/18/2013, inspection only, no parts = original factory equipment or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Status update provided via email to the following email address:
[redacted]
Dear Sir:
I have been unable to reach you on your home phone number [redacted].
Can you please call into Chrysler Customer Service 1 800 992 1997 (24 hrs), and reference number [redacted] This in regards to your request for reimbursement on your 2006 Dodge Ram 2500 repair you have submitted.
Thank you,
Charlene
Customer Service Representative
End of Status Update

Customer submitted document from Four Wheels from 04/11/11, where he had the steering linkage upgrade installed. Customer has since had the vehicle inspected H46 completed 09/18/2013. Chrysler is NOT reimbursing for initial repair of factory original equipment. Chrysler is looking for replacement parts under the N62 recall.
CUSTOMER CONTACT: Writer called [redacted] unable to leave message. Writer sent email to [redacted].
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
No contact.
Status update provided via email to the following email address:
[redacted]
Dear Sir:
I have been unable to reach you on your home phone number [redacted].
Can you please call into Chrysler Customer Service 1 800 992 1997 (24 hrs), and reference [redacted]. This in regards to your request for reimbursement on your 2006 Dodge Ram 2500 repair you have submitted.
Thank you,
Charlene
Customer Service Representative
End of Status Update
CUSTOMER CONTACT: Writer sent email.
Will send one more email on the 5th, and advise case will close in two days.
Status update provided via email to the following email address:
b[redacted]
Dear Sir:
I have been unable to reach you on your home phone number [redacted]
Can you please call into Chrysler Customer Service 1 800 992 1997 (24 hrs), and reference number [redacted]. This in regards to your request for reimbursement on your 2006 Dodge Ram 2500 repair you have submitted.
Your case will close in two days, but can be accessed or re-opened as needed.
Thank you,
Charlene
Customer Service Representative
End of Status Update
Status update provided via email to the following email address:
[redacted]
I have been unable to reach you on your home phone number [redacted].
Can you please call into Chrysler Customer Service 1 800 992 1997 (24 hrs), and reference number [redacted]. This in regards to your request for reimbursement on your 2006 Dodge Ram 2500 repair you have submitted.
Your case will close in two days, but can be accessed or re-opened as needed.
Thank you,
Charlene
Customer Service Representative
End of Status Update
No contact from Customer, By pass please.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	01/25/2014	***Built Date***	09/25/2007	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/26/2008	***Mileage***	167,965	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	1[redacted]	***Home Phone***	
	SAINTE GENEVIEVE MO[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	3 tie rods replaced NAPA brands
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	front axle joint - DANA - SPICER brand
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	front ball joints - NAPA brand

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for (N62) recall in the amount of $1473.30
Reviewed Previous files: Yes, no concerns.
Writer acknowledges assignment, and that there are documents present.
H46 completed 06/19/2009, inspection only, no parts = original factory equipment or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
IRF CONTACT: Writer [redacted] bad connection, can hear background - talking but receiver unable to hear caller. Writer tried [redacted] Voice mail Writer did not leave message.
Writer notes Customer and repair shop have same surname.
Writer notes main account has no telephone numbers for customer. Writer accessed www.411.com database does not recognize St. Genevieve, MO.

AGENTS: Writer left message at IRF Nickelson Repair to ask if they have any contact information for the Customer [redacted]
Writer will try to make contact again today.
IRF CONTACT: Writer tried 573 883 8082. Writer spoke to SA Jeff who advised he will call back with contact information for [redacted]
Writer provided case # and US CAC for contact.
IRF calling back to confirm contact number for the customer , [redacted]. Agent advised would document the case.
CUSTOMER CONTACT: Writer called MR. [redacted]63. Writer provided Case # and US CAC for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so if this is the first and only repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse. The recall is NOT on the factory original equipment that failed or got worn. Please decline Customers request for reimbursement. The vehicle now has replacement parts so Chrysler should inspect those. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the owners Manual.
Customer contacted CAC to return a call from Charlene. Agent advised customer of declined reimbursement and details as noted above. Customer sounded disappointed however did not dispute or question the decline. Writer acknowledges the update, and that Customer has contacted directly and informed properly.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	BG[redacted]	***Open Date***	01/25/2014	***Built Date***	11/23/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	03/26/2011	***Mileage***	27,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	23446	DUNNING MOTOR SALES INC			
Dealer Address	9102 SOUTHGATE ROAD				
Dealer City	CAMBRIDGE	***Dealer State***	OH	***Dealer Zip***	43725

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW CONCORD OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Roadside Services - Default - Default - Default	roadside towing
Product - Wheels and Tires - Wheels - Other - Unknown	tie rod damaged rim
Corporate - Warranty Coverage - Default - Default - Default	warranty coverage
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod on the driver s side broke and is jammed into the rim and she has holes and customer states that this happened yesterday. Customer states that her vehicle is at a gas station in New Concord Ohio. Customer states that she was making a right hand turn when the tie rod broke, customer states that there was a gas bar on corner and she pulled into it and that her vehicle was left there. Agent confirmed open recall then contacted roadside assistance transferring customer.
Briefly summarize what the customer is expecting: Customer seeking warranty coverage information.
No diagnosis
Open recall
reassign To: BR379
Customer states that she wants to know if she has rental coverage. Agent informed customer that she does not have rental coverage, but that the dealership can offer goodwill. Agent advised customer to call Chrysler when vehicle is at dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	01/25/2014	***Built Date***	09/03/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/15/2004	***Mileage***	86,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	45276	WHITE'S ENERGY MOTORS			
Dealer Address	2801 S DOUGLAS HWY				
Dealer City	GILLETTE	***Dealer State***	WY	***Dealer Zip***	82718

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OSAGE WY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Factory parts not covered
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Factory parts not covered by recall
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Customer [redacted] called.
Confirmed COIN.
He received N62 notice, asked if the repair made last year to factory parts qualified, writer advised N62 is for Mopar replacement parts, customer thinks it was Mopar steering kit installed, writer noted the parts on the truck now may be affected by N62, but the factory parts to not qualify for reimbursement.
Writer advised customer H46 and N62 are incomplete, customer is about an hour away from any CDJ dealer, customer will contact for appointment when he knows he will be able to get to dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	6J[redacted]	***Open Date***	01/25/2014	***Built Date***	10/25/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/31/2006	***Mileage***	151,395	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP			
Dealer Address	8170 U S HIGHWAY 64				
Dealer City	BARTLETT	***Dealer State***	TN	***Dealer Zip***	38133

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HEFLIN AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states that the tie rod has broken and is seeking a tow.

Briefly summarize why the customer is contacting Chrysler: Customer states that he was driving and the tie rod just broke on the vehicle. Briefly summarize what the customer is expecting: Customer states that he has a letter for recall N62 and is seeking the process to have the vehicle repaired under the recall. Writer advised customer that the recall N62 is for a steering linkage that would have already been replaced once. Therefore if the concern is not related to the recall the customer would be responsible for the repair. Customer is seeking to have his vehicle towed, writer transferred caller to roadside assistance for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D9	8G[redacted]	***Open Date***	01/25/2014	***Built Date***	05/12/2008	
Model Year	2008	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	11/09/2008	***Mileage***	56,537	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAVANNAH GA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Customer seeking cost assistance with consequential damage.

Briefly summarize why the customer is contacting Chrysler: Customer states he had vehicle towed to dealer (45643) for recall N49 repair. Customer states the tire on his vehicle is flat (see CAIR#[redacted]8) due to tie rod breaking. Customer states his tire was not flat when the tie rod broke but now is flat and believes that damage was caused by tie rod. Customer states dealer advised only cost of recall repair is covered, replacing tire or any other repair would be at customer expense. Customer states he believes that cost of other repairs should be covered by Chrysler.
Briefly summarize what the customer is expecting: Customer seeking cost assistance for tire replacement.
Agent contacted dealer and spoke with SA Will. SA states vehicle has not been diagnosed at this time and was unaware vehicle was towed to dealership as work order has been created.
Agent advised customer any consequential damage is not covered by the recall. Agent advised recall covers the replacement of the recalled parts only. Agent advised customer Chrysler will not assist is the cost of replacing the tire.
Customer states he had contacted CAC previously for recall L16 for tire replacement. Agent reviewed information, customer declined in CAIR[redacted] for cost assistance with tires.
***
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: Customer disputing information.
CAIR assigned to: SG893
CSR has informed customer a Supervisor callback request has been made and the customer will receive a callback within 24 hours.
Supervisor Call
Supervisor placed call to customer at requested number [redacted]
Supervisor spoke to Mr.[redacted] who is seeking consequential expenses because his tie rod allegedly caused damage to his tire. Supervisor asked if his tires had recently been replaced as there was a previous call in approximately 6000 miles ago due to excessive wear. Customer stated he has not had any tire replacements on his vehicle. Supervisor outlined page 4 of the owners warranty manual which does advise we do not cover consequential expenses. Supervisor also outlined that tires have a specific 12/12 warranty. Supervisor reviewed road blocks in place 3rd owner, pre existing tire condition, and expired tire warranty. Customer understood but was not happy and requested to review with someone higher. Customer states he has photos from the bent tie rod before it snapped

and caused the alleged damage. Supervisor advised he can speak directly with the SM who may reach out to his AM if he feels its warranted.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
2/5/14 AM inspected vehicle and tires. the two from tires were completely worn due to normal wear and not by the tie rod recall. Both tires exhibited the same wear, mostly in the center out to the sides of the tread indicative of an over-inflation condition. AM concurs with the decision on line 45. djo1
Customer called back in to request we replace the tires and rims of his vehicle as they were damaged by the recall. Agent advised the customer that the damage to the tires was inspected and determined to be caused by normal wear and that any damage caused by the recall other than the affected component would be consequential damage which is not covered by the recall. Customer was very upset and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G[redacted]	***Open Date***	01/27/2014	***Built Date***	03/03/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/11/2008	***Mileage***	200,012	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45097	BENNY BOYD CHRYSLER DODGE JEEP			
Dealer Address	1611 LUBBOCK HWY				
Dealer City	LAMESA	***Dealer State***	TX	***Dealer Zip***	79331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELDON MO[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent changed name and customer information.
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer states that his tie rods broke.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that his tie rods broke and will have to have his vehicle towed. Customer wants Chrysler to pay for his towing. Agent advised the customer that he does not have towing assistance and he will have to tow his vehicle into the DLR out of his pocket. Agent advised the customer that he will have to bring his vehicle into the DLR to have it diagnosed and they will determine if it is pertaining to the recall; customer understands. Agent provided customer with roadside assistance number and offered to transfer him over; customer declined. Agent offered to provide customer with DLR information; customer declined.
Briefly summarize what the customer is expecting: Customer would like Chrysler to cover his towing.
REASSIGNED TO PC739 FOR SURVEY BYPASS; no diagnoses.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG619904	***Open Date***	01/27/2014	***Built Date***	06/02/2011	
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	09/30/2011	***Mileage***	17,571	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE			
Dealer Address	2300 NORTHERN BLVD				
Dealer City	GREENVALE	***Dealer State***	NY	***Dealer Zip***	11548

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LLOYD HARBOR NY 1[redacted]	***Country***	UNITED STATES

Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	Advised customer of outstanding recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer called stating tie rod broke
Corporate - Rental Vehicle - Default - Default - Default	Rental requested
Corporate - CNA Change - Default - Default - Default	Update phone and email information
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her brother was driving the truck and the left tie rod broke.
Customer is upset stating that her brother did not receive the recall notice and is upset stating that if it had happened on the freeway something serious could have happened.
Customer states that the dealership has advised that the recall is the N63 / Agent sees N49 on the vehicle.
Briefly summarize what the customer is expecting:
Agent called EAST HILLS CHRYSLER JEEP DODGE Dealer Phone : 516-621-9191 and asked for Mike as per customer s directive.
Agent was able to confirm that the customer has the N49 Recall and advised customer that there are parts available for that recall and that Mike will follow up with the correct part.
Agent advised that with the extended service contract they do have 5 days rental at $35.00 per day.
Agent called customer back to advise of the above information but was not able to connect so left a voice mail message confirming case number, 5 day rental and that dealership will order the correct part.
CUstomer called back. Agent advised of lines 10-19.
Ellen was calling back in as the call got disconnected. Agent advised the customer of lines 10-19 like previous agent did. [redacted] states that this dealership keeps providing them with wrong information. Agent advised the customer that they are on the dealerships waiting list for this recall and will be contacted once their part is in. [redacted] understood.
* * * * * CASE MANAGER TEAM - District R * * * * * *
ERIC, SM called about a rental for the customer. Customer needs the N49 recall for the Tie Rod. Customer has a broken tie rod now. Can only order the part every 7 days. The earliest the dealership can get the

part is 2/4/14. Customer needs at least 9 days of rental because the part is restricted. Writer will authorize 10 days of rental.
Customer seeking rental assistance because the N49 recall part tie rod is on restricted ordering and can only be ordered every 7 days
Contacted Service Manager, Eric at 65674 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 10 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by dealer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Spoke with the customer and let him know that have authorized 10 days of rental until the part can be ordered and received. Provided the customer with contact information for writer.
SPOKE with Eric, SM and he states that they got the part, repaired the vehicle and it is back with the customer.
CALLED the customer and he states that the vehicle is doing fine now and he appreciates the assistance of the Ram Customer Cair.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	7G[redacted]	***Open Date***	01/27/2014	***Built Date***	12/19/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/31/2007	***Mileage***	146,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FLORESVILLE TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquired about N62 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Vehicles right and left tie rod have broken
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in because his vehicles left tie rod had broken today while he was driving. Customer had been to the North Star dealership in 2009 and had inspection done for the H46 recall and dealership had advised that parts were fine, however 2 months later, the right tie rod broke. Customer paid for repair out of pocket. Customer contacted his dealership regarding the left tie rod recall to have his vehicle repaired and was advised that the parts will be available around March. Customer is very unhappy with the backorder of the part. Customer s vehicle is currently at a wreckage yard, and the mechanic there advised that he could have the aftermarket parts in two hours and repair the vehicle. Customer is upset that Chrysler will not reimburse for the aftermarket parts, even though the recall parts are on a 2 month backorder. Agent advised customer of the reason for the restriction on the recall parts as well as contacted the local dealerships to check to see if any had parts available. Customer requested supervisor call back as no parts are available in his area.
Briefly summarize what the customer is expecting:
Customer is expecting assistance with his vehicle s issue.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: N62 recall parts unavailable.
CAIR assigned to: JE779
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Briefly summarize why the customer is contacting Chrysler:
Customer irate.
Customer waiting on a Supervisor Call back.
-
Briefly summarize what the customer is expecting: Customer seeking to speak with Supervisor.
-
Julie Agreed to take customers call, Agent warm transferred Customer to JE779
**********Supervisor Call**********
Customer called in and was transferred over by agent
Writer empathized with his frustration and offered to reach out to a dealer about getting put on a list customer refused and advised

Mopar parts were junk and why would he want to put them on. Agent advised of his options. Customer became upset and ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49AX	7[redacted]	***Open Date***	01/27/2014	***Built Date***	05/23/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	08/16/2007	***Mileage***	129,527	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45160	LANDERS DODGE CHRYSLER JEEP			
Dealer Address	2701 BENTON RD				
Dealer City	BOSSIER CITY	***Dealer State***	LA	***Dealer Zip***	71111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EL DORADO AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer called to check for open recalls on the vehicle on their company vehicles for the Tie Rod Ends. Customer states that Tie Rod End broke on one of the vehicle, and when they went to the dealership they were advised that they do not have parts available to complete the recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that all vehicles have recalls for the Tie Rod Ends. Agent advised customer that these recall parts have been put on restriction. Agent explained that the dealerships are only able to order one part per week to ensure that all dealerships are able to order their fair share of parts. Agent advised customer that he will get the part as soon as possible as long as his name has been put on the waiting list with the dealership. Customer understood and states she will send the rest of the vehicles in for inspections and ensure that they are all on the waiting list for the parts.
Agent advised customer that parts for the N63 recall on VIN CG140813 are not available at all and they will receive a second letter for this vehicle to let them know when parts are available.
Agent advised customer of open recalls E17, H46, and N62 on VIN 5G[redacted].
Customer states that tie rod broke on this vehicle. Agent advised that customer wait till she is able to have the recall for the Tie Rod completed at the dealership and they will be able to advise if she requires the recall repair for the steering linkage (H46). Agent also advised customer that she will have to get the dealership to update the ownership information for VIN 5G[redacted] so it reflects the business as the current owner. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L8	9G[redacted]	***Open Date***	01/27/2014	***Built Date***	09/12/2008	
Model Year	2009	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	01/30/2009	***Mileage***	62,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45380	BROWN CHRYSLER, DODGE, JEEP,		L.L.C.	
Dealer Address	1226 HOMER RD				
Dealer City	MINDEN	***Dealer State***	LA	***Dealer Zip***	71055

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	
	EL DORADO AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer called to check for open recalls on the vehicle on their company vehicles for the Tie Rod Ends. Customer states that Tie Rod End broke on one of the vehicle, and when they went to the dealership they were advised that they do not have parts available to complete the recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that all vehicles have recalls for the Tie Rod Ends. Agent advised customer that these recall parts have been put on restriction. Agent explained that the dealerships are only able to order one part per week to ensure that all dealerships are able to order their fair share of parts. Agent advised customer that he will get the part as soon as possible as long as his name has been put on the waiting list with the dealership. Customer understood and states she will send the rest of the vehicles in for inspections and ensure that they are all on the waiting list for the parts.
Agent advised customer that parts for the N63 recall on VIN CG1[redacted]3 are not available at all and they will receive a second letter for this vehicle to let them know when parts are available.
Agent advised customer of open recalls E17, H46, and N62 on VIN 5G[redacted] Customer states that tie rod broke on this vehicle. Agent advised that customer wait till she is able to have the recall for the Tie Rod completed at the dealership and they will be able to advise if she requires the recall repair for the steering linkage (H46). Agent also advised customer that she will have to get the dealership to update the ownership information for VIN 5G[redacted] so it reflects the business as the current owner. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	7G8[redacted]	***Open Date***	01/27/2014	***Built Date***	04/19/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/30/2007	***Mileage***	87,825	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP	DODGE
Dealer Address	1901 GRASS VALLEY HWY		
Dealer City	AUBURN	***Dealer State*** CA	***Dealer Zip*** 95603

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	UKIAH CA 9[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced inner and outer with drag link
Product - Suspension - Shock Absorbers / Struts - Other - Front	replaced shock

Briefly summarize why the customer is contacting Chrysler: Customer states that he is seeking reimbursement for his recall; as he has already repaired the tie rods back in 06/07/13. Agent provided customer with the mailing address and advised the customer to allow 30 days to process; customer understands. Agent provided customer with the CAIR.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Reassigned to 86Y for further handling.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer will locate information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 08/17/2010 COMPLETE
Writer located the H46 in claims showing no parts replaced.
******
Writer will wait for the documents.
Writer did not locate documents.
Writer will contact the customer to advise the cair will be closed in two days.
******
Status update provided via email to the following email address:
[redacted]
Hell
This message is for [redacted] from Debbie of Chrysler. I have been waiting for documents to arrive for a repair completed on the 2007 Dodge

Ram. I will be temporarily closing the file in two days when the documents arrive the file will be re opened or a new file created for review. My contact information 855-675-9291, extension 4718492 and refer to file number 2[redacted]
Thank you and have a great day!
End of Status Update
******
Begin Customer Message reviewed:
Hello[redacted],
The documentation was put in the mail last night. Thank your for your attention in this matter. If you have any questions, please feel free to contact me at this email or my cell [redacted]
Again, thank you.
Chris Gray
End of Reviewed Customer message
******
Writer will note the customer just put the documents in the mail. Writer will close the file as per process the customer has been informed.
******
Writer will reassign to the TL for the addition of a survey by pass as the documents have not arrived.
POSTMARK DATE: 020314; DATE RECEIVED: 021114
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer seeking reimbursement for N62 recall.
******
Writer verified the customer s information to match coin, letter and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall
Customer sent in repair invoice with proof of payment showing on the invoice
Invoice - 64000059068 - 06/07/13 - 83317 Miles - shocks, inner and outer tie rods with drag link
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I would like to speak with you regarding the invoices received for the 2007 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number [redacted].
Thank you and have a great day!
End of Status Update
Writer contacted the customer to advise reimbursement will not be provided for this repair unless a repair invoice can be sent showing a prior repair to replace the steering linkage with a Mopar service part as the N62 recall is for a replacement part and not the original equipment.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I would like to speak with you regarding the invoices received for the 2007 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number [redacted]
Thank you and have a great day!
End of Status Update
******
Writer received a call from the customer. Writer advised the customer the documents have been received, this recall is not a Chrysler recall for the original equipment this recall is for a Mopar replacement part. Writer asked if there had been a prior repair completed on the vehicle. Customer stated no. Writer advised reimbursement will not be provided for this repair advising the customer the dealership will inspect the vehicle and replace the part if necessary. Customer stated he understood and ended the call.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D2WH46A7	7G[redacted]	***Open Date***	01/27/2014	***Built Date***	03/16/2007	
Model Year	2007	***Body***	DC8L64	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	09/26/2007	***Mileage***	97,400	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	63059	WILLRODT MOTOR COMPANY INC			
Dealer Address	200 WEST KING STREET				
Dealer City	CHAMBERLAIN	***Dealer State***	SD	***Dealer Zip***	57325

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MARTIN SD[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursment
Product - Fuel System - Fuel Tank - Other - Default	fuel tank replaced
Product - Wheels and Tires - Wheels - Other - Unknown	replaced broken studs and packed bearings
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	steering package upgrade purchased from Chrysler
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	universal joints replaced

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding letter. Customer states has had replaced
Briefly summarize what the customer is expecting: Customer is seeking reimbursement
Agent advised customer to send in documentation regarding repair. Agent advised customer that once documentation has been received and reviewed and approved reimbursement process will begin
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number isPhone [redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (owner
Has the vehicle been diagnosed by a CDJ dealer? (no
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 86Y
Writer acknowledges assignment and that there are no documents present.
H46 completed 07/27/2009, inspection only, no parts = original factory equipment or non MOPAR parts.
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
Models:
2003 and 2004 model year (DR) Dodge Trucks (2500 series)
2005 through 2008 model year (DH) Dodge Trucks (2500 series)
2003 and 2004 model year (DR) Dodge Trucks (3500 series)
2005 model year (DH) Dodge Truck (3500 series)
2006 and 2008 model year (D1) Dodge Trucks (3500 series)
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.

Subject: A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
No documents.
No documents.
No documents.
No documents.
No documents.
No documents.
POSTMARK DATE: 012714; DATE RECEIVED: 020314
Writer acknowledges that documents have arrived.
Steering package upgrade/pitman arm/hex nut/steering damper purchased at Chrysler parts counter 05/01/2012
No Proof of payment present. Charge account.
IRF, B & S, installed steering 05/02/2012, No proof of payment present.
WILLRODT MOTOR COMPANY INC 08/03/12 replaced axle U joints, performed a toe in alignment, replaced wheel studs and replaced the fuel tank. No proof of payment present. Charge account.
CUSTOMER CONTACT: Writer called [redacted]
Writer spoke directly with Mr.[redacted]. Writer asked if vehicle had any other steering repairs besides the ones he submitted to Chrysler. Mr. [redacted]h, advised this is the first and only repair the vehicle has had involving tie rods. Writer advised recall is not on original factory equipment, so Writer cannot reimburse the initial repair. Customer accepts. Writer advised recall N62 is on replacement parts and he should have the vehicle inspected for suspect parts. Writer offered to contact dealership on Customers behalf, Customer declined as he will make arrangement as dealership is a fair piece away.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L1	9G[redacted]	***Open Date***	01/27/2014	***Built Date***	10/28/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/12/2008	***Mileage***	52,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOERNE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	Customer wanted to complain about parts availability
Corporate - CNA Change - Default - Default - Default	Updated customer contact information

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler to complain about parts availability for recall N49.
Briefly summarize what the customer is expecting: Customer is expecting to have complaint documented. Customer can not believe that Chrysler would send out a safety recall and not have the parts available to take care of the problem. Customer has contacted 2 DLR s and was told that parts are only available on a weekly basis. A DLR has placed the customer on a waiting list and he is 155th on that list. Customer hopes that Chrysler has a good team of lawyers that can deal with the lawsuits that will be coming in from customers that have gotten into accidents when the tie rods break.
Writer indicated to customer that the complaint would be documented.
Customer understood.
Customer disconnected before call could be finished.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	AG[redacted]	***Open Date***	01/28/2014	***Built Date***	03/04/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	08/13/2010	***Mileage***	35,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67291	DAVIS CHRYSLER DODGE JEEP			
Dealer Address	647 SOUTH MAIN STREET				
Dealer City	BRIGHAM CITY	***Dealer State***	UT	***Dealer Zip***	84302

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	WILLARD UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	states part is restricted
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
RECALL N49
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I HAVE A 2010 RAM 3500 4X4 I RECIEVED A RECALL IT S N49 AND CALLED THE DEALER TO SCHEDULE THE REPAIR AND THE DEALER TOLD ME I WAS ABOUT 40 MONTHS OUT. THIS IS A SAFETY RECALL!! THE TIE ROD COULD BREAK!!! i CALLED THE CRYSLER HOT LINE AND TALKED TO REAL SMART ASS WHO TOLD ME I COULD DRIVE THE TRUCK AND IF IT FAILED I WOULD KNOW. WHAT IS GOING ON? THIS IS MY 5TH DODGE TRACK AND MAYBE MY LAST IF THIS KIND OF SH.. CONTINUES.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
It is always a concern when a customer is dissatisfied with our products.
We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf first thing Wednesday morning, and continue to work on this case. The Agent will be contacting you Wednesday, once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reason for Dealer Contact: to verify if customer is on list to receive part
Dealer Code: 67291
Dealer Personnel Required: parts/service
Customer s Preferred Method of Contact: telephone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):

Customer Email address: [redacted]
Reason for assigning to Resolution Team: dealer closed
Assigned to 86T
-
Outbound call to 1-435-723-3456 HERITAGE CHRYSLER DODGE JEEP RAM #67291 and writer spoke to SA Brandon and he advised writer that the customer is on the list to receive the part. SA Brandon advised writer that they have looked for this part at other dealerships in the area for other customers, but they have been unable to locate another part. SA Brandon advised writer that the customer is on the list and there is about 60 in front of him. SA Brandon advised writer that as the parts get made, they hope that more will be released to the dealerships. Customer will be contacted when the part is in.
-
Reassigned to: CA725 for next step.
Thank you.
-
[redacted]
We have contacted the dealership and spoke with Brandon in service.
Brandon states that you are on the list to receive the part. Brandon states he has contacted other dealerships to see if he can locate a part for you, but has been unsucessful in locating the part.
Brandon states that there are 60 people infront of you waiting for the part as well.
Brandon assured us that once the part has come in he will contact you to make an appointment.
We apologize for the inconvenience.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL1	BG[redacted]	***Open Date***	01/27/2014	***Built Date***	06/14/2011	
Model Year	2011	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	07/28/2011	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60159	PATTERSON CHRYSLER DODGE			
Dealer Address	1611 US HIGHWAY 259 N				
Dealer City	KILGORE	***Dealer State***	TX	***Dealer Zip***	75662

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LONGVIEW TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Vehicle inoperable
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle is currently at the DLR as her tie rod assembly did break and she was advised originally that they would have the vehicle repaired in a few days. Customer states that now the repair will not be completed for 2-3 weeks. Customer states that this is a work vehicle and she is seeking compensation.
Briefly summarize what the customer is expecting: Customer is expecting compensation for the repair taking so long. Writer spoke with SM Gary who states that the customer would not have been advised 2-3 days as they are 3 weeks behind in ordering parts. SM Gary states that the part has been ordered for the customer but she is number 40 on the list. Writer inquired about if they are able to put her at the top of the list due to the vehicle being inoperable. SM Gary states that he is unable to do this and there is no other fix at this time. Writer advised customer that the parts are on restriction for the DLR however they have ordered the parts and will contact her as soon as they come in.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: recall part on restriction
CAIR assigned to: PC739
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*****Supervisor*****
Supervisor contacted customer at [redacted] and left VM.
*****Supervisor*****
Supervisor contacted customer at [redacted] and left VM.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A2	7G[redacted]	***Open Date***	01/27/2014	***Built Date***	05/29/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	08/10/2007	***Mileage***	167,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45189	DCH CHRYSLER JEEP DODGE OF	TEMECULA
Dealer Address	26845 YNEZ ROAD		
Dealer City	TEMECULA	***Dealer State*** CA	***Dealer Zip*** 92589

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KANAB UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer states problem with recall is caused by a recall

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that she was speaking with a current agent and customers phone died so she called back, customer states she needs to tow her vehicle to her DLRship so that she can get her vehicle fixed. Agent stated that the towing will be at the customers expense, customer states that would it be covered since the cause of the problem of her car is under a recall, agent stated that it will not be covered because of the recall, customer states she was at home department and her tie rod broke, customer had to contact AAA to tow her vehicle to the DLR, agent contacted DCH CHRYSLER JEEP DODGE at 951-676-0010 and spoke with parts department, they advised customer that they will have to order the part and it takes a week or two for the part to come in, agent tried contacting the service manger but the service manger was not in, agent stated to the customer that the customer will have to get a diagnosis for the vehicle before the DLR can see if they can provide rental, agent stated if the DLR can t provide rental to contact Chrysler and see if Chrysler can provide rental but the customer will need to get a diagnosis for his vehicle first. Customer understood, no further assistance needed
Briefly summarize what the customer is expecting: Customer is expecting to see if she can get rental from the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C0	6G[redacted]	***Open Date***	01/27/2014	***Built Date***	12/21/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/27/2006	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43906	TEXAS DODGE LP			
Dealer Address	7800 I-40 WEST				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79106

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BRECKENRIDGE TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer had recall inquiry.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer was at the dealership and had some part replaced in regards to the tie rods. Customer states she wants to know if the customer can be reimbursed for the parts replaced being that the vehicle has the N62 tie rod recall issued to the vehicles VIN.
Briefly summarize what the customer is expecting:Customer is expecting to find out if the customer can be reimbursed for the repairs completed.
Agent Advised: Agent stated that the customer can send in for reimburment and the reimbbursment department will get back to the customer in regards to some possibel reimbursment. Agent attempted to offer the reimbursment address. Customer stated that the customer had the address and would send in to the reimbursment address. Agent stated to include all original proofs of payment and a call back number for the customer.
******
Writer located the N62 recall is attached to this vehicle.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall to be attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 08/04/2012 COMPLETE
Writer located in claims the H46 showing no parts replaced.
******
Customer will have to send in two invoices.
Writer will wait for documents.
******
Writer did not locate documents at this time.
Status update provided via email to the following email address:
[redacted]

Hello
This message is for Owen Roberts from Debbie of Chrysler. I have been waiting for documentation to arrive for a repair completed on the 2006 Dodge Ram, I will be temporarily closing the file in two days time, the file will be re opened for review or a new file created once the documents arrive.
Thank you and have a great day!
End of Status Update
******

Writer will reassign to the TL for the addition of a survey by pass as the documents have not arrived.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A0	8G[redacted]	***Open Date***	01/27/2014	***Built Date***	09/18/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	02/21/2009	***Mileage***	145,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66856	CAR CITY CHRYSLER			
Dealer Address	3100 S 169 HIGHWAY				
Dealer City	ST JOSEPH	***Dealer State***	MO	***Dealer Zip***	64503

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT JOSEPH MO [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that they had the Tie Rod Ends replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking reimbursement information
Corporate - CNA Change - Default - Default - Default	update customer contact information

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-27 @ 19:10
Briefly summarize why the customer is contacting Chrysler: Customer states he is trying to submit for reimbursement for the N62 recall. Customer states there has been two repairs done to the tie rods. Customer states he was contacted and was told he could not submit for reimbursement
Briefly summarize what the customer is expecting: Customer seeking reimbursement
Agent advised customer of the information in the previous outbound cair [redacted] in which the customer was told This recall only applies to vehicles that had certain Mopar service parts steering components installed. Customer would have to have a previous repair on the tie roads as the recall is for the Mopar replacement part. If customer has an invoice that shows he had previous repair on the tie rod writer submit for reimbursement. Writer reviewed the file and noticed the customer has the H46 recall and the vehicle was only inspected no parts were placed on the vehicle. Customer will have to provide a previous repair order on the steering linkage.
Agent advised customer if he has documentation that proves there was a MOPAR steering linkage placed in the vehicle that required a repair he may be eligible for the reimbursement
Customer states he believes he has the proper paperwork
Agent advised customer we can make no guarantees but will send a documentation request
Customer understood and thanked agent
Reassign to 86Y
Waiting for Documentation.
***** Customer Document Received *****
After reviewing the Documentation the Agent found that the MOPAR Parts that were installed would only work with the Original (Factory) Style Steering Linkage.

The recall (N62) only applies to vehicles that already had a MOPAR Steering Linkage Upgrade Kit installed. After review the Agent found that the vehicle had the Original (Factory) Style Steering Linkage at the time of the repair.
Chrysler will not be able to reimburse for the repairs at this time.
CUSTOMER [redacted]. Spoke with Customer.
Agent advised of Lines 30-37.
Customer Understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	01/27/2014	***Built Date***	03/14/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	11/20/2008	***Mileage***	69,150	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42468	COWBOY DODGE INC			
Dealer Address	1121 EAST LINCOLN WAY				
Dealer City	CHEYENNE	***Dealer State***	WY	***Dealer Zip***	82001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COPPER CANYON TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer called in to inquire about the N49 recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in because he had brought his vehicle to the dealership at his house to have his recall completed. Dealership advised that the part was unavailable to order. Customer was in the middle of moving to a new house, and drove the truck out to the new house. Customer called dealership that is nearest to his new house, and confirmed with them that they can have the part next day after order. When customer got to the house, the tie rod broke in the driveway. Customer is very upset because he is going to need a tow to the dealership. Dealership is 15-20 miles out. Customer would like assistance from Chrysler with the towing of the truck to the dealership.
Briefly summarize what the customer is expecting:
Customer is expecting assistance with towing the vehicle to the dealership to complete recall on tie rod.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer is requesting assistance with towing bill to get vehicle to the dealership to complete recall
CAIR assigned to: JE779
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
**********Supervisor Call**********
Writer contacted the customer and advised would not be able to cover the cost of the tow. Writer advised that an oil package could be offered for the inonvenience and frustration. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8G[redacted]	***Open Date***	01/28/2014	***Built Date***	03/10/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/15/2008	***Mileage***	102,099	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BOUNTIFUL UT [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	New address
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N49 recall repair.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 011514; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: The customer is seeking reimbursement for the N49 recall repair.
Reviewed previous files: None.
Writer reviewed the documents and file and determined that the invoice total= $1790.79.
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and is requesting reimbursement for tie rod repairs over $500. Agent is reassigning to CM for further handling.
Contact IRF Woods Cross Tire Factory phone 801-292-1430 to determine if track bar relates to tie rod issue, get parts/labor breakdown.
Writer called IRF Woods Cross Tire Factory phone 801-292-1430 time 12:21 ET. Owner Chris answered.
He stated tie rod replacement due to wear, not breaking, no incidental damage to ball joints or track bar.
He stated the $650.00 charged for the tie rod kit included parts and labor, labor was 1 hour at $82.50 per hour. Parts $564.50.
Writer called customer phone [redacted] time 12:42 ET. Person who answered stated [redacted] is a nephew, does not have phone available.
Writer called customer phone from invoice 8[redacted] time 12:47 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Status update provided via email to the following email address:
[redacted]
Regarding your 2008 DODGE RAM 2500
We received your documents for repair.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case# [redacted]
Robert
Customer Assistance Representative

End of Status Update
Note, advise customer N49 will only cover the tie rod kit, $650.00 plus tax, total $692.90.
Advise customer N49 still incomplete.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 8G[redacted]
In-service Date: 04/15/08
Customer s proof of payment is: IRF Woods Cross Tire Factory invoice printed Card Type: card Care One, CC#, no auth.
Date of repair: 10/11/13
Mileage: 102099
Invoice#: 1-72837
Labor: (1 hour @ $82.50) $82.50
Parts: $567.50
Tax: (6.6%) $42.90
Total: $692.90
Writer called customer phone 801-682-6900 time 13:15 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone[redacted] time 16:14 ET. Error tone.
Writer called customer phone[redacted] time 17:58 ET. Error tone on first 2 lines, 3rd line rang in. Possible call block.
Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone[redacted] time 11:15 ET. Error tone on line 1 and 3, line 2 rand through, customer[redacted] answered.
Writer advised of reimbursement amount for tie rod kit only, customer understood.
Customer advised new address for reimbursement, disconnect before confirmed.
Customer[redacted] called back.
Confirmed new address. Old COIN:
[redacted]
BOUNTIFUL, UT, 8[redacted]
New COIN:
[redacted]
BOUNTIFUL UT[redacted]
Writer advised N49 incomplete, customer will contact CDJ dealer.
Writer is submitting check for approval in the amount of: $692.90.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ET2	BG5[redacted]	***Open Date***	01/28/2014	***Built Date***	04/12/2011	
Model Year	2011	***Body***	DJ7H62	DODGE RAM SLT 4X4 2500 REG CAB			
In Service Dt	04/26/2012	***Mileage***	21,133	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	BAYONNE NJ x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-01-28
Road Side File Created 01-28-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
FILLMORE AVE 585 ROUTE 440
WILLOWBROOK RD
STATEN ISLAND JERSEY CITY
NY USA NJ
BROKEN TIE ROD//VEH ANNOUNCED
DEALER CODE : 60441 HUDSON CHRYSLER JEEP DODGE RAM
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	6J[redacted]	***Open Date***	01/28/2014	***Built Date***	01/17/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/06/2006	***Mileage***	166,208	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59548	STOCKTON DODGE INCORPORATION			
Dealer Address	3333 AUTO CENTER CIR				
Dealer City	STOCKTON	***Dealer State***	CA	***Dealer Zip***	95212

Owner	[redacted]	***Contact Type***	LETTER
Address	24600 N FUHRMAN RD	***Home Phone***	[redacted]
	ACAMPO CA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	2rd pre-recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left Outer tie rod broken
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010714; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking recall reimbursement for (N62) recall in the amount of $1235.18
Reviewed Previous files: Yes, no concerns.
Agent reviewed documents submitted by customer and found customer had steering linkage components replaced on 07/15/2011 at STOCKTON DODGE CHRYSLER JEEP RAM claim # 050007 and had repairs completed on 09/20/2013 at STOCKTON DODGE CHRYSLER JEEP RAM and had the same components replaced again and is requesting reimbursement over $500. Agent found the customer submitted proof of payment for the repairs completed and is reassigning to CM for further review.
Process when schedule permits.
Claim# 050007 07/14/2011 at 137882 miles, H46 LOP 19H46185 Inspect steering linkage, replace pitman arm inner drag link joint, steering damper bracket, and center left tie rod end.
CAUTION: Failure to align the left tie rod end parallel to the steering knuckle could cause tie rod end damage.
Left Outer tie rod broke on 09/18/2013 at 166204 miles, 26 months and 28322 miles after H46.
Writer called Dealer 59548 phone 209-956-1920 time 14:41 ET. SA Nicole found customer had what looks like over the counter purchase of Left Outer tie rod end on 11/23/11.
Writer called customer phone [redacted] time 14:51 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Status update provided via email to the following email address:

[redacted]
Regarding your 2006 DODGE RAM 2500
We received your documents for repairs.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case#[redacted].
Robert
Customer Assistance Representative
End of Status Update
Customer [redacted] s wife called back.
Confirmed COIN.
Writer advised N62 is only on Mopar replacement parts, noted line 24-26.
Customer will submit additional documents via eDoc through culbertson34@gmail.com.
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-02-08 @ 13:11
Writer called customer phone[redacted]1 time 14:06 ET. Customer [redacted] answered.
He stated he got the invoice yesterday, eDoc link arrived, his wife was walking in the door and will submit document.
Customer [redacted] s wife called.
She stated she submitted the eDoc, writer advised it has not been processed through server yet.
***** Customer Document Received *****
Document attached line 55 includes Dealer 59548 detail RO# 50007 for H46, does not apply to N62, and Dealer 59548 detail RO# 53851 date 11/23/2011 at 142561 miles for installation of SOP Tie rod ends ordered on RO# 53538, qualifies for N62.
Dealer 59548 invoice# 78845 job 1 states 'Left outer tie rod end broken, nec to replace tie rod assembly due to parts update'.
Confirmed reimbursement information in documents matches COIN.
Writer called customer phone[redacted] time 16:13 ET. Customer [redacted] answered.
Writer advised reimbursement in process, customer confirmed reimbursement detail as in COIN.
Writer advised N62 still incomplete, customer will contact CDJ dealer.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 6J[redacted]
In-service Date: 06/06/06
Customer s proof of payment is: Dealer 59548 invoice, attached Debit sales slip Appr Code: 100346.
Date of repair: 09/18/13
Mileage: 166204
Invoice#: 78845
Labor: $482.93
Parts: $611.82
Alignment: $89.95
Tax: $50.48
Total: $1,235.18
Writer is submitting check for approval in the amount of: $1,235.18
Submitted.
Note, reimbursement remains the same, but line 68-73 should read:
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 6J[redacted]
In-service Date: 06/06/06
Replaced factory parts with Mopar: 11/23/2011 Dealer 59548 RO# 53538 and 53851.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9	9G[redacted]	***Open Date***	01/28/2014	***Built Date***	10/13/2008	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	02/11/2009	***Mileage***	87,812	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	24294	DAVIS-MOORE AUTOMOTIVE INC			
Dealer Address	6215 E KELLOGG DR				
Dealer City	WICHITA	***Dealer State***	KS	***Dealer Zip***	67218

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	DERBY KS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursment
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod replaced
Corporate - Reimbursement - Default - Default - Default	reimbursement for the N49 recall

POSTMARK DATE: 011514; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for the N49 recall, invoice total
Reviewed previous files Yes, no concerns
Reassigned to 86Y
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N49 recall.
Customer sent in a repair invoice.
Invoice - 502074 - 10/24/13 - 87812 miles - towed in as left tie rod broke replaced
******
Writer located the N49 recall is attached to this vehicle.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Writer will contact the dealership for verification of payment @ 316-618-2000.
Writer will call DAVIS-MOORE AUTOMOTIVE @ 316-618-2000.
Writer spoke with [redacted] who is the cashier. [redacted] searched with the customer s name and invoice [redacted] stated this invoice was paid in full. Writer thanked [redacted] for her time.
******
****
RECALL Left Outer Tie Rod - N49
****
Customer submitted request for reimbursement for recall N49 Left Outer

Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is:Verified by the dealership
Date of Repair:10/24/13
Invoice #: 502074
Labor $232.33
Parts $121.56
Misc. Charges $15.19
Tax $26.39 (7.15%)
Total $395.47
Writer is submitting total reimbursement in the amount of $395.47
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4 8[redacted]	***Open Date***	01/28/2014	***Built Date***	08/03/2007		
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/29/2007	***Mileage***	136,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42487	ACTION AUTO			
Dealer Address	220 EAST MAIN STREET				
Dealer City	SIDNEY	***Dealer State***	MT	***Dealer Zip***	59270

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALEXANDER ND[redacted]	***Country***	UNITED STATES

Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Other	Tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer states his left tie rod broke. Customer states he wants to go to an IRF to have the tie rod replaced.
Briefly summarize what the customer is expecting: Customer seeking recall repaired.
Agent confirmed customer information.
Agent advised customer that a CM could get involved if his vehicle was at the DLR.
Customer states he is just going to go to the IRF because the DLR told him he is on a list for the part.
Agent advised customer again that a CM can get involved.
Customer states he would rather go to the IRF and put in for reimbursement.
Agent advised customer that reimbursement is not guaranteed.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28TX	9G[redacted]	***Open Date***	01/28/2014	***Built Date***	09/29/2008	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	04/24/2009	***Mileage***	95,366	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42839	BRUNER MOTORS INC			
Dealer Address	750 EAST ROAD				
Dealer City	STEPHENVILLE	***Dealer State***	TX	***Dealer Zip***	76401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	ABILENE TX[redacted]	***Country***	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Advise of upcoming inspection
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

*** Attach documents for[redacted] to this CAIR#[redacted] ***
POSTMARK DATE: 011514; DATE RECEIVED: 011514
Documents attached for review
There is 2 sets of documents for 2 VINs and CAIRs.
No warranty claim for VIN 6G2[redacted] CAIR# 24511939 for tie rods, customer does not have invoice for previous repair with Mopar replacement parts.
Repair submitted for 6G[redacted] does not qualify for reimbursement under N62.
Advise customer N62 incomplete on 6G[redacted]
Repair on this VIN includes steering package PN 68036940AD, qualifies under N49.
Invoice states it was necessary to replace the pitman arm.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: 3D7KS28TX9G[redacted]
In-service Date: 04/24/09
Customer s proof of payment is: Dealer 42839 invoice customer pay.
Date of repair: 10/22/13
Mileage: 95366
Invoice#: 131348
Labor: $148.50
Parts: $195.45
Towing: $95.00
Alignment: $69.95
Misc. Charges: $13.11
Tax: $17.20
Total: $539.21
Writer called customer phone[redacted] 8 time 14:07 ET. Customer[redacted] answered.
Writer advised line 5-8, no reimbursement for 6G[redacted]

Writer advised 799 inspection on this VIN coming up end of February.
Writer advised reimbursement in process for this VIN.
Confirmed reimbursement information in documents matches COIN.
Writer is submitting check for approval in the amount of: $539.21.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LS38C3	5G[redacted]	***Open Date***	01/28/2014	***Built Date***	02/04/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/30/2005	***Mileage***	105,960	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41657	GENGRAS CHRYSLER DODGE JEEP LLC			
Dealer Address	460 CONNECTICUT BLVD				
Dealer City	EAST HARTFORD	***Dealer State***	CT	***Dealer Zip***	06108

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]D	***Home Phone***	[redacted]
	GLASTONBURY CT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring abour reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broken
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Product - Steering - Linkage - Other - Default	Steering linkage replaced
Corporate - CNA Change - Default - Default - Default	Updated phone numbers
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

Briefly summarize why the customer is contacting Chrysler:Customer inquired about getting reimbursement on recall
The customer is expecting reimbursement on parts he purchased for recall N62. The customer had replaced the left steering tie rod a couple of week before receiving the recall in the mail and wanted to be reimbursed. The agent looked up the recall in answer connect ID 24057 and read the information concerning the mopar parts. The agent suggest he take his receipts for parts he purchased from Chrysler dealership and get an inspection done to see if he falls into the recall. The customer read further on his recall letter and told agent it says to send receipt and paper worik into Auburn Hills for reimbursement. The agent told him to go ahead but suggested he get an inspection first.
The agent also updated his phone numbers
POSTMARK DATE: 021814; DATE RECEIVED: 022514
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Confirm name and address matches COIN & HPIMS: Any open recalls: L16, N62
Name of person writing in: Mountain Walk and Patio LLC
Does customer have an e-mail address: No
Concern: Customer is seeking reimbursement for recall N62 in the amount of $ 718.14
Reviewed Previous files: Yes, no concerns
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] and left a message asking that the

customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Please disregard lines 24-37.
Agent found in claim A83634 the customer had the steering linkage replaced and submitted documentation requesting repairs over $500. Agent is reassigning case to CM for further review.
Customer contacted Chrysler in regards to a voice mail he received. Customer states he was told to call Greg back. Agent advised customer at this time agent can not transferee customer over to Greg.
Agent advised customer Greg was contacting customer in regards to sending customer s case up to CM for further review. Agent advised customer his CM will be in contact with him. Customer understood.
Note, correction line 39.
PN 52122362AF steering kit replaced Claim# A72831 on 11/16/2010, qualifies for N62.
Writer called customer phone 860-798-7700 time 14:13 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Note, IRF Meistermaint invoice has no phone number and is not marked paid.
Online search failed to find phone number for the IRF.
Get customer to provide proof of payment.
Customer MOUNTAIN WALK AND PATIO contact [redacted] returned call.
Writer advised reimbursement in process, requested payment information for IRF Meistermaint invoice.
Customer requested payee: [redacted] at address in COIN.
Customer provided email [redacted]
Writer advised of incomplete L16 and N62. Customer will contact CDJ dealer.
Status update provided via email to the following email address:
[redacted]
You can reply using the link here if you need to contact me regarding your 2005 DODGE RAM 3500 repair reimbursement.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case# [redacted]
Robert
Customer Assistance Representative
End of Status Update
Customer [redacted] called, left message he has paid the IRF and has receipt, requested call back to arrange submission.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer called customer phone 860-798-7700 time 09:08 ET. Machine answered.
Writer left message eDoc link sent.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone 860-798-7700 time 15:41 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Customer [redacted] returned call.
He advised his son tried to reply to the eDoc but it did not work.
Writer explained eDoc can not be replied to, use the link.
Writer provided Chatham Fax: 877-768-5076.
POSTMARK DATE: 030714; DATE RECEIVED: 030714
Writer called IRF Meistermaint phone 560-250-1040 time 14:23 ET. Machine answered, number is not in service. Tried twice.
Writer called IRF Meistermaint phone 860-250-1040 time 14:26 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.

Writer called IRF Meistermaint phone 860-250-1040 time 14:07 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
IRF Meistermaint owner Ethan Meisterling returned call, left message confirming customer paid Cash.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 5G[redacted]
In-service Date: 09/30/05
Replaced factory parts with Mopar: 11/16/10
Customer s proof of payment is: Dealer 41657 parts invoice. IRF Meistermaint invoice marked Paid in Full Cash signed Ethan Meisterling confirmed line 103.
Date of repair: 12/10/13
Mileage: 105960
Invoice#: 34913 and 003216
Labor: $323.00
Parts: $316.20
Alignment: $100.00
Tax: $46.94
Total: $786.14
Writer is submitting check for approval in the amount of: $786.14
Submitted.
POSTMARK DATE: 040814; DATE RECEIVED: 040814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T5	9G[redacted]98	***Open Date***	01/28/2014	***Built Date***	03/12/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/24/2009	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44993	ROCKWALL DODGE			
Dealer Address	970 E I30				
Dealer City	ROCKWALL	***Dealer State***	TX	***Dealer Zip***	75087

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ROYSE CITY TX [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Aware of open recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Aware of open recall
Product - Steering - Linkage - Defective - Default	Steering wouldn't work
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod snapped
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer complained about the tie rod
Briefly summarize what the customer is expecting:Customer expectingto find out the procedure for reimbursement. Agent informed customer that proper documentation will need to be sent by him to Chrysler showing proof of repair being the recall parts and cost receipts. Agent phoned DLR 44993 and spoke with SA Cory who said the repair was steering linkage. SA Larry was the SA who initially repaired the this vehicle. SA Cory ws unable to contact his parts department to verify. Customer will need to go to the DLR to clarify if this repair was indeed recall related and will need to have documentation sent. At which point CASE should be escalated to 86Y for reimbursement (recall).
Agent reassigned Case to continue to wait for proper documentation.
***
Customer called again and confirmed about the Documentation that was required and will send it in for recall N49
***
Waiting for documentation.
***
CUSTOMER [redacted] Customer advised he has not mailed the documentation in and he does not have access to a fax machine or scanner. Writer advised the case will be temporarily closed and it can be reopened once the documents are received. Customer understood.
Reassigning CAIR to JK671 for no documentation survey bypass.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 021214; DATE RECEIVED: 021914
Documents attached for review.
RECALL N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod
Recall applies to customer s vehicle:Yes

Customer s proof of payment is:Visa Slip
Date of Repair:8/13/13
Invoice #:139753
Labor $164.95
Parts $105.22
Misc. Charges $69.95 (Alignment)
Shop Supplies $34.06
Tax $11.49
Total $385.67
Writer is submitting check for approval in the amount of $385.67.
****
APPROVED
CLOSED LOOP
Customer states they have not recieved a decision yet on his
reimbursement. Agent advised the customer reimbursement has been
apporoved as per 86Y on 02/25/14
The customer explained they have not received their reimbursement check.
Agent confirmed in the check screen the reimbursement check has been
issued
for over 30 days. Agent confirmed customer s address in CAIR screen &
COIN.
Agent reassigned the CAIR to 82J to investigate issued check.
RECEIVED REQUEST FOR STOP PAYMENT AS CUSTOMER NEVER RECEIVED THE CHECK. I
WILL EMAIL REQUEST TO ACCOUNTS PAYABLE. _
PAYMENT HAS BEEN STOPPED ON THE CHECK NO [redacted] FOR CAIR [redacted]
RECEIVED CONFIRMATION OF STOP PAYMENT FROM ACCOUNTS PAYABLE. LMM14 WILL
VOID AND CLOSE THE CAIR AND SMM25 WILL REISSUE THE CHECK.
POSTMARK DATE: 052314; DATE RECEIVED: 052314
called owner and left message.
Owner left message to confirm his correct address is
7754.
6/2/14 REISSUED CHECK IN CAIR 25097938

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL1	BG[redacted]	***Open Date***	01/28/2014	***Built Date***	09/03/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	09/27/2010	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELIZABETHTON TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer called seeking information on the recall
Corporate - CNA Change - Default - Default - Default	Update phone information

Briefly summarize why the customer is contacting Chrysler: Customer has received the recall notice for the N49. She states that they had a previous recall notice on the truck for the tie rods and that they took the vehicle to Carl Gregory s and they were advised that they did do the recall.
Customer states that then the tie rod broke and they had it taken back to Carl Gregory and they did the recall repair again and then they had to take to an Independent dealership to have the alignment done and were advised that the recall repair was not done properly.
Customer is upset stating that they also had to have the head bolts replaced when the vehicle should have been covered under warranty and it cost them $3500.
Customer states she will never take the vehicle back to Carl Gregory.
Agent advised that they Mullins. Agent advised that customer would need to have an inspection done to see if the tie rods are breaking and to see if the parts currently on the vehicle are the old tie rod version. Agent advised that customer would need to get on the list to get the recall repair done.
Agent also provided customer with the reimbursement address so she could submit bills required for the previous tie rod repair for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28LX	9G[redacted]	***Open Date***	01/28/2014	***Built Date***	09/01/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/05/2009	***Mileage***	67,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60294	HIGHT CHRYSLER DODGE JEEP			
Dealer Address	507 LAKEWOOD RD				
Dealer City	MADISON	***Dealer State***	ME	***Dealer Zip***	04950

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MERCER ME[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	advised of open recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he recieved a recall letter for N49 LEFT TIE ROD. Customer is stating that he spoke with the dealership and they stated that they are only able to get one part per week to complete this recall .Customer is concerned about this because he is due to go away in a few weeks . Customer is wanting to know if there is anything that can be done about getting a extra part out to the dealership .Agent apologized and advised that there is a shortage of parts to complete this recall and there is nothing else more that we can do at this time . Customer is wanting to know if the vehicle is safe to drive . Agent advised customer that we are not at liberty to say if it is safe or not .Agent advise customer of the information to what could happen inregards to this recall so he can make his own judgement to still drive his vehicle or not . The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Briefly summarize what the customer is expecting:
Customer is expecting recall information .
Reassigned for bypass open recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G8[redacted]	***Open Date***	01/28/2014	***Built Date***	06/10/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	09/04/2005	***Mileage***	200,100	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43585	RAMSEY MOTOR COMPANY			
Dealer Address	502 HWY 62-65				
Dealer City	HARRISON	***Dealer State***	AR	***Dealer Zip***	72601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OZARK MO[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advise Owner
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer stated her husband replaced the tie rod and wants reimbursement information.
Briefly summarize what the customer is expecting: Reimbursement
Agent provided information according to AC: 17420 Agent advised customer that if she is still having issues to bring her vehicle in for inspection.
Customer called back stating that their vehicle is currently broken and that the tie rod needs to be replaced.
Customer claimed that they brought the vehicle into the DLR and their is currently a waiting list of over a 100 people.
Customer stated that they need the vehicle fixed today, that her husband needs the vehicle for work.
Customer stated she wants to know if she takes the vehicle somewhere else and has the tie rod repaired if she will be reimburse.
Customer wants to know if she can be given a rental or reimbursed for rental services that she needs while waiting for her vehicle to be fixed.
Agent advised customeer that if the have the vehicle fixed at an independent facility that we can not guarantee reimbursement because we do not know if they will be using the proper parts covered by Chrysler.
Agent advised customer that Chrysler does not reimburse for rental costs for recall repairs.
Agent attempted to contact DLR at (417) 862 9272 , no answer at the service department.
Agent notified customer that their was an incomplete recall of their vehicle from back in 2011 that should have been already completed.
Agent stated we are unable to identify if the tie is broken due to the current recall (#n62) or the previous recll (L16) .
Agent advised customer that there is a restriction on the parts , we are not able to get the parts out any faster,
Agent advised that the only thing we can do is try to get her on a shorter waiting list somewhere else.
Customer was unhappy with this outcome.
Customer states that the vehicle is broken because of chrysler s manufacturer defect and they should not have to go without a vehicle.

Customer stated that they were not aware of that their was an incomplete recall on their vehicle from 2011 because they purchased the vehicle used.
Agent advised customer to try and work with the DLR and see if the can t moved them up on the waiting list because the vehicle is not driveable.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	7G[redacted]	***Open Date***	01/28/2014	***Built Date***	03/28/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/31/2007	***Mileage***	140,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42124	GOSS DODGE INC			
Dealer Address	1485 SHELBURNE RD				
Dealer City	SOUTH BURLINGTON	***Dealer State***	VT	***Dealer Zip***	05403

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SWANTON VT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left outer tie rod was replaced
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking to be reimbursed for their N62 recall related concern. Customer stated it was repaired 2 weeks ago and they didn t realize they had a recall. Agent provided customer the fax number (1-877-768-5076) as per customer s preferred method of sending in their documentation. Agent advised customer of required information to provide as per AC ID 17420. Agent provided customer their case number as well.
Briefly summarize what the customer is expecting: Customer seeking recall reimbursement.
Reassigning to 86Y.
POSTMARK DATE: 013014; DATE RECEIVED: 013014
Customer has submitted documentation requesting reimbursement for the N62 recall.
CUSTOMER CONTACT: [redacted] Inquired if the customer has had a previous repair to the steering linkage/tie rod, as the N62 recall is for a replacement MOPAR part. Customer states she isn t sure, but she will ask her husband and get back to agent. Agent provided phone number 1-855-675-9291 ext 4718201 for the customer to contact agent back. Customer thanked agent.
CUSTOMER CONTACT: [redacted] Received a busy signal
Status update provided via email to the following email address:
[redacted]
Hi Ms [redacted]
As per our phone conversation on 02/03/2014, I m just doing a follow up to see if you have spoken with your husband regarding a previous repair to the steering linkage on your 2007 DODGE RAM SLT 4X4 2500 QUAD CAB PICKUP.
If you could please contact me at 1-855-675-9291 ext 4718201, and let me know if there has been a previous repair, I would appreciate it.
If I do not hear from you by 02/07/2014, I will assume there was no previous repair and close the file at that time.
Thank You,
Linda
End of Status Update

*****Reassigned to JK671 for survey by pass*****
No contact from customer.
POSTMARK DATE: 030314; DATE RECEIVED: 030314
POSTMARK DATE: 040414; DATE RECEIVED: 040414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8 [redacted]	***Open Date***	01/28/2014	***Built Date***	08/23/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/25/2005	***Mileage***	121,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67870	AUTOWORLD			
Dealer Address	1370 AUTO CENTER DR				
Dealer City	PETALUMA	***Dealer State***	CA	***Dealer Zip***	94952

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BODEGA CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler:
Customer called because she heard that there was a recall on her vehicle and has already had the work completed. The customer states she was speaking with the dealership and they have her scheduled for an inspection in april to ensure the safety of the vehicle.
Briefly summarize what the customer is expecting:
The customer is expecting to find out if she can be reimbursed for the repairs performed on her vehicle.
Agent advised customer that if she has had the work completed on her vehicle prior we can look into the possibility of reimbursement for the repair. Agent advised customer of the mailing address for reimbursement claims. Agent advised customer to visit the dealership in april as she was informed by her dealership to do and have the tie rod assembly inspected to ensure the vehicles assembly is up to par. Customer thanked agent for assistance and disconnected.
POSTMARK DATE: 021114; DATE RECEIVED: 021914
LETTER REVIEWED
Customer sent in a letter seeking reimbursement for towing and tie rod end replacement due to the tie rod breaking while driving.
Customer invoice shows that the dealership installed the upgrade steering kit on their vehicle in 2011. Invoice also stated to check RO# 377721 for repairs under warranty with $100.00 deductible.
Research:
H46 was completed in 2009- Inspection only.
L16- Socket Tie rod Kit was replaced- due to upgrade installed in 2011.
N62- Not completed.
---
customer would need to show that he had a subsequent failure after the repair in 2011. Or the customer also had an upgrade kit or linkage installed prior to the repair in 2011.
Note L16- was completed in 2012.
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, no answer left message wishing to be called back directly at 855-675-9291 ext 4718558.
Customer wished to be transferred to CM JI109 - customer s home phone has

bad reception and was unable to retrieve callback#.
Agent gave customer callback# 855-675-9291 ext 4718558 and transferred customer.
VOICEMAIL: Agent received a call from [redacted] wishing to be called back on her cell at [redacted] -- Feb 27 3:58 PM
CUSTOMER UPDATE [redacted] Agent called the customer back. Agent explained to the customer that this recall is on MOPAR replacement parts not the factory parts that failed. Agent stated that currently the parts that are on the vehicle may be apart of the recall and may qualify to have parts replaced under the recall. Agent stated at this time that dealership does not have the parts and they may need to wait for a second letter to arrive to be able to take the vehicle into the dealership to have that completed. Customer understood and thanked agent.
****
REIMBURSEMENT DECLINED
****
Note: Agent corrected the customers proper mailing address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	01/28/2014	***Built Date***	11/08/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/17/2008	***Mileage***	238,578	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67494	NORMAN CHRYSLER JEEP DODGE			
Dealer Address	481 NORTH INTERSTATE DRIVE				
Dealer City	NORMAN	***Dealer State***	OK	***Dealer Zip***	73069

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	PURCELL OK [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	2nd repair
Corporate - Reimbursement - Default - Default - Default	Mopar replacement parts not available at time of repair
Corporate - CNA Change - Default - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

*** Attach images for Mary and David Williams to CAIR# 24511206 ***
POSTMARK DATE: 011014; DATE RECEIVED: 011514
Documents attached.
Documents include address update. Old COIN:
[redacted]
PURCELL, OK, [redacted]
New COIN:
[redacted]
PURCELL, OK, [redacted]
Two repairs on this VIN:
Mopar steering kit PN 52122362AE installed 10/01/09 at 71560 miles.
Moog tie rod end PN ES800532 installed 01/02/14 at 238578 miles.
Writer called customer phone 4[redacted] time 12:03 ET. No answer.
Writer called customer phone [redacted] time 12:11 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone from yp.com [redacted] time 12:14 ET. Fax answered.
Status update provided via email to the following email address:
[redacted]
Regarding your 2006 and 2008 Ram trucks
We received your repair documents.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case#[redacted].
Robert
Customer Assistance Representative
End of Status Update

There is 3 sets of documents for 3 VINs and CAIRs.
This is the only VIN that qualifies for N62 reimbursement based on documents submitted.
Writer will use CAIR# [redacted] as main CAIR for customer contact and reimbursement.
Note, the recall record update cards sent in have 'This vehicle was sold to' checked, the other VINs are [redacted] S.
Confirm change of ownership.
Note, undo line 4-9.
Note, record update card shows change of ownership 12/30/11.
Previous owner:
[redacted]
PURCELL, OK, [redacted]
[redacted] 4[redacted]
Current owner:
[redacted]
PURCELL, OK, [redacted]
Phone: [redacted] 7
Secondary: [redacted] wife [redacted] returned call.
Writer advised line 31-32. Customer stated 6J2[redacted] had steering kit installed, writer notes there is a Mopar claim for damper on that VIN.
Customer will try to get copy of invoice for that VIN, she notes the dealership has been sold but they are going there to buy another vehicle this week.
Writer will send eDoc for invoice.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-30 @ 15:11
Note, customer confirmed DAVID K. WILLIAMS bought the business.
Process when schedule permits.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-05 @ 08:10
Writer called customer phone 4[redacted]7 time 15:33 ET. Customer not available, person who answered provided cell phone [redacted].
Writer called customer phone [redacted]6 time 15:38 ET. Customer [redacted] wife [redacted]
She stated they have not been able to get to the dealer for the documents yet due to bad weather.
She requested reimbursement for this VIN be processed now, writer will send eDoc link for [redacted] CAIR# [redacted]
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 8G165112
In-service Date: 01/17/08
Replaced factory parts with Mopar: Doc page 2: 10/01/2009.
Customer s proof of payment is: IRF C&C Auto Repair invoice printed Visa Paid.
Date of repair: 01/02/14
Mileage: 238578
Invoice#: 19602
Labor: $72.00
Parts: $101.39
Towing: $0.00
Alignment: $75.00
Misc. Charges: $6.05
Tax: $0.00
Total: $254.44
Writer is submitting check for approval in the amount of: $254.44
Approved.
Refer to CAIR# [redacted] for VIN 6J[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D4	7G[redacted]	***Open Date***	01/28/2014	***Built Date***	08/10/2006	
Model Year	2007	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	02/14/2007	***Mileage***	71,525	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68879	RANDOLPH CHRYSLER			
Dealer Address	1003 WEST COMMERCE				
Dealer City	BROWNWOOD	***Dealer State***	TX	***Dealer Zip***	76801

Owner	RANCHES, SINGLETON	***Contact Type***	LETTER
Address	90 SAN CRISTOBAL RNCH	***Home Phone***	[redacted]
	LAMY NM 87540-7519	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	No prior repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	No reimbursement on factory parts
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

POSTMARK DATE: 011514; DATE RECEIVED: 011514
Documents attached for review
There are 2 images for 2 VIN and CAIRs.
Writer called customer phone [redacted] time 15:39 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Note, confirm name change to SINGLETON RANCHES.
Advise incomplete H46, N62 on 7G711379, incomplete N62 on 6G164400.
Determine if they had previous repair with Mopar replacement parts to qualify for N62.
Writer called customer contact per website phone 5[redacted] time 15:52 ET. Person who answered had no information except [redacted] s cell phone. Writer will wait for call back.
Status update provided via email to the following email address:
[redacted]
Regarding your 2006 and 2007 DODGE RAM trucks
We received your documents for reimbursement under recall N62.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case# [redacted]
Robert
Customer Assistance Representative
End of Status Update
Customer contact Grant returned call.
Writer advised N62 is for Mopar replacement parts, he stated they had part fall off that was repaired under warranty. Writer did not find warranty claim for this, customer will try to locate RO for submission.
Writer advised of line 9. Customer asked about CG[redacted] writer advised that vehicle has incomplete N49.
Process when schedule permits.

****** Below Customer Contacted for Documentation Request ******
singletonhorses@mac.com on 2014-02-05 @ 08:15
Customer contact Grant called, ststed he could not find additional paperwork, requested call back phone [redacted]
Writer called customer phone [redacted] time 13:19 ET. Customer contact [redacted] answered.
Writer advised N62 can not reimburse factory parts. If customer locates documentation showing failed parts were Mopar replacements he will contact us and we can consider reimbursement.
Closing CAIR [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	8G[redacted]	***Open Date***	01/28/2014	***Built Date***	11/26/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/08/2008	***Mileage***	177,985	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CLEVELAND TX 7[redacted]8	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	N62 recall reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	steering linkage/tie rod replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

POSTMARK DATE: 011014; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N49 recall repair and the invoice total= $645.00
Reviewed previous files: None
The invoice the customer submitted was for repairs done on a 2008 RAM 3500.
Agent corrected CAIR to reflect correct VIN/vehicle.
CUSTOMER CONTACT: [redacted] Inquired if the customer has previously had the steering linkage/tie rod replaced on the vehicle. Customer states this is the first repair he has had. Agent explained to customer that the N62 recall is for a replacement MOPAR part, so this would had to have been the second repair in order to be reimbursed. Agent advised customer that the N62 recall is still showing as incomplete and he should take his vehicle to any authorized CJDR dealership and have the recall completed. Customer understood and thanked agent.
**Correction to line 3 - Any open recalls: N62
**Correction to line 6 - Customer is seeking reimbursement for the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	01/28/2014	***Built Date***	04/15/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/08/2008	***Mileage***	200,466	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FREEBURG IL 6[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	reimbursement for the N49 recall
Product - Steering - Linkage - Other - Default	upgraded the with a steering kit

POSTMARK DATE: 011014; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS
Any open recalls: Yes N49 LEFT TIE ROD
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeing recall reimbursement for N49 LEFT TIE ROD recall in the amount of 546.04.
Reviewed previous files: Yes, Please see CAIR [redacted].
Reassigned to 86Y
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed under the N49 recall.
Customer sent in required document.
Invoice - 175015 - 12/20/12 - 200466 Miles - installed updated steering kit
******
Writer located the N49 recall is attached to this vehicle
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Writer will call Carl s 4 wheel drive @ 618-765-2199 for information as to why the steering kit had been installed.
Writer placed on hold.
Writer will try at a later time.
******
Writer will call Carl s 4 wheel drive @ 618-765-2199.
Writer spoke with Cindy advising information is required as to why the steering linkage had been replaced on the vehicle. Cindy stated there are no notes the SM Keith would know he is not available at this time.
Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer received a call from SM Keith of Carl s 4 wheel drive. SM stated the front end was worn out and they installed a Chrysler upgraded steering kit. SM stated there were no broken tie rods just wear.
******
Writer searched with the part number 52122362AH - showing tie rods are included in this package.
Writer will submit a check for approval for this repair.
****

RECALL Left Outer Tie Rod - N49
****
Customer submitted request for reimbursement for recall N49 Left Outer Tie Rod.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Printed receipt with invoice
Date of Repair:12/20/12
Invoice #:175015
Labor $166.95
Parts $348.44
Misc. Charges $8.35
Tax $22.30 (6.25%) Parts and misc
Total $546.04
Writer is submitting total reimbursement in the amount of $546.04
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler. I am contacting you to advise a repair invoice has been received for the 2008 Dodge Ram. I will be submitting a check for approval for this repair please allow 30 days for the process to be completed, should the check not arrive after that time contact the customer assistance center for tracking. 1-800-992-1997 your file number [redacted]. Please contact the local dealership to have the repair inspected and the recall closed as reminder notices will be sent.
Thank you and have a great day!
End of Status Update
Customer contacting seeking reimbursement status, customer received second notice. Agent advised was already processed in February. Customer seeking if another recall, agent advised is the only recall.
POSTMARK DATE: 062614; DATE RECEIVED: 070214

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5 6[redacted]	***Open Date***	01/29/2014	***Built Date***	07/21/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/19/2006	***Mileage***	86,102	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	JONESVILLE MI [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	Loose, not broken, outer only per recall
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 011114; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62, H46
Name of person writing in: [redacted]
Does customer have an e-mail address:
Concern: The customer is seeking reimbursement for the N62 recall repair and the invoice total= $1,415.71
Reviewed previous files: None
Agent reviewed documents submitted by customer and found customer s vehicle has previously had a tie rod replaced under warranty (claim # 208523) and submitted documents showing the tie rods being replaced at an IRF for over $500. Agent is reassigning to CM for further handling.
Note, Claim# 208520 has LOP for the other tie rod end.
Tie rod end repair 08/24/07 at 12948 miles qualifies for N62.
Writer called IRF Glory to God phone 517-439-1323 time 10:02 ET. Owner [redacted] stated the repair was due to wear, excessive movement was found the day before when installing tires.
Note, N62 SB indicates replacement of Right and Left Outer tie rod ends.
Service invoice has replacement of all tie rod ends and ball joints.
No parts were damaged due to breakage per IRF, reimburse only for parts replaced by N62.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 6G[redacted]
In-service Date: 10/19/06
Replaced factory parts with Mopar: 08/24/07 Claim# 208523
Customer s proof of payment is: IRF Glory to God invoice printed Payments Check.
Date of repair: 07/19/13
Mileage: 86102
Invoice#: 58687
Labor: (outer tie rods only) $41.58
Parts: (outer tie rods only) $88.44
Alignment: $69.31

Tax: (6% Parts) $5.31
Total: $204.64
Writer called customer phone [redacted] 09:20 ET. Machine answered, person not available, no facility to leave message.
Writer called customer phone [redacted] time 16:05 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Customer [redacted] returned call.
Writer advised of reimbursement amount, customer understood.
Confirmed COIN.
Writer advised N62 still incomplete, customer will contact CDJ dealer to complete.
Writer is submitting check for approval in the amount of: $204.64.
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	01/29/2014	***Built Date***	07/28/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	08/31/2010	***Mileage***	58,329	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOPKINS SC [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Corporate - CNA Change - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 010814; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 48122 = $128.54; Invoice# 48146 = $453.04
Writer acknowledges assignment and that documents are present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
Writer researched parts NCP 2696121 is a NOS Tie Rod
PCH 401 2403 is a Raybestos Brand
tie Rod
Writer is reassigning to 86H.
Note, PN PCH 401-2403 returns Raybestos Left Outer tie rod end.
Components replaced same parts as are included in the Steering Linkage Package per SB N49.
Contact customer to confirm address change.
Writer called customer phone [redacted] time 13:36 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Update COIN to new address per docs, confirm.
Old COIN:

[redacted]
HOPKINS, SC[redacted]
New COIN:
[redacted],
HOPKINS, SC, 2[redacted]
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: BG[redacted]
In-service Date: 08/31/10
Customer s proof of payment is: IRF Jim Whitehead Tire and Auto invoices printed Pay Method V/MC/DC, MasterCard sales slip attached Auth No: [redacted].
Date of repair: 09/12/13
Mileage: 58329
Invoice#: 48122 and 48146
Labor: $90.00
Parts: $327.20
Alignment: $79.95
Misc. Charges: $16.90
Tax: $27.53
Total: $541.58
Writer called customer [redacted] time 09:10 ET. Customer JOHN [redacted] answered.
Customer confirmed new address for COIN.
Writer advised N49 incomplete, customer will contact CDJ dealer.
Writer advised of reimbursement amount, tire balance not included.
Writer is submitting check for approval in the amount of: $541.58.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G2[redacted]	***Open Date***	01/29/2014	***Built Date***	08/21/2008	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	09/22/2008	***Mileage***	61,468	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	3[redacted]	***Home Phone***	[redacted]
	HAVANA IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace outer right and left tie rod ends
Corporate - Consequential Expenses - Default - Default - Default	towing charges

POSTMARK DATE: 011514; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: N49
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking recall reimbursement for N49 recall in the amount of $647.67
Reviewed Previous files: Yes, no concerns.
RECALL N49 TIE ROD END
****

Customer submitted request for reimbursement for recall N49 TIE ROD END.
Recall applies to customer s vehicle:2008 DODGE RAM 2500 LARAMIE QUAD CAB 4X4
Customer s proof of payment is:IRF invoice
Date of Repair:08/06/2013
Invoice #: 54416
Labor $71.50
Parts $369.25
Misc.$182.00 (towing, alignment and balance tire)
Tax $24.92
Total $647.67
Writer is submitting check for approval in the amount of $647.67
****

Agent contacted the IRF @ 309-543-3999 @ 2:37 PM and spoke to Office Manager Ashley who confirmed the customer paid in cash
Agent contacted the customer @[redacted] @ 2:46 PM and informed that the reimbursement would be submitted for approval. Customer understood if not approved agent would call back.
Agent contacted the customer [redacted] @ 3:49 PM and suggested that the customer take his vehicle to a CJD dealer to have the N49 recall inspected and repaired if necessary

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G2[redacted]	***Open Date***	01/29/2014	***Built Date***	03/06/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/02/2006	***Mileage***	105,594	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64686	GUPTON MOTORS INC			
Dealer Address	3450 TOM AUSTIN HIGHWAY				
Dealer City	SPRINGFIELD	***Dealer State***	TN	***Dealer Zip***	37172

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	GREENBRIER TN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is seeking reimbursement for the N62 recall repair.
Product - Steering - Linkage - Other - Default	replaced linkage and stabilizer
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	replaced upper and lower ball joints
Corporate - CNA Change - Default - Default - Default	updated phone number

POSTMARK DATE: 010814; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address: None
Concern: The customer is seeking reimbursement for the N62 recall repair and the invoice total= $1087.10
Reviewed previous files: None.
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall
Customer sent in required documents
Invoice - 17816 - 02/21/13 - 105594 Miles - upper and lower ball joints, steering linkage, damper and alignment
******
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 11/30/2009 COMPLETE

Writer located in claims the H46 showing no parts replaced
Writer located the L16 recall attached and completed, the L16 for this vehicle is also for the steering linkage and not the left outer tie rod - L16 LEFT TIE ROD END SAFETY 09/30/2011 06/04/2012 COMPLETE
Writer located in claims the L16 showing no parts replaced
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless a repair invoice can be sent showing a repair prior to 2013 replacing the steering linkage as the N62 recall is for a Mopar replacement part and not the original equipment.
******
Writer will call - [redacted].
Writer received a message this number has been disconnected.
******
Writer removed the above number from coin and will call the other number.
Writer will call - [redacted].
Writer asked for [redacted] the call was answered by a business, writer had been advised he is no longer with us. Writer apologized.
******
Writer will remove the other number from coin.
Writer will call the number on the invoice - [redacted]
Writer spoke with [redacted] advising the invoices have been received for a repair completed on the vehicle. Customer stated the letter said the repair work could be reimbursed. Writer advised the recall is for a replacement part not the original equipment. Customer stated this recall is for the original equipment that failed. Writer advised the recall is not for the parts on the vehicle now or the parts that came from the factory. Customer stated the vehicle is being recalled because of defective parts. Writer advised the customer this recall is not for the factory parts it is for the replacement parts that may have been used to repair the vehicle. Customer stated that is ridiculous. Writer advised the customer to contact the dealership they will inspect the vehicle and replace parts if necessary free of charge.
Customer thanked the writer for the call.
Writer will update coin with the number called.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	8G[redacted]	***Open Date***	01/29/2014	***Built Date***	10/17/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/09/2007	***Mileage***	122,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41646	MT EPHRAIM CHRYSLER DODGE			
Dealer Address	620 N BLACK HORSE PIKE				
Dealer City	MOUNT EPHRAIM	***Dealer State***	NJ	***Dealer Zip***	08059

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SICKLERVILLE NJ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recall N62. Customer stated that he already replaced the Left outter tie rods because they broke just under 30 days ago.
Briefly summarize what the customer is expecting: Agent advised that they Left outer tie rod needs to be inspected by a dealership and then can be sent in for reimbursement if the dealership approves of the inspection. Agent transferred the customer to the dealer 41646.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	01/29/2014	***Built Date***	05/27/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	09/27/2010	***Mileage***	305,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WEBSTER NH[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Reimbursement	Pre-recall repair
Corporate - Recall - Default - Default - Default	questions cofirming where documentaion can be sent
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer called in as he followed alll instructions on his recall letter for reimbursement and just wanted to confirm the details and where to send it to.
Briefly summarize what the customer is expecting:reimbursement
POSTMARK DATE: 013014; DATE RECEIVED: 020514
Customer seeking reimbursement for the N49 recall.
The mileage at time of repair was 143,244.
Agent reviewed documents submitted by customer and found the customer had the left tie rod repaired at CITRUS CHRYSLER JEEP DODGE and is requesting over $500 be reimbursed for the N49 recall. Agent is reassigning to CM for further handling.
Confirmed reimbursement information in documents matches COIN.
Writer called customer phone[redacted] time 17:45 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone[redacted]2 time 17:49 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
** Note, confirm payee for check.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: AG[redacted]
In-service Date: 09/27/10
Customer s proof of payment is: Dealer 45372 invoice stamped Paid.

Date of repair: 04/13/12
Mileage: 143244
Invoice#: 68596
Labor: $570.00
Parts: $515.75
Alignment: $79.95
Misc. Charges: $5.00
Tax: $81.96
Total: $1,252.66
Writer called customer phone 6[redacted] time 09:29 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone [redacted]2 time 09:32 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Customer HIGH GOAL PONY EXPRESS owner[redacted] returned call.
Writer advised reimbursement in process, customer requested payee: [redacted] [redacted]E, address as in COIN.
Writer is submitting check for approval in the amount of: $1,252.66.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG1[redacted]	***Open Date***	01/29/2014	***Built Date***	03/23/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	11/16/2010	***Mileage***	67,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45393	CLEAR LAKE DODGE			
Dealer Address	15711 GULF FWY				
Dealer City	WEBSTER	***Dealer State***	TX	***Dealer Zip***	77598

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PASADENA TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking reimbursement for recall repair at DLR.
Corporate - CNA Change - Default - Default - Default	Writer updated customer phone numbers and email.
Corporate - Reimbursement - Default - Default - Default	reimbursement for the N49 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced the left front tie rod
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Unknown	replaced worn ball joints

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she is seeking reimbursement for the N49 recall for LEFT TIE ROD.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the repairs. As per customer request writer advised customer an email document link will be sent so she can scan the requested documentation in. Writer advised customer send in original repair order and original proof of payment along with the VIN and date of the repair. Writer also advised customer write the CAIR number on all documents being sent in and to include the preferred contact number. Writer advised customer once the documentation has been reviewed the decision will be made if reimbursement can be provided.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-01-29 @ 15:12
***** Customer Document Received *****
******
Writer verified the customer s information to match coin and invoice.
******
Customer is requesting reimbursement for a repair completed under the N49 recall.
Customer sent in required documents.
Invoice - DOCS146656 - 12/19/13 - 65988 Miles - tie rod broken at pitman arm, all 4 joints are worn replaced all four ball joints
******
Writer located the N49 recall is attached to this vehicle.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Writer will submit a check for approval for the tie rods only as the

invoice shows the ball joints were replaced due to wear and not because the tie rod had broken.
Writer will contact the dealership for a break down in labor as the labor includes the ball joints as well as the steering package.
******
Writer will call CLEAR LAKE CHRYSLER JEEP 281-481-1000.
Writer spoke with [redacted] supplying the information the call was transferred to Ike for assistance stated they could have completed the recall but these would have to be purchased individually and because the ball joints had to be changed this was cheaper as everything came in a kit. Writer asked for a break down for just the tie rod part. Ike searched for the information with the vin number 4 tenths of an hour $44.00 labor for just the tie rod. Writer advised the tie rod shows as broken on the invoice. Ike stated the other items were worn out.
******
Writer will submit a check for approval in the amount of $320.92 - tie rod assembly, alignment, shop supplies and tax.
******
****
RECALL Left Outer Tie Rod - N49
****
Customer submitted request for reimbursement for recall N49 Left Outer Tie Rod.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Visa - [redacted]
Date of Repair:12/19/13
Invoice #: DOCS146656
Labor $173.95 (alignment and tie rod)
Parts $106.37
Misc. Charges $30.00
Tax $10.60 (part and misc)
Total $320.92
Writer is submitting total reimbursement in the amount of $320.92
******
Writer will contact the customer to advise.
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I have received a repair invoice for the 2010 Dodge Ram and would like to speak to you. My contact information 855-675-92691, extension 4718492 and refer to file number [redacted]
Thank you and have a great day!
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I have received a repair invoice for the 2010 Dodge Ram and would like to speak to you. My contact information 855-675-92691, extension 4718492 and refer to file number [redacted].
Thank you and have a great day!
End of Status Update
******
Begin Customer Message reviewed:
what is your call back number? the one in the email is not a good number.
thanks,
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
I am so very sorry.
855-675-9291, extension 4718492 file number [redacted]
End of Status Update
******
Writer received a call from the customer s wife. Writer advised Kim reimbursement will only be provided for the tie rod part of the repair as the ball joints are not included in the recall.
Customer s wife asked to hold the check until she speaks with her husband. Writer advised recall reimbursement can only include what the

recall is for and this recall is just for the tie rod. Writer advised of
the amount. Customer s wife stated go ahead and submit the check.
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	01/29/2014	***Built Date***	09/28/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/21/2004	***Mileage***	130,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	64685	PISCHKE MOTORS INCORPORATED			
Dealer Address	1460 WEST CITY HIGHWAY 16				
Dealer City	WEST SALEM	***Dealer State***	WI	***Dealer Zip***	54669

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPARTA WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	possible reimbursement

Briefly summarize why the customer is contacting Chrysler:
Customer stated That prior to receiving the N62 recall letter , the left tie rod broke , he purchased an OEM kit from a Chrysler dealership in Cincinnati, OHIO and had it installed.
Customer seeking reimbursement for th left tie rod and the components he had to replace, and the tire alignment.
Agent referred to AC id Answer ID 24057 and advised customer the truck needs to be taken to an authorized Chrysler dealership to inspect the front end. If the dealerships states that the original factory installed left front tie rod end assembly is intact the N62 recall is complete.
If and only if the dealership sees that there is a MOPAR left front tie rod assembly, then the only part that falls under the N62 recall is left tie rod ball stud . Agent also advised customer that he would have to submit an original repair order to verify that the dealership inspected the truck, then there may be possible reimbursement.
Agent advised that Chrysler would not be reimbursing for a tire alignment as that would fall under maintainence. Agent also advised customer that there would be no reimbursement for the left tie rod end.
The recall would only cover the MOPAR left tie rod end ball stud.
Briefly summarize what the customer is expecting: Recall reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2 6[redacted]	***Open Date***	01/29/2014	***Built Date***	06/06/2006		
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/08/2006	***Mileage***	187,689	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44948	CECIL ATKISSION MOTORS			
Dealer Address	2601 SOUTH WATER				
Dealer City	BURNET	***Dealer State***	TX	***Dealer Zip***	78611

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BURNET TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeking information about N62

Briefly summarize why the customer is contacting Chrysler:Customer seeking information about N62. Writer advised customer according to Answer ID: 24057. Customer stated that he had already had the tie rods replaced out of pocket when they broke in 2012. Customer seeking reimbursement information. Writer provied the information.
Briefly summarize what the customer is expecting:Customer seeking information about N62
Status update provided via email to the following email address:
[redacted]
To request reimbursement for a recall-related expense for work done on your vehicle prior to the issuance of a recall and subsequent notification, send your original documentation (repair order and proof of payment) to the following address for review and reimbursement consideration:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Please also note why reimbursement consideration would be merited if the vehicle is outside the terms of the original factory warranty.
*Note: Original documentation is generally needed from the repair facility for owner reimbursement. If originals are not available, contact

the service provider and request a duplicate original. Make a copy for your records.
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C1	7G[redacted]	***Open Date***	01/29/2014	***Built Date***	11/16/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/06/2007	***Mileage***	151,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45020	BLUEBONNET CHRY-DODGE			
Dealer Address	547 S SEGUIN				
Dealer City	NEW BRAUNFELS	***Dealer State***	TX	***Dealer Zip***	78130

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW BRAUNFELS TX 7[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent researched for dealership information
Corporate - CNA Change - Default - Default - Default	Agent updated customer's information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer stated he received a recall letter

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge stating he brought his vehicle into the dealership for the N62 recall, and Mike at the dealership said his vehicle does not have this recall.
Briefly summarize what the customer is expecting: Customer expecting information on whether his vehicle has the N62 recall.
Agent researched and stated his vehicle does have the N62 recall.
Agent called the dealership on behalf of the customer to gather information on this situation
Agent spoke with Mike Newman and he stated there is a restriction on this vehicle, where Chrysler is stating they will not pay for anything on this vehicle to get repaired
Agent advised Mike that this is a safety recall and the dealership is obligated to do the safety recall.
SA Mike Newman stated he will have to take this up with his Area Manager
Agent supplied SA Mike & customer with the Case#[redacted] for future reference
SA Mike stated he will give the customer a call back once he gets the information from his Area Manager
Customer states that the tie rod broke and he is getting repaired at expert tire.
Customer wanted to know how he would get a reimbursement.
Customer is upset because he should have had the recall completed but there is a restriction on the recall part and know his tie rod broke.
Agent provided customer Reimbursement Requests
Mailing address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address

Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Briefly summarize why the customer is contacting Chrysler: Customer calling back to advise the vehicle is being towed to Lithia Chrysler 60167 and they wanted to make sure if they go there the repair will be taken care of. Customer states they contacted the SM at the DLR and was informed they are going to use another customer s part to complete the repair today. Customer wanted this verified before they go to the dealership. Agent contacted DLR 60167 and spoke with SM Dave. SM confirmed they are going to use another customer s part for now as his tie rods have broken and he is far from home. Agent advised the customer of this. Agent advised if they have anymore questions or concerns based on this they can contact us back. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer calling to verify the repair will be taken care of when they get to the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39LX	9G[redacted]	***Open Date***	01/29/2014	***Built Date***	02/24/2009	
Model Year	2009	***Body***	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB			
In Service Dt	09/22/2009	***Mileage***	87,127	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SANDY UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	reimbursement for the N49 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced the left outer tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing charges

POSTMARK DATE: 010614; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes[redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, One related CAIR [redacted]
Writer reviewed documents and file and determined the invoice does not list which tie rod was replaced.
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N49 recall.
Customer sent in a stamped paid invoice.
Invoice - 25439 - 08/16/13 - 87217 Miles - tie rod end and alignment
Writer searched 'Google' with part number ES800532 - MOOG ES800532 Steering Tie Rod End, Front Left Outer
******
Writer located the N49 recall is attached to this vehicle.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
****
RECALL Left Outer Tie Rod - N49
****
Customer submitted request for reimbursement for recall N49 Left Outer Tie Rod.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Stamped paid invoice
Date of Repair:08/16/13
Invoice #: 25439
Labor $113.10
Parts $96.62
Misc. Charges $4.61
Sublet $68.00 (towing)
Tax $19.34 (6.85%)
Total $301.67
Writer is submitting total reimbursement in the amount of $301.67

Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler reimbursement.
I have received the repair invoice for the 2009 Dodge Ram. I will be submitting a check for approval for the repair, please allow 30 days for the process to be completed, should the check not arrive after that time frame please call the customer assistance center for tracking.
1-800-992-1997 your reference number[redacted]
Thank you and have a great day!
End of Status Update
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A3	8G[redacted]	***Open Date***	01/29/2014	***Built Date***	09/25/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	12/27/2007	***Mileage***	95,663	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LA CENTER WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Steering - Linkage - Other - Default	updated steering kit with damper

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N62
Name of person writing [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for the N62 recall, invoice total $886.76
Reviewed previous files Yes, no concerns
Reassigned to 86Y
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the N62 recall
Customer sent in a repair invoice with no proof of payment
Invoice - 72559 - 07/22/13 - 95663 Miles - updated steering kit and damper
******
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 11/05/2009 COMPLETE
Writer located the H46 in claims showing no parts replaced
******

Writer will contact the customer to advise reimbursement will not be provided unless a repair invoice can be sent showing a prior repair to replace the steering linkage as the N62 recall is for a Mopar replacement part and not on the original equipment.
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for Melynda Downing from Debbie of Chrysler I would like to speak with you regarding the invoice received for the 2008 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number[redacted].
Thank you and have a great day!
End of Status Update
******
Writer received a voice message from the customer dated February 7, 2014 @ 1:12 pm leaving [redacted]5 as the contact number.
******
Writer will call - [redacted]
Writer left a message this is a return call for [redacted] from Debbie of Chrysler reimbursement. Writer supplied 855-675-9291, extension 4718492 and cair [redacted].
******
Writer received a voice message from the customer dated February 10, 2014 @ 4:31 pm leaving 3[redacted]5 as the contact number.
******
Writer will call [redacted]
Writer spoke with M[redacted] advising the recall is for Customer stated she was experiencing a bad vibration so the dealership replaced the parts in 2013. Writer advised the recall is for a replacement part and not the original equipment reimbursement will not be provided as the replacement part was not on the vehicle. Customer stated she was advised the vehicle may have to go back to change the part and had expected to be reimbursed for the repair. Writer apologized for the concern the dealership will inspect the vehicle and replace the part if needed free of charge. Customer understood and is not happy.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	01/30/2014	***Built Date***	04/23/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	09/08/2009	***Mileage***	112,362	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	OLNEY IL [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Reimbursement	Reimbursement request
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Corporate - CNA Change - Default - Default - Default	phone number update
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 010814; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: L16, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for N49 recall in the amount of $273.52 and alignment $74.96.
Reviewed Previous files: Yes, no concerns.
Writer contacted customer [redacted]. Left message with contact information & seeking call back.
Need proof of payment for the invoice from Marathon Tire Service who performed the alignment.
****** Below Customer Contacted for Documentation Request ******
w[redacted] on 2014-02-04 @ 15:35
Customer returned call. Writer informed customer that proof of payment is required. Customer will send through document link.
Writer updated phone number & verified address.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]@[redacted]
We are waiting on your proof of payment concerning repairs made to your 2008 Ram 2500. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076. Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-13 @ 10:27
Writer contacted customer at [redacted]6. Customer states he sent it through the document link on 2/4/14. Writer informed customer that it was not received. Customer will try again and if it does not work he will try to fax it. Writer informed customer that once document is attached to the link he should receive confirmation.
POSTMARK DATE: 021414; DATE RECEIVED: 021414
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod

End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 12/31/13
Customer s proof of payment is: paid by check [redacted]
Invoice #: 121326779
Labor $162.50
Parts $104.00
Misc. Charges $0
Tax $7.02
Total $273.52
****
Date of Repair: 12/30/13
Customer s proof of payment is: paid by check #2[redacted]
Invoice #: 97436
Labor $74.95
Parts $0
Misc. Charges $0
Tax $0
Total $74.95
****
Combined Total $348.47
Writer is submitting check for approval in the amount of $348.47.
****
Status update provided via email to the following email address:
[redacted]
I have received your proof of payment and a check has been approved for the full amount of the repair & alignment costs.
I do advised that you have the recalls completed by your dealer as soon as possible.
End of Status Update
APPROVED
CLOSED LOOP
POSTMARK DATE: 031814; DATE RECEIVED: 031814
POSTMARK DATE: 041814; DATE RECEIVED: 041814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G2[redacted]	***Open Date***	01/30/2014	***Built Date***	06/06/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/22/2008	***Mileage***	79,805	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MILTON FREEWATER OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 010914; DATE RECEIVED: 011514
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS
Any open recalls: Yes N49 LEFT TIE ROD
Name of person writing in: GARD BECKER
Does customer have an e-mail address: Not on file
Concern: Customer is seeking recall reimbursement for N49 LEFT TIE ROD
total amount of invoice is 292.59
Reviewed previous files: Yes
Reassigned to 86Y
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Discover payment-4/19/11-$292.59
Date of Repair: 4/11/11
Invoice #: 069364
Labor $157.74
Parts $130.10
Misc. Charges $8.63
Less Discount -$28.78
Tax $24.90
Total $292.59
Writer is submitting check for approval in the amount of $292.59.
****
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	01/30/2014	***Built Date***	08/23/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/26/2005	***Mileage***	88,044	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44272	DARRELL YATES AUTO MALL INC			
Dealer Address	3001 SOUTH MUSKOGEE				
Dealer City	TAHLEQUAH	***Dealer State***	OK	***Dealer Zip***	74464

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PORUM OK [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 011014; DATE RECEIVED: 011614
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: d[redacted]
Concern: Customer is seeking reimbursement for the N62 recall, invoice total $379.30
Reviewed previous files Yes, no concerns
Reassigned to 86Y
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] and left a message with Mrs. [redacted] asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer of lines 17-24.
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement. Please contact us at 1-800-853-1403 and refer to the case number [redacted] so that we can discuss your request with you, thank you.
End of Status Update
Next agent please advise customer of lines 17-24.

customer called and Agent advised customer of lines 17-24. Customer ok with this and is going to a dlr inear his home. Agent offered to locate dlr, customer will call on his own.

Customer Assistance Inquiry Record (CAIR)# *24519500*

VIN	3D7MX49A3	8G102762	***Open Date***	01/30/2014	***Built Date***	07/20/2007
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4		
In Service Dt	09/15/2008	***Mileage***	78,160	***Dealer Zone***		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HEBBRONVILLE TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 010814; DATE RECEIVED: 011614
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking reimbursement for the N62 recall, invoice total $677.07
Reviewed previous files Yes, no concerns
Reassigned to 86Y
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted]3 and found the number was disconnected.
Agent called customer at [redacted] and was unable to reach the customer or leave a message at this time.
Agent was unable to find any other phone numbers or an email address to contact the customer.
02/06/2014
[redacted]
HEBBRONVILLE , TX-[redacted]
[redacted]0
Dear [redacted]
Thank you for your recent letter regarding your 2008 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-853-1403, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number 3D7MX49A38G[redacted] available when you call.
Sincerely,
Greg
Chrysler Customer Service Representative
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.

Letter sent 2/18/14.
Briefly summarize why the customer is contacting: Customer contacted Chrysler recall regarding a letter she received about her reimbursement request for the N62 recall. Writer tried to inform customer, as per lines 36-43, that the documentation with the repair she had submitted is not related to the N62 recall. Customer was upset. Customer states she will have her husband call in.
Briefly summarize what the customer is expecting: Customer is seeking information about her reimbursement request.
Briefly summarize why the customer is contacting Chrysler:
Customer called and was extremely irate after agent read lines 36-43, customer became so irate that she stated 'what do you want me to do get killed' She then got her husband on the phone, and agent explained lines 36-43 again, customer stated you will be hearing from my attorney.
Briefly summarize what the customer is expecting:
Reimbursement, but declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL0	AG[redacted]	***Open Date***	01/30/2014	***Built Date***	05/04/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/26/2010	***Mileage***	114,800	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	HOMESTEAD FL[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$398.59
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left outer Tie Rod replaced NAPA NP2693740
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 011114; DATE RECEIVED: 011614
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment, and that there are documents present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
IRF CONTACT: Writer called ABS TECH INC, 306 259 7407. Number not in service. Writer accessed website/ same contact #. Writer wanted payment verified.
CUSTOMER CONTACT: Writer called [redacted]. Writer advised we require proof of payment for ABS Techs Inc. Writer provided Fax # 877 768 5076 and Case # . Writer provided US CAC for contact.
Briefly summarize why the customer is contacting Chrysler: customer contacted Chrysler stating that she didn t know what she was suppose to send, agent advised customer just a original receipt of repair, customer states that she does have that and has the fax number and is going to send that in.
Briefly summarize what the customer is expecting: customer is expecting a reimbursement.
Writer acknowledges update.
POSTMARK DATE: 020614; DATE RECEIVED: 020614

Writer acknowledges that Customer has sent in same document as Agent told her to.
*******AGENTS - PROOF OF PAYMENT, PROOF OF PAYMENT, PROOF OF PAYMENT is what we require.
CUSTOMER CONTACT: Writer called [redacted] (from invoice). Writer advised we will require a copy of the cancelled check, both front and back. Writer provided case #, fax # and US CAC for contact.
POSTMARK DATE: 021014; DATE RECEIVED: 021014
Writer acknowledges new documents have arrived, and cancelled check is present. Writer will review.
On the repair invoice, it states ' replace left outer tie rod and steering dampner'. Writer has spoken to CM RV, whom advises many times if the tie rod breaks the steering dampner will also be replaced, it is rare that the tie rod would just bend and not affect the tie rod. CM advises he would cover the steering dampner part also.
Customer submitted request for reimbursement for recall N49 - Left Outer Tie Rod.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: cancelled check
Date of Repair: 12/10/2013
Invoice #: 7530
Labor $ 180.00
Parts $ 183.99
Misc. Charges $ 9.12
Tax $ 25.48
Total $ 398.59
Writer is submitting check for approval in the amount of $ 398.59
POSTMARK DATE: 031014; DATE RECEIVED: 031014
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041114; DATE RECEIVED: 041114
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	6J[redacted]	***Open Date***	01/30/2014	***Built Date***	09/16/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/22/2005	***Mileage***	101,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60137	CROSSTOWN MOTORS			
Dealer Address	650 MEADOW STREET				
Dealer City	LITTLETON	***Dealer State***	NH	***Dealer Zip***	03561

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SAINT JOHNSBURY VT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Left tie rod replaced
Corporate - Reimbursement - Status Request - Default - Default	reimbursement information

Briefly summarize why the customer is contacting Chrysler:Customer is calling in regards to the reimbursement information that he had submitted.
Briefly summarize what the customer is expecting:Agent verified the correct mailing address and informed the customer that it is up to a 60day process from the time we receive the information. Customer understood and will allow time for the process.
POSTMARK DATE: 011614; DATE RECEIVED: 012314
Confirm name and address matches COIN & HPIMS: Customer s information on envelope does not match HPIMS
Any open recalls: Yes: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: j[redacted]
Concern: Customer is seeking reimbursement in the amount of: 181.65
Reviewed previous files: Yes please reference cair number[redacted]
Reassigned to 86Y
Agent reviewed documents submitted for reimbursement consideration of the N62 Left Tie Rod. Customer had repair completed at Mountain View Auto Restoration.
Documents do not support the N62.
Records indicate: Claim 060693 H46 STEERING LINKAGE inspection completed 08/25/2009 at 38154 M - no parts required.
Records indicate: N62 LEFT OUTER TIE ROD ASSEMBLY is still incomplete on your file. Please contact your Chrysler Dealership to have the previous repair inspected to update your file.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for a prior service between 08/25/2009 and the time of repair submitted, and have had the steering linkage replaced with MOPAR service parts.
Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Claim is denied at this time.
Status update provided via email to the following email address:
[redacted]

MR [redacted],
I have reviewed your documents for the reimbursement consideration of the N62 Recall.
Please contact us at 1-800-853-1403 and reference your case number, to discuss your letter.
N62 LEFT OUTER TIE ROD ASSEMBLY is still incomplete on your file. Please contact your Chrysler Dealership to have the previous repair inspected to update your file.
Have a great day!
End of Status Update
*****
WHEN CUSTOMER CALLS IN PLEASE ADVISE AS PER LINES 26-32.
Customer returning call. Agent stated to customer lines 26-32. Customer states he had the original tie rod brake and replaced with a Napa part.
Agent stated that the recall is on the replacement part and not the original part and does not warrant reimbursement. Customer was not happy that the orginal part broke and had to pay for repair at his cost.
Customer states that he was almost in an accident due to the tie rod braking and states due to that fact he will not buy another Chrysler again.
Case can be closed.
***NO FURTHER ACTION REQUIRED, CUSTOMER WAS INFORMED.
REIMBURSEMENT DECLINED
******CLOSED LOOP******
Customer called in for the status of his reimbursement request.
Agent advised customer of lines 26-32.
Customer understood, thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D7	7G[redacted]	***Open Date***	01/30/2014	***Built Date***	03/27/2007	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	03/02/2008	***Mileage***	85,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41906	COMMONWEALTH DODGE INC			
Dealer Address	6408 PRESTON HIGHWAY				
Dealer City	LOUISVILLE	***Dealer State***	KY	***Dealer Zip***	40219

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MT WASHINGTON KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer called in about being rejected

Briefly summarize why the customer is contacting Chrysler: Customer called in regarding the n62 recall. Customer upset that he drove to the dealership which is quite far to be turned away after 5 mins stating he did not qualify. The dealership advised based on the inspection he did not qualify and was good to go. Customer generally works with an IRF so he stopped there and he asked them to check it over and they told him he needs tie rod replacement. Customer wanted to know why he did not qualify. Agent advised that letter specifically states This recall only applies to vehicles that had certain Mopar service parts steering components installed, which customer did however the note also states your dealer will inspect the steering linkage on your truck and replace steering linkage components if required. The inspection will take less than hour. Agent advised that due to the parts nuts and bolts, dealership is able to see if replacement is necessary. Customer does not believe letter is clear, because it applies to his name and vin specifically. Agent advised name and vin are included in the event of one or more make and model vehicles in the same home.
Briefly summarize what the customer is expecting: Customer is expecting to have a clearer letter, if it may or may not include his vehicle that needs to be perfectly noted. Customer also wondered what would happen if the tie rods did break after dealership turned him away.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A2	8G[redacted]	***Open Date***	01/30/2014	***Built Date***	07/26/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/25/2007	***Mileage***	68,740	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIGFORK MT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer states their tie-rod snapped
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie-Rod Snapped

Briefly summarize why the customer is contacting Chrysler: Customer states they were traveling and their tie-rod snapped. Customer states that she is 40 miles away from the closest DLR. Customer states she called Les Swabbs and they advised they have the part . Les Swabbs stated that they had the replacement part available
Briefly summarize what the customer is expecting: Customer is seeking information on if she can get the repair completed there.
Agent advised customer that she can, and submit for reimbursement. Agent advised customer that the steering linkage had to be replaced previously in order to be involved in the recall. Customer stated she will call back to get the information to submit for reimbursement.
Customer called for the information on how to submit for reimbursement.
Agent advised the information as per Answer ID 17420

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L6	9G[redacted]	***Open Date***	01/30/2014	***Built Date***	03/26/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/09/2009	***Mileage***	35,300	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67640	CORTLAND CHRYSLER-DODGE-JEEP INC			
Dealer Address	3878 WEST ROAD				
Dealer City	CORTLAND	***Dealer State***	NY	***Dealer Zip***	13045

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MORAVIA NY 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no repair, recall parts -no diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he received a notice in the mail for the N49 LEFT TIE ROD recall so he called the dealer on January 6, 2014 and was advised they had no parts to call back around January 26, 2014 and they should have the parts then. Customer stated he waited till the 27th and is being advised they are able to order the parts but would be about a month before the parts come in. Agent advised the parts to complete the recall are on restriction and are only able to order 1/7 days.
Agent called the dealer and spoke with SA Ed who seemed to be confused on what customer he was dealing with. SA at first stated the customer s vehicle has been completed and is being aligned at this time. Agent advised the customer and he stated that was incorrect that he had his vehicle at home. Agent advised SA Ed he was commenting on the wrong vehicle so he changed his information that he remembers the customer that he was in this morning and was added to the list. SA stated the customer had a repair done due to the tie rod breaking and was replaced with after market parts. Agent advised the information to the customer and he stated he has not had any other repairs done the information was incorrect.
Agent advised to continue working with the dealer to see what they are able to do for him due to all the confusing information. AS per the SA the customer s name was added to the list for parts.
Briefly summarize what the customer is expecting: Customer seeking recall completed.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	01/30/2014	***Built Date***	10/07/2004	
Model Year	2005	***Body***	DH8L42	DODGE RAM ST 3500 QUAD CAB PICKUP			
In Service Dt	08/20/2005	***Mileage***	165,649	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SALUDA SC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	n62 work completed
Product - Steering - Unknown - Other - Default	replaced steering shocks and stabilizer
Product - Steering - Linkage - Other - Default	updated steering kit

POSTMARK DATE: 011014; DATE RECEIVED: 011614
n62 reimbursement request for work completed
******
Writer verified the customer s information to match coin and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall.
Customer sent in two repair invoices with no proof of payment
Invoice - 1/30/12 - 165649 Miles - steering kit installed
Invoice - 110371 - 2/2/12 - 180839 Miles - steering shocks, stabilizer and an alignment
******
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 09/26/2009 COMPLETE
Writer located the H46 in claims showing no parts replaced
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless a repair invoice can be sent showing a prior repair to replace the steering linkage as the N62 recall is for a Mopar replacement part and not the original equipment.
******
Writer will call - [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2005 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair number [redacted].
******
Writer will call - [redacted].
Writer asked for [redacted] Writer advised this recall is for a replacement part and reimbursement will not be provided unless a prior repair had been completed. Customer stated he did not have a previous

repair. Writer advised the customer reimbursement will not be provided for the repair. Writer advised the customer the dealership will inspect the vehicle and replace the parts if necessary. Customer stated he will call the dealership ending the call.
******
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HLX	AG[redacted]	***Open Date***	01/30/2014	***Built Date***	12/16/2009	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/29/2010	***Mileage***	102,558	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CHEYENNE WY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for N49 recall
Corporate - Consequential Expenses - Default - Default - Default	customer requesting reimbursement for labor and fuel
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left outer tie rod
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 010714; DATE RECEIVED: 011614
Customer seeking reimbursement for N49 recall.
Reassigned to 86Y.
******
Writer verified the customer s information to match coin and envelope.
******
Customer stated in the letter sent he was stranded in the middle of the mountains when the tie rod broke, he found a ride to get him home to purchase the part and back to the vehicle so he could fix it, however it took extra time to repair the truck and cost for fuel, as well as time off of work, this was cheaper than a tow truck as they wanted $500.00 dollars. Customer is requesting reimbursement for the part purchased, alignment, time and fuel costs.
******
Customer sent in a part invoice with payment information on the bottom, an invoice showing alignment with no proof of payment and a self made invoice for labor and fuel.
Invoice - 5018607 - 12/28/13 - outer tie rod package
Invoice - 050090-51274 - 12/31/13 - alignment
Invoice - self made - 1/3/14 - labor and fuel cost
******
Writer located the N49 recall is attached to this vehicle.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Writer searched the warranty booklet page four:
1.1 Incidental and Consequential
Damages Not Covered
Your warranties don t cover any incidental or consequential damages connected with your vehicle s failure, either while under warranty or afterward.
Examples of such damages include:
lost time;
inconvenience;
the loss of the use of your vehicle;
the cost of rental vehicles, gasoline, telephone, travel, or lodging;
the loss of personal or commercial property; and

the loss of revenue.
******
Writer will contact the customer to advise proof of payment is required for the alignment, labor and fuel will not be covered under the recall as per the warranty booklet.
******
Writer will call the customer - 3[redacted]7.
Writer will call - [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2010 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair number 2[redacted].
******
Writer will call - [redacted]
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2010 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair number 2[redacted]
******
Writer will [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler in regards to an invoice received for the 2010 DODGE RAM.
Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	AG[redacted]	***Open Date***	01/31/2014	***Built Date***	03/03/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	08/11/2010	***Mileage***	65,234	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	AUTO TRUCK SALES, JODY S	***Contact Type***	LETTER
Address	4411 Q ST	***Home Phone***	[redacted]
	OMAHA NE 68107-2404	***Country***	UNITED STATES

Recall - K33: POWER STEERING RESERVOIR CAP - Advise Owner/Incomplete Recall	Customer replaced cap
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - K17: REPROGRAM HVAC CONTROL HEAD & INSP./REPL. ACTUATOR - Advise Owner/Incomplete Recall	
Recall - K34: 2010 DJ/D2 REPROGRAM ECM - EGR DIAGNOSTIC - Advise Owner/Incomplete Recall	
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

POSTMARK DATE: 012114; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N49
Name of person writing in: jody krug
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for N49 recall in the amount of $551.38 and body repairs in total of $2096.92.
Reviewed Previous files: Yes, no concerns.
Agent reviewed documents submitted by customer and found customer had repairs completed at their own repair facility and is requesting reimbursement for the cost of the parts, labor, alignment and consequential damages to the body. Agent will contact dealer where parts were purchased to gather more information about the customer.
Agent called BAXTER CHRYSLER JEEP DODGE and spoke with the parts department and confirmed the parts were paid and the customer s business purchases parts from the dealer regularly.
Agent found the customer is requesting reimbursement over $500 for the tie rod repair and consequential damages. Agent is reassigning to a CM for further review.
Note, customer-printed invoices are dated 01/13/14, parts invoice is 09/30/13.
No evidence of out-of-pocket cost for labor performed at customer s own facility, no parts invoice for Mopar parts listed on estimate.
Writer called customer phone [redacted]9 time 15:53 ET. Manager Tina answered.
She stated this vehicle is her husband s, provided his cell phone 402-598-3050.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone [redacted] time 16:03 ET. Customer JODY S AUTO TRUCK SALES owner Jody Krug answered.
He stated the vehicle went into the ditch when tie rod failed, side of vehicle scraped up from highway sign. The collision repair estimate is

just an estimate, the body repairs have not been performed. Writer advised CDJ dealer should inspect to determine if it can be done under recall, if so the repair should be done at CDJ dealer now that N62 is in effect.
Writer advised incomplete recalls K17, K33, K34, L16, N49. Customer stated there was an issue with the POWER STEERING RESERVOIR CAP, he replaced the cap but the brake lights still stay on, writer advised CDJ dealer can determine if the issue is related to the recall. Customer will have CDJ dealer complete recalls.
Reimbursement information as in COIN, payee is JODY S AUTO TRUCK SALES.
N49 Left Outer Tie Rod Assembly
****
Customer submitted request for reimbursement for N49 Left Outer Tie Rod Assembly.
Recall applies to customer s vehicle: AG[redacted]
In-service Date: 08/11/10
Customer s proof of payment is: Dealer 61210 parts invoice confirmed line 15, IRF Jody s Collision & Repair invoice printed Payments - Cash.
Date of repair: 09/28/13
Mileage: 65234
Invoice#: 160141 and 3417
Labor: $72.00
Parts: $372.00
Alignment: $65.00
Misc. Charges: $15.27
Tax: $27.11
Total: $551.38
Writer is submitting check for approval in the amount of: $551.38
David from Baxter Auto Body (61210) in Omaha NE contacts CAC with reference #0001341851 for warranty claim. Agent reviewed information on CAIR and advised David information on claim is not listed within CAIR.
Jody called in with reference [redacted]1. Jody claims he brought the vehicle over to Baxter Auto Body but they don t know what they re supposed to be doing with the vehicle. Transferred customer over to the Warranty Hotline (1- 888- 255-2616) for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A0	8G[redacted]	***Open Date***	01/31/2014	***Built Date***	07/11/2007	
Model Year	2008	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	11/01/2007	***Mileage***	66,469	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	JANE MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: - Customer wrote in seeking reimbursement for recall N62 repair completed
Reviewed previous files: Yes, no concerns
Reassigned to 86Y
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair and a previous repair completed at the dealer under warranty claim number 019688 where the steering linkage was previously replaced. Agent is reassigning to CM for further review as the customer is requesting reimbursement over $500.
Note, vehicle history warranty claim# 019688 on 10/30/09 at 33046 miles includes PN 52122362AE STEERING and LOP 19650601 Description: Rod and link;Package, tie rods, tubes, links, steering damper;
Action: Replace
Vehicle had Mopar replacement parts installed, incident on 11/25/13 qualifies under N62.
Writer called IRF Grissom s Autobody phone 417-223-4185 time 11:03 ET. Busy.
Writer called IRF Grissom s Autobody phone 417-223-4185 time 09:48 ET. Busy.
Phone number 417-223-4185 for Grissom s Auto Body confirmed online.
Writer called IRF Grissom s Autobody phone 417-223-4185 time 10:16 ET.
Writer asked to confirm date on invoice which looks like 12/25/13, parts invoice is dated 11/25/13. Writer asked what the method of payment was, person said the invoice was in the house and line disconnected.
Writer called IRF Grissom s Auto Body phone 417-223-4185 time 10:21 ET.
Shop manager John answered.
He stated he would check for the method of payment and have the information available this afternoon.
Writer called IRF Grissom s Auto Body phone 417-223-4185 time 17:49 ET.
Shop manager John answered.
He stated the customer paid the invoice Cash.

Writer called customer phone [redacted] 17:54 ET. Machine answered, number is not in service.
Note, yp.com has phone [redacted] customer, not [redacted] as in COIN.
COIN corrected.
Writer called customer [redacted] 09:13 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
** Advise customer of incomplete N62.
N62 Left Outer Tie Rod Assembly (Mopar)
****
Customer submitted request for reimbursement for N62 Left Outer Tie Rod Assembly (Mopar).
Recall applies to customer s vehicle: 8G[redacted]
In-service Date: 11/01/07
Replaced factory parts with Mopar: Warranty claim# 019688 on 10/30/09 at 33046 miles
Customer s proof of payment is: Dealer 26750 parts invoice, attached Mastercard sales slip Appr Code: 093225. IRF Grissoms Autobody invoice confirmed line 38.
Date of repair: 11/25/13
Mileage: (last known) 66469
Invoice#: 81526 and Slinkard 12/25/2013.
Labor: $200.00
Parts: $372.00
Towing: $100.00
Tax: $35.34
Total: $707.34
Customer [redacted] returned call.
Confirmed COIN.
Writer advised reimbursement in process.
Writer advised N62 still incomplete, customer stated he goes by CDJ dealer every day, he will stop in.
Writer is submitting check for approval in the amount of: $707.34.
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	8G[redacted]	***Open Date***	01/31/2014	***Built Date***	02/20/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/18/2009	***Mileage***	104,120	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	NOEL MO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N49
Name of person writing in[redacted]
Does customer have an e-mail address: b[redacted]
Concern: Customer is seeking reimbursement for the N62 recall, invoice total $487.15
Reviewed previous files Yes, no concerns
Reassigned to 86Y
RECALL LEFT TIE ROD END N49
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: dealer parts cash receipt
Date of Repair: 8/15/13
Invoice #: 25113
Labor $0
Parts $453.26
Misc. Charges $0
Tax $33.89
Total $487.15
Writer is submitting check for approval in the amount of $487.15.
****

Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D8	6G2[redacted]	***Open Date***	01/31/2014	***Built Date***	03/06/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	04/03/2006	***Mileage***	111,831	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60043	PORTAGE MOTORS INC			
Dealer Address	10724 SOUTH STREET				
Dealer City	GARRETTSVILLE	***Dealer State***	OH	***Dealer Zip***	44231

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	WARREN OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement

POSTMARK DATE: 011414; DATE RECEIVED: 012114
Agent unable to locate customer information using 411.com and whitepages.com
-
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking reimbursement for the N62 recall, invoice total $100.99
Reviewed previous files Yes, no concerns
Reassigned to 86Y
-
1/31/14
[redacted]
Warren, OH [redacted]
Reference [redacted]
Dear Mr. [redacted]
Thank you for your recent letter regarding your 2006 DODGE RAM 1500. I am unable to contact you by phone because there is no contact number on file. Please contact us at 1-800-992-1997, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number 3D7KS19D86G[redacted] available when you call.
Sincerely,
Tina
Chrysler Customer Care
****
Disregard lines 15 - 28
****
January 31, 2014
[redacted]
Warren, OH [redacted]
[redacted]

Dear Mr. [redacted]
Thank you for your recent letter regarding your 2006 DODGE RAM 1500. I am unable to contact you by phone as there is no contact number on file. Please contact us at 1-800-992-1997 to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number, 6G[redacted] available when you call.
Sincerely,
Tina
Customer Assistance Representative
letter sent 2/17/14.
Tina, please call customer back [redacted]
Writer informed customer we will look into this matter. writer informed customer he will receive l phone call back.
Customer calling due to being extremely upset due to expecting Tina to call, agent advised the customer that the agent can update the file and that the letter the customer received is advising the customer that we had no way to contact the customer, Tina please contact the customer he is very adamant about speaking with you.
Customer called looking for the reason why he hasn t heard back from Tina.
Agent advised that it looks as though it was because some of the information he received might not have been readable.
Customer was very upset stating that the tie rod broke before Thanksgiving and he states they were almost killed.
Customer wants reimbursement.
Agent went throught the requirements for the reimbursement but customer got very frustrated stating that he has called several times looking to speak with Tina and hasn t been able too.
Customer ended the call frustrated stating he will get his reward in heaven.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL7	AG[redacted]	***Open Date***	01/31/2014	***Built Date***	06/07/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/22/2010	***Mileage***	95,574	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	VELMA OK[redacted]5	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Other - Front	replaced the tie rods
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced upper and lower ball joints
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes[redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N49 recall
Customer sent in a repair invoice with no proof of payment.
Invoice - 45 - 2/27/13 - 95574 Miles - upper and lower ball joints, tie rods, steering stabilizer and alignment
******
Writer located the N49 recall is attached to this vehicle
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
******
Writer will call the IRF for a labor break down as the invoice shows labor for both ball joints and tie rods together.
Writer will call -[redacted]
Writer advised the reason for the call is to find out what the labor would be to just replace the tie rods on the vehicle as there is a recall for the tie rod.
Writer spoke with the owner Jason asking for the labor for the tie rods. Jason stated the labor would be 30 hours the total would be $221.01 and the repair has been paid. Writer thanked Jason for his time.
******
Labor - $221.01, Part - 359.00, Alignment - $65.00, Tax - $29.62 9 part),
******
Writer will contact the customer.
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I have received a repair invoice for the 2010 Dodge Ram and would like to speak with you regarding the repair. My contact information 855-675-9291, extension

4718492 please refer to file number [redacted]
Thank you and have a great day!
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] from Debbie of Chrysler I have received a repair invoice for the 2010 Dodge Ram and would like to speak with you regarding the repair. My contact information 855-675-9291, extension 4718492 please refer to file number [redacted].
Thank you and have a great day!
End of Status Update
******
Writer received a voice message from the customer dated February 10, 2014 @ 3:12 pm leaving [redacted] as the contact number.
******
Writer will call - [redacted]
Writer left a message this is a return call for [redacted] from Debbie of Chrysler reimbursement. Writer supplied 855-675-9291, extension 4718492 and cair number 2[redacted]
******
****
RECALL Left Outer Tie Rod - N49
****
Customer submitted request for reimbursement for recall N49 Left Outer Tie Rod.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Verified by the facility
Date of Repair:2/27/13
Invoice #: 53431
Labor $221.01
Parts $359.00
Misc. Charges $65.00 (alignment)
Tax $29.62 (8.25%) part
Total $674.63
Writer is submitting total reimbursement in the amount of $674.63
******
Writer will submit the check for approval once the customer has been informed.
Writer will call - [redacted].
Writer left a message this is a return call for [redacted] from Debbie of Chrysler reimbursement. Writer supplied 855-675-9291, extension 4718492 and cair number 2[redacted].
******
Writer will call [redacted]
Writer left a message this is a return call for [redacted] from Debbie of Chrysler reimbursement. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Status update provided via email to the following email address:
[redacted]m
Hello
This message is for [redacted] from Debbie of Chrysler I have left two messages, you have not returned my call. I have made a decision for the requested reimbursement and would like to speak with you.
My contact information 855-675-9291, extension 4718492 please refer to file number [redacted]
Thank you and have a great day!
End of Status Update
******
Writer has attempted to contact the customer to advise the amount being sent for approval, writer will not submit the check as the customer has not responded.
Writer will reassign to the TL for the addition of a survey by pass the customer has not returned a call or responded to email.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G2[redacted]	***Open Date***	01/31/2014	***Built Date***	03/04/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/03/2008	***Mileage***	311,619	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60159	PATTERSON CHRYSLER DODGE			
Dealer Address	1611 US HIGHWAY 259 N				
Dealer City	KILGORE	***Dealer State***	TX	***Dealer Zip***	75662

Owner	INCORPORATED, EMKAY	***Contact Type***	LETTER
Address	805 W THORNDALE AVE	***Home Phone***	
	ITASCA IL 60007	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 011414; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: Emkay Inc.
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 6023500/1 = $719.20
Customer requests that check be made payable to:
EMKAY Inc.
805 W Thorndale Ave
Itasca, IL 60007
Attention: Maintenance Dept
Contact information is: Dale Jewell, Manager of US Maintenance Operations, 630-775-6223, djewell@emkay.com
Status update provided via email to the following email address: djewell@emkay.com
I have reviewed your submitted documents regarding repairs made to your 2008 Ram 2500 and noted that proof of payment was not provided for the repair invoice. Proof of payment is necessary in order to process your reimbursement request.
I have sent a document link in a separate email or you may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
Should you have any questions you may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
djewell@emkay.com on 2014-02-10 @ 10:50
Writer contacted dealer at 903-981-9100. Writer left message for service cashier. Writer provided contact information, RO#, VIN, customer name, &

CAIR#. Writer asked for call back verifying payment.
Writer contacted customer Dale Jewell at [redacted] Customer will have his Accounts Payable Department send proof of payment but stated it will be for more than the $719.28 repair cost.
Writer checked and documents have not been attached.
Writer checked and documents have not been attached.
***
Writer checked and proof of payment has not been attached.
Writer will attempt to contact dealer to verify payment.
Writer contacted dealer at 903-981-9100. Writer left message with contact information for [redacted] Writer requested payment verification for RO#6023500/1. Writer provided VIN, customer name & CAIR#.
Writer contacted dealer at 903-981-9100. Writer spoke with SA Tammy who stated invoice amount for tax is $33.00 & total invoice was $719.28. SA states RO #6023500 was paid by a fleet so there is a discount and the total amount showing on the invoice is not what they actually paid. SA states writer will need to speak with Kerri Smith, Warranty Administrator who was not available.
Writer contacted dealer at 903-981-9100. Writer left message with contact information for Warranty Administrator, Kerri Smith. Writer provided RO#, CAIR#, customer name & reason for call.
Received call from Kerri Smith, Warranty Administrator.
WA provided the following information for RO#6023500:
Claim total was $719.28
Amount paid $650.65
Discount $68.63
Claim has been paid in full.
Voicemail received on 3/5/14 at 11:29 am.
Writer contacted customer [redacted]. Writer was informed customer was not available. Writer was advised that his email is connected to his cell phone and email is the best way to reach him.
Status update provided via email to the following email address:
[redacted]
This email is sent in regards to your request for reimbursement of the cost of a tie rod repair made to a 2008 Ram 2500, VIN 3D7KS28A38G[redacted]
When I last spoke with you I informed you that proof of payment is required.
I have been informed by the dealer that the total amount on the repair invoice is not the amount paid, due to a fleet discount that you received. In order to process the reimbursement I do need an account statement showing the amount paid to the dealership for the repair as well as proof of payment. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Begin Customer Message reviewed:
Chrysler Update Case#[redacted]
I have all the documents, but i cannot attach them in here, and the email will not go through.
Please let me know where to send the documents
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-07 @ 09:24
Status update provided via email to the following email address:
[redacted]
I have sent you a document link in a separate email or you may fax the documents to 877-768-5076. Please be sure to include your Case [redacted] when faxing documents.
End of Status Update
Writer checked and documents have not been attached.
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	01/31/2014	***Built Date***	09/08/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	11/17/2010	***Mileage***	101,594	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	***Dealer State***	NJ	***Dealer Zip***	07461

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	BRANCHVILLE NJ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement

POSTMARK DATE: 011114; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice not clear on total.
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject:
The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required. Please note initial letters to customers did not reference the inspection, which first must be performed, to determine if recall is applicable to the vehicle. See revised Service Instructions below.
L16 LEFT TIE ROD END SAFETY 09/30/2011 08/30/2013 COMPLETE
Writer reviewed documents submitted by customer. Writer will contact dealership and ask if repair dated August 26, 2013 would be related to L16 Recall.
Dealership phone #973-875-3188, Service Advisor Michael
Writer contacted dealership at phone #973-875-3188. Writer spoke to Service Manager Jim. Jim feels the repair is related to the N62 Recall. Jim feels we should also reimburse for the wheel as it was damaged due to steering linkage failing. Jim stated customer is very loyal to Chrysler and warrants reimbursement.
Writer contacted dealership at phone#973-875-3188. Writer spoke to Service Manager Jim who advised writer that customer had vehicle towed to dealership on Aug. 26, 2013 and vehcile was ready for pick up on Aug. 31, 2013. Writer stated customer is seeking 19 days rental. Jim stated they did not have vehicle that long. Jim stated done with vehicle on August

31, 2013.
****
Business Case for Goodwill
****
Customer has submitted request for goodwill, for vehicle rental related to repairs to the Steering Linkage, Recall N49, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is:
Date of Repair: August 26, 2013
Invoice #: 501122
In-Service Date: 11/17/2010
Original Owner: Yes
Mileage: 101,587
Loyalty: Yes, per lines 30 - 31
Multiple Repairs: No
Authorized Chrysler Dealership: Yes, Franklin Sussex
Dealer Opinion: Loyal customer and warrants reimbursement
Service Contract/Warranty: No
Out-of-Pocket: Yes,
Labor $0.00
Parts $ 0.00
Misc. $125.00 (25.00 per day for non-Chrysler product)
Tax $ 8.75
Writer is submitting check for approval in the amount of $ 133.75
****
Business Case for Goodwill
****
Customer has submitted request for goodwill, for towing charges due to Recall N49, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: Not provided
Date of Repair: Aug., 2013
Invoice #: 7358
In-Service Date: 11/17/2010
Original Owner: Yes
Mileage: 101,587
Loyalty: Yes, per lines 30 - 31
Multiple Repairs: No
Authorized Chrysler Dealership: Yes, Franklin Sussex
Dealer Opinion: Reimbursement Warranted, re lines 29 - 31
Service Contract/Warranty: No
Out-of-Pocket: Yes
Labor $0.00
Parts $0.00
Misc. $175.00
Tax $0.00
Writer is submitting check for approval in the amount of $175.00.
Writer reviewed receipt submitted by customer. There is no customer name, date, type of vehicle written on invoice. Unless customer can provide another receipt, no reimbursement would take place.
****
Business Case for Goodwill
****
Customer has submitted request for goodwill, for alignment due to repair to steering linkage, thus resulting in having to pay out of pocket.
Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: American Express Receip, Approval [redacted]
Date of Repair: Aug. 30, 2013
Invoice #: 320940
In-Service Date: 11/17/2010
Original Owner: Yes
Mileage: 101,587
Loyalty: Yes, re lines 30 - 31
Multiple Repairs: No
Authorized Chrysler Dealership: Yes, Franklin Sussex
Dealer Opinion: Yes, re lines 29 - 31
Service Contract/Warranty: No
Out-of-Pocket: Yes

Labor $0.00
Parts $0.00
Misc. $79.95
Tax $ 5.59
Writer is submitting check for approval in the amount of $85.54
Build Date: September 8, 2010
****
RECALL - Template
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD
.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: American Express, Approval #0[redacted]
Date of Repair: Aug. 30, 2013
Invoice #: 320940
Labor $238.00
Parts $378.75
Misc. Charges $0.00
Tax $26.51
Total $643.26
Writer is submitting check for approval in the amount of $643.26.
****
Business Case for Goodwill
****
Customer has submitted request for goodwill, for repair to wheel and tire pressure sensor thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: American Express. Approval #[redacted]
Date of Repair: August 30, 2013
Invoice #: 320940
In-Service Date: 11/17/2010
Original Owner: Yes
Mileage: 101587
Loyalty: Yes, re lines 30 - 31
Multiple Repairs: No
Authorized Chrysler Dealership: Yes, Franklin Sussex
Dealer Opinion:
Service Contract/Warranty:
Out-of-Pocket: Yes, re lines 29 - 31
Labor $0.00 (included in Recall N49 reimbursement re lines 114 - 127)
Parts $550.95
Misc. $0.00
Tax $38.56
Writer is submitting check for approval in the amount of $589.51.
Total reimbursment in the amoung of $1627.06 upon all documentation being submitted.
Writer needs to contact customer at phone [redacted] or phone #[redacted] found on repair invoice.
Customer needs to submit an invoice from towing company and proof of payment from Enterprise Car Rental.
Writer contacted customer at phone [redacted] Writer left message for return call at phone #800-247-9753.
Writer contacted customer at phone #[redacted] Not in service.
Writer contacted customer at phone #[redacted]. Business phone #.
Writer did not leave message.
Customer returning CM s call stating he could not understand the message. Agent provided CAIR# and contact information of 1-800-247-9753 and CM name for future contact. Agent advised customer of lines 155-156.
Customer states he provided all that information already. Agent advised customer this call has been documented.
Customer contacting requesting CM again. Agent attempted to transfer to 4718221. Agent advised customer still not available. Agent advised customer that a request will be sent for a return call at [redacted]
Customer advised that the documentation he sent is all that he has.
Customer states that the second page of the Enterprise contract is a carbon copy of the vehicle return undamaged sheet. Agent advised customer to give his CM one business day for return call. Agent verified all documentation in imaging. Customer requesting more information as to what documentation CM is requesting.
Geico $500.00, what is that?

Writer contacted customer at phone [redacted]. No answer. Writer left message for return call at 800-334-9200. Writer needs to speak to customer regarding documents he sent in.
Writer notes steering linkage replaced is upgrade.
Writer will contact dealership and speak to Service Manager Jim. Writer needs him to verify Upgrade steering linkage is related to recall N49.
Writer will contact dealership at phone #973-875-3188.
Writer contacted customer at phone #[redacted] No answer. Writer left message for return call.
NEXT AGENT: If customer calls back, please have him call back tomorrow morning before 9:30 AM at extension 4718221. Thank you.
Customer is contacting Chrysler seeking his Case manager BB940. Customer states this is the 4th contact update he has tried to make with [redacted] and is still unsuccessful. Agent advised the customer of lines 186-187 and assumed it would apply for Friday Morning as well. Customer is very upset that he has not received any phone calls or voice messages from BB940 and would just like to talk with her about this reimbursement request.
Home phone [redacted]
Writer contacted customer at phone [redacted] Writer spoke to customer and informed him what writer needs in regards to towing bill. Customer lost call.
Writer contacted customer back and customer provided phone [redacted]
Writer contacted customer at phone [redacted]. Writer spoke to customer and informed him that writer would need a bill from towing company showing date, customer name, address, type of vehicle, where vehicle was picked up and where it was towed to. Customer agreed to get that information to writer.
Writer will contact customer back and see why he has $520.00 for 2 tires on his list of expenses with no invoice attached.
Dealership phone #973-875-3188. Writer spoke to Service Advisor, Jim. Jim stated it was the customer who ordered the tires not because of the recall. Customer ordered them and paid for them because he wanted/needed them. Jim cannot understand why he would be in rental for 19 days because it would not take 19 days to get the tires.
Writer contacted customer at phone [redacted]. No answer. Writer left message for return call at phone #800-247-9753.
Customer informed writer yesterday when speaking to him that he was backing up his vehicle in his driveway when tie rods failed.
Customer called asking for the fax number to send in documentation.
Writer advised customer of 877-768-5076 and advised him to put case # 24525671 along with fax. Customer stated he will send in the documentation tonight.
Writer contacted customer at phone [redacted] spoke to customer and customer informed writer he will fax copy of tow bill. He has to go to Staples to do this as he does not have a fax machine.
Writer explained to customer that writer spoke to Jim and was informed he had no idea why customer would need rental for 19 days. As far as tires are concerned, it was customer who wanted new tires put on. Jim also stated it would not take 2 weeks for tires to come in.
Writer informed customer of the following reimbursement:
Towing: $175.00
Rental: $133.75
Tie Rods: $643.26
Wheel Rim: $589.51
Align: $ 85.54
Total: $1627.06
POSTMARK DATE: 022414; DATE RECEIVED: 022414
Writer reviewed document submitted by customer. Writer notes customer has filled in the missing information and has not asked the towing company for a proper invoice.
Writer contacted Home phone [redacted]. Writer spoke to customer and asked if he filled out towing receipt. He stated he went to towing company and the guy asked him to fill it out. Writer advised a call would be made to towing company.
Customer called CAC requesting to speak with BB940. Writer transferred Robert to BB940
Robert questioned agent that I really expected the towing company to remember that they towed his vehicle. Writer advised a call would be made to towing company to verify towing. Customer very angry that I

would not take his receipt that he had filled in. Writer advised customer there are policies in place and I need to verify the towing. Customer stated that if this is a problem and he does not get reimbursed, he will get his lawyer involved.
Writer will contact towing company at phone #Phone #973-875-4796.
Writer contacted Bill & Bob s Towing at phone #973-875-4796. Writer spoke to Bob Jr. and writer was advised they would have to research this request. Writer proved Bob Jr. with customer name, vehicle description, invoice number and date. Writer provided phone #800-334-9200 and ext 800-8302 for Bob Jr. to contact writer back.
Bob Storm from towing company called back and stated the following: Did not find invoice 7358 but did find carbon copy 7359 and it shows a Dodge vehicle was towed on the 26th and customer was charged $115.00 not $175.00.
Writer will make correction to lines 63 - 87. Reimbursement would be in the amount of $115.00.
Writer will make correction to line 228: Towing $115.00
Writer will contact dealership at phone #973-875-3188. Writer will speak to Service Manager Jim.
Writer needs to know if dealership paid for towing.
Writer contacted customer at Home phone #[redacted]. No answer.
Writer left message for return call at 800-247-9753.
NEXT AGENT: If customer calls back, please transfer to ext 800-8302.
Customer called back to speak with their CM but the CM was not available. Agent was able to find CM extension 800-8238. Customer is requesting a callback from the CM.
Customer called in requesting to speak with beverley at extention 4718221. Agent tried that extention twice but it was busy. Agent tried extention on case notes line 269 and got Greg. Greg went to find out if Berverley was in. Greg stated that he will update the file with her new extention because customer disconnected.
Briefly summarize why the customer is contacting Chrysler:
Customer states that he wanted to speak with BB940.
Briefly summarize what the customer is expecting:
Customer expects to speak with BB940.
Agent advised customer that agent was unable to speak with BB940. Customer stated that he wants to be contacted back at [redacted]
Customer called in stating he was seeking information as to when the reimbursement will be arriving. Agent contacted extension 4718221 and was not able to speak with CM. Agent also placed customer on hold to contact extension 800-8238 in order to get in touch with CM however customer disconnected the line while on hold.
Writer contacted customer at phone [redacted] Writer spoke to customer and informed him towing bill was being declined as writer had contacted towing company and was advised customer paid $115.00. Customer stated he gave the guy a tip, that is how it came to $175.00. Writer advised customer, writer would not reimburse a $60.00 tip. Writer advised customer that he will have to go back to towing company and get a bill stating he paid $115.00. Customer agreed to do so and fax it to writer tomorrow.
POSTMARK DATE: 030514; DATE RECEIVED: 030514
Writer revied document faxed in by customer. Document is a towing receipt from Bob & Bill s SErvice station showing vehicle had been towed. Writer contacted towing company and spoke to Bob Jr. who confirmed customer had been in yesterday to get copy of towing bill. Writer is satisfied with copy and will proceed with reimbursement request.
Disregard lines 68 - 87 (Goodwill for towing)
Customer s proof of payment is: Bob Jr. from towing company confirmed invoice paid
Date of Repair: Aug., 2013
Invoice #: 37768 (revised copy of towing bill)
In-Service Date: 11/17/2010
Original Owner: Yes
Mileage: 101,587
Loyalty: Yes, per lines 30 - 31
Multiple Repairs: No
Authorized Chrysler Dealership: Yes, Franklin Sussex
Dealer Opinion: Reimbursement Warranted, re lines 29 - 31
Service Contract/Warranty: No
Out-of-Pocket: Yes

Labor $0.00
Parts $0.00
Misc. $115.00 (Towing)
Tax $0.00
Writer is submitting check for approval in the amount of $115.00.
Writer is recommending the following reimbursement:
Towing: $115.00 (lines 304 - 321)
Rental: $133.75 (lines 39 - 61)
Tie Rods: $643.26 (114 - 127)
Wheel Rim: $589.51 (lines - 129 -150)
Align: $ 85.54 (lines 89 -112)
Total: $1567.06
Writer submitted check in the amount of $1567.06 to be reviewed for approval.
Customer seeking status update on reimbursement. Agent advised as per line 329 - 330
POSTMARK DATE: 032814; DATE RECEIVED: 032814
POSTMARK DATE: 040714; DATE RECEIVED: 040714
POSTMARK DATE: 042814; DATE RECEIVED: 042814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A3	8G[redacted]	***Open Date***	01/31/2014	***Built Date***	03/25/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/21/2008	***Mileage***	80,731	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44527	FRONTIER DODGE			
Dealer Address	5801 SPUR 327				
Dealer City	LUBBOCK	***Dealer State***	TX	***Dealer Zip***	79424

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LUBBOCK TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Corporate - Reimbursement - Default - Default - Default	N49 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod replaced

POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N49
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is seeking reimbursement for the N49 recall, invoice total $228.08
Reviewed previous files Yes, no concerns
Reassigned to 86Y
Please see related Cair # [redacted]
OUTBOUND CALL TO CUSTOMER: [redacted] Writer requested to speak with Justin Norman. Customer states that she is unable to hear writer. Writer will make another attempt to contact.
OUTBOUND CALL TO CUSTOMER: [redacted]7 Writer left voice mail message stating call is in regards to the 2008 Ram 2500 and the documentation submitted. Writer requesting proof of payment and to verify owner of vehicle. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
INBOUND CALL FROM CUSTOMER: Writer received voice mail message from [redacted] on 02/07/14 at 4:51 PM. Customer states she is return call for her husband Justin. Customer has provided phone number 8[redacted].
OUTBOUND CALL TO CUSTOMER: [redacted]9 Writer spoke with [redacted] who states that the vehicle is registered to her husband [redacted] Writer requested proof of payment. Customer states that she could not locate the invoice. Invoice submitted is one she got from the dealership. Customer states that they paid $100.00 deductible for the repair as they had an extended warranty that paid for the rest of the repair.
OUTBOUND CALL TO DEALERSHIP: 806-798-4500 Writer requested to speak with service cashier to verify proof of payment. Writer was transferred to voice mail. Writer left voice mail message stating that customer Justin Norman has submitted invoice #51127 for reimbursement for a tie rod repair. Writer needs to verify proof of payment and the amount paid as customer states that an extended warranty covered cost of repair with a

$100.00 deductible. Writer provided phone number 1-855-675-9291, ext 4718296 and CAIR number.
Writer received voice mail message on 02/10/14 at 1:24 PM from service cashier at Frontier. Cashier states that invoice was paid $128.08 warranty paid.
RECALL - N49 Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Paid (37-39)
Date of Repair: 09/27/13
Invoice #:51127
Labor $115.50
Parts $104.00
Misc. Charges $0.00
Tax $8.58
Total $228.28
Less Deductible -$128.08 (third party warranty)
Total $100.00
Writer is submitting check for approval in the amount of $100.00
Writer verified address on correspondence matches address in customer owner information network.
Check Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G2[redacted]	***Open Date***	01/31/2014	***Built Date***	02/16/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	08/02/2006	***Mileage***	86,797	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	ONTARIO CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	reimbursement request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broken

POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the
customer.
Writer reviewed documents submitted by customer. Customer is seeking reimbursement for repairs done at IRF.
2003 - 2013 Dodge Ram Steering Linkage Drag Link Kit OEM Mopar 52122362AH.
Customer had Mopar parts installed.
248394 02/17/2010 02/18/2010 CLAIM SERVICE CONTRACT 37111 PAID $409.24 Note: Includes adjusting toe, center steering wheel and replacing tie rods as necessary|Steering gear, Hydraulic
229143 11/14/2008 11/19/2008 CLAIM WARRANTY 16714 PAID $497.00 Note: Includes adjusting toe, center steering wheel and replacing tie rods as necessary|Steering gear, Hydraulic
Writer needs to contact customer to see where warranty work was completed on his vehicle.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer contacted phone [redacted], Browning Dodge. Writer spoke to

Denny who informed writer 2(two) repairs done under warranty in 2008 & 2010 were for the gear box. Neither repair is related to the H46 or N62 Recall. Steering linkage is a tie-rod.
NEXT AGENT: If customer calls back, please inform customer Recall N62 is for a previous Mopar service part that has been installed on his vehicle. Customer would have to provide another repair invoice showing a steering linkage (tie rod) has been replaced. Explain to customer it is not for a factory installed repair.
Reimbursement declined unless customer can provide more documents.
Writer contacted customer at phone No 19[redacted]. Writer spoke to Mary Wilson. Writer left phone #800-247-9753, File #[redacted] and requested customer to contact us back. Mary stated she will have Brian call us back.
NEXT AGENT: If customer calls back, please explain parameters of the N62 recall re lines 14 - 15. Also read lines 41 - 44. Advise customer reimbursement request has been denied at this time.
Agent advised customer of lines 14 - 15, lines 41 - 44 and lines 45 - 50.
Customer stated he would contact Browning Dodge and get a copy of the receipt for reimbursement.
Writer will close until customer submits documents showing another repair.
****
Customer calling to confirm fax # and her updated contact information.
Agent provided fax # 877-768-5076 as per Answer ID: 18891. Agent updated phone number and email address for customer.
Agent advised to provide case # on all documentation.
POSTMARK DATE: 021914; DATE RECEIVED: 021914
Writer reviewd all documents submitted by customer.
Writer will contact dealership at phone #951-272-3110. Writer needs to speak with Denny to see if Steering Linkage upgrade would be included in recall N62. Writer will ask Denny to retrieve Invoice #235582, dated April 28, 2009 where it states steering linkage replaced.
Writer also needs to inform customer he needs to take vehicle to dealership to have steering linkage upgrade that was installed at IRF to have inspected before reimbursement could be considered.
Dealership phone #951-272-3110.
Writer contacted dealership at phone #951-272-3110. Writer spoke to Henry and left message for Denny to return call at phone #800-334-9200, ext 800-8302.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Part #52122362AH Mopar Dodge Ram Steering Upgrade used by IRF for June 14, 2013 repair.
Writer contacted IRF at phone #909-445-8220. Writer spoke to Gasper who provided writer with the following information:
Cost of Mopar Upgrade steering linkage : $350.00
Labor & Alignment: $350.00
After reviewed all documents, writer determines that customer is eligible for reimbursement.
RECALL - N62 LEFT OUTER TIE ROD ASSEMBLY
****
Customer submitted request for reimbursement for Recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: Yes, 3D7KS29C1 6G[redacted]
Customer s proof of payment is: Visa Slip, Approval #212291 & #480721
Date of Repair: June 14, 2013
Invoice #: 2601
Labor $350.00
Parts $350.00
Misc. Charges $0.00
Tax $0.00
Total $700.00
Writer is submitting check for approval in the amount of $700.00.
Writer recommends reimbursement in the amount of $700.00 for repairs under Recall N62. Writer has reviewed parameters for reimbursement qualifications. Customer had Mopar Steering Linkage replaced under warranty on April 28, 2009 at Chrysler dealership called Frahm Dodge, Invoice #235582.
Writer called dealership at phone #951-272-3110. Writer spoke to Ozzie in Parts Department who advised writer that part #52122362AH is the whole steering linkage kit, not just tie rods and not sure if it would be

included in Recall N62. Writer asked to be transferred to Service Department to speak to Denny. Receptionist advised they are busy and took contact information down for Denny to contact writer back.
Receptionist name is [redacted]
Denny, Service Advisor, called back. Denny would not confirm if it would be related to recall. He advised writer to have customer bring in the vehicle to have inspection done before he would advise. He advised writer he is no longer Service Advisor and writer should be speaking to Jeff Richards, Service
Manager. Writer thanked Denny for information.
****** Below Customer Contacted for Documentation Request ******
[redacted]
NEXT AGENT: If customer calls back, please inform them that their vehicle needs to be taken to Chrysler dealership to have N62 Recall parts inspected before a decision would be made for reimbursement. Ask customer to contact us back when inspection has taken place. He can work with any one in the Service Department. Ask dealership to provide him with an inspection report.
Writer contacted customer at Phone No [redacted]. Writer spoke to Brian who informed writer dealership has changed hands and they cannot find all his service records. Customer had submitted all repair invoices for tie rod repairs.
Writer is recommending reimbursement in the amount of $700.00 for N62 Recall. Customer has submitted all documents to back up request.
Check request has been submitted for approval in the amount of $700.00.
Writer will close.
RECEIVED CHECK FROM CHECKWRITER - MAILING TO CUSTOMER.
POSTMARK DATE: 042514; DATE RECEIVED: 042514
POSTMARK DATE: 032414; DATE RECEIVED: 032414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L1	9G[redacted]	***Open Date***	01/31/2014	***Built Date***	10/16/2008	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/28/2009	***Mileage***	56,549	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	EAST WENATCHEE WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall

POSTMARK DATE: 011314; DATE RECEIVED: 012114
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N49
Name of person writing [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files: Yes, no concern
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject:
The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required. Please note initial letters to customers did not reference the inspection, which first must be performed, to determine if recall is applicable to the vehicle. See revised Service Instructions below
Build Date: October 16, 2008
Writer will contact IRF at phone #509-888-9267. Writer needs to know if repair was left side or right side.
Writer contacted the dealership at phone #509-888-9267. Writer spoke to June, Office Manager, who advised writer repair was for left side and right side. Also stated they were aftermarket parts on vehicle.
June stated right outer tie rod end is $199.95 and inner tie rod end is left side.
RECALL - N49 LEFT TIE ROD
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: Yes, 9G[redacted]
Customer s proof of payment is: Debit Slip, Approval #016411
Date of Repair: Jan. 9, 2014

Invoice #:2396
Labor $40.00
Parts $99.95
Misc. Charges $52.95 (alignment)
Tax $16.20
Total $209.10
Writer is submitting check for approval in the amount of $ 209.10
Writer contacted customer at phone [redacted] Writer questioned the dealership not having any parts. Customer stated they told him it would be 2(two) weeks before they had parts. Writer advised customer reimbursement has been recommended in the amount of $209.10. Customer was satisfied with amount. Writer verified what address he would like check sent to and customer stated EAST WENATCHEE , WA as he has someone picking up his mail.
Check has been approved.
No further action required.
Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	6J[redacted]	***Open Date***	01/31/2014	***Built Date***	10/13/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/10/2005	***Mileage***	112,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] [redacted]	***Home Phone***	
	IOWA LA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer had lft tie rods replaced yesterday - unaware of recall n62
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer states that he has had to replace the Ball Joints several times
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that he needed to have the Tie Rod Ends replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Owner had left tie rods replaced - unaware of recall
Recall - F05: ANTILOCK BRAKE SYSTEM MODULE - Advise Owner/Incomplete Recall	Owner not aware of open recall
Recall - F19: ROLL OVER VALVE HOSE - Advise Owner/Incomplete Recall	Owner not aware of open recall
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Owner not aware of open recall

Briefly summarize why the customer is contacting Chrysler:
Customer states he had left tie rods replaced 1/30/14 and was unaware of recall instructions and mailing add and is requesting reimbursement.
Briefly summarize what the customer is expecting:
Agent informed customer of 3 other open recalls and told him that he can vehicle to any CJDR dealer to have recall F05, F19, H46 completed free of charge.
Regarding recall N62, agent informed customer that dealers are under a parts ordering restriction for this recall due to the limited availability of parts. Chrysler is asking customers to have their vehicle inspected by dealers. Agent informed customer that dealers are required to put them on a parts list, contacting them when their parts become available. For recall n62, purpose of inspection are to determine if vehicle has a MOPAR replacement steering linkage because that is the defective part that needs to be replaced. Agent informed customer that if vehicle has original steering linkage installed by manufacturer, no further action will be required.
Agent gave customer instructions and mailing address/necessary that he needs to apply for recall-related reimbursement.
Agent informed customer that when documents are received, it will take up to 60 days to process.
Reassigned to 86Y
CUSTOMER CONTACT: [redacted]. Spoke with Customer.
Customer states that they took the vehicle to the DLR but the DLR was too Busy to have the recall completed.
Agent advised that the Recall applies to the Mopar Steering Linkage and that if the vehicle had the Factory Steering Linkage replaced with the

MOPAR Steering Kit then the vehicle would not qualify for reimbursement.
Customer Understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G[redacted]	***Open Date***	01/31/2014	***Built Date***	08/17/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/13/2006	***Mileage***	41,112	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOPEWELL JCT NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 011414; DATE RECEIVED: 012214
Customer seeking reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY
Reassigned 86Y
Customer sent in 1 invoice showing that he had the left tie rod end
replaced.
No other invoice showing that the linkage was replaced.
N62 was completed and inspectio only- Indicating the customer did not
have a Mopar replacement steering linkage.
CUSTOMER CONTACT [redacted]: Agent called the customer and explained
that the recall on his vehicle is for MOPAR replacement parts for the
steering linkage causing the tie rods to fail. Customer did not
understand because he already replaced the parts. Agent stated that the
recall is on the replacement parts. Agent stated that if he had the
defective parts on his vehicle the recall would of been completed.
Customer did not find that this was fair but understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26TX	9G555889	***Open Date***	01/31/2014	***Built Date***	08/06/2009	
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	09/02/2009	***Mileage***	27,361	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	57317	BODWELL CHRYSLER-DODGE INC			
Dealer Address	169 PLEASANT STREET				
Dealer City	BRUNSWICK	***Dealer State***	ME	***Dealer Zip***	04011

Owner	CENTRAL FLEET MNGMT, STATE OF MAINE	***Contact Type***	LETTER
Address	106 STATE HOUSE STATION	***Home Phone***	
	AUGUSTA ME 04333-0106	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer is seeking Reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for N49 recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Left Outer Tie Rod End needed to be replaced

POSTMARK DATE: 011514; DATE RECEIVED: 012214
Customer seeking reimbursement for N49 recall.
Reassigned to 86Y.
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes (N49)
Name of person writing in: State of Maine Central Fleet
Does customer have an e-mail address: Not on File
Concern: Seeking Reimbursement for N49 Recall.
Reviewed previous files: No similar concerns.
Correction Line 6
Name of person writing in: MaryEllen McPherson
DLR CONTACT 57317Ù: 207-729-3375. Spoke with Joe (SA). SA advised that the Cost of the Alignment was $69.95 and that the Labor Cost for installing the Tie Rod End was $44.50. Invoice shows that the Tie Rod End (Part) was $99.79. SA advised that there would have been no Taxes.
Total amount that is reimbursable $214.24.
Agent Spoke with [redacted] Reception) and was advised that the Invoice has been Paid in Full.
CUSTOMER CONTACT: Spoke with MaryEllen McPherson.
Agent advised that the Amount of reimbursement would be for the Tie Rod and Alignment and totaled $214.24 - Customer understood.
RECALL N49 - LEFT TIE ROD END
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD END.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Confirmed with DLR (Lines 17-18)
Date of Repair: 10/25/13
Invoice #: 285495
Labor $114.45
Parts $99..79
Misc. Charges $Nil

Tax $Nil
Total $214.24
Writer is submitting check for approval in the amount of $214.24
Reassigned to 86J as Change made to Name on Payee line to fit.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	01/31/2014	***Built Date***	09/14/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/31/2004	***Mileage***	178,253	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	EAST JORDAN MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer stated he just had his whole front end re done at an IRF
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer stated he just had his whole front end re-done at an IRF. The customer stated he was told the work he just had done was a recall on his vehicle. Customer seeking to get reimbursement. Agent informed the customer he would need to send in his receipts. Agent informed the customer the Fax number. Customer stated he will be sending in the information right away.
Briefly summarize what the customer is expecting: Customer expecting to get reimbursed for a recall issue.
[redacted]: Agent attempted to call the customer, No answer. Agent left message stating that she has not yet received the documents in their reimbursement request. If the documents have not yet been sent in to please send them in by fax to: 877-768-5076 or mail: PO BOX 21- 8004 Auburn hills MI 48321. Agent stated if the documents do not arrive in the next 2 days the case will be temporarily be closed until the documents arrive. Once the documents do arrive the case will be re-opened and the reimbursement request will continue. Agent stated that this is a MOPAR recall so they will need to ensure they send in multiple invoices showing the linkage was replaced prior to the tie rods.
Reassign to JK671- No documents.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
POSTMARK DATE: 021714; DATE RECEIVED: 021714
Documents Reviewed
Customer had Steering upgrade kit installed in Aug 2010 With mopar parts. Which includes tie rod ends and steering linkage.
Second invoice
Al s Garage
2014
ES3624 Tie rod- Inner Moog- Non refundable.
ES3625 Tie Rod- Front drive outer end.
DS1463 Tie Rod- Front Passenger Side outer end.
No labor break down.
Customer entitled to second repair reimbursement for the outer ends and labor.
Customer is entitled to:
ES3625 Tie Rod- Front drive outer end-- 25.00
DS1463 Tie Rod- Front Passenger Side outer end--105.00
ES3426 Sleeve- $48.00
Sleeve- $35.00

total parts: $213.00
Agent will need a labor break down.
No Tax.
IRF CONTACT AL s GARAGE 231-536-7404: Agent called the IRF and spoke to Albert Legato the owner. Agent explained that she needs to know what the labor would of been just for the Outer tie rod ends and the adjustment sleeves for the customer. Albert stated that he would of charged $100.00 for that. Agent thanked for his time.
Agent needing proof of payment.
CUSTOMER CONTACT [redacted]: Agent called the customer, the line was picked up and dropped.
CUSTOMER CONTACT [redacted] Agent called the customer, no answer left message wishing to send in proof of payment either a copy of check or bank statement. agent stated she could sent it through email or fax.
Agent provided fax number and agent direct number to call back.
POSTMARK DATE: 022414; DATE RECEIVED: 022414
Customer sent in a copy of check front and back for al s Garage.
The amount of the check is for $800.00 $2.00 more then the invoice. Agent confirmed the place of business as well as the date on the check match the date on the invoice. As well the invoice states paid by check number 4039 which matches the check number.
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: copy of check front and back.
Date of Repair: 01/31/14
Invoice #:5931
Labor $100.00
Parts $ 213.00
Misc. Charges $0.00
Tax $0.00
Total $ 313.00
Writer is submitting check for approval in the amount of $313.00
CUSTOMER CONTACT[redacted]: Agent called and left message stating that she would like a call back to discuss the reimbursement check. Agent provided direct number to reach her back on at 855-675-9291 ext 4718558.
CUSTOMER UPDATE: Customer wife had called and stated that her husband is working late and wanted to know if there was something that she could discuss. Agent stated that this recall is on the Mopar replacement parts. Agent stated she is able to do the left and right outer tie rod ends and the sleeves as well as $100.00 labor as per the owner at the IRF. Agent stated the total would be $313.00. Customer asked to clarify that getting reimbursed only for the second repair. Agent stated that is correct as the parts that were put on in the first repar are the ones we are recalling. Customer understood and thanked agent. Customer confirmed the mailing address.
****
CHECK APPROVED
****
POSTMARK DATE: 032114; DATE RECEIVED: 032114
POSTMARK DATE: 032814; DATE RECEIVED: 032814
POSTMARK DATE: 042814; DATE RECEIVED: 042814
POSTMARK DATE: 042114; DATE RECEIVED: 042114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	01/31/2014	***Built Date***	04/12/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/27/2011	***Mileage***	13,780	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41080	CARL BURGER'S DODGE WORLD			
Dealer Address	HWY 8 AT JACKSON DR				
Dealer City	LA MESA	***Dealer State***	CA	***Dealer Zip***	91942

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	([redacted]4
	ALPINE CA[redacted]	***Country***	UNITED STATES

Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	L38 Recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	N49 Recall
Corporate - Survey By-Pass - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recalls
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
I first tried to get my recalls taken care of at Jack Powell Chy, but they
just gave me lip service. So I contacted Carl Burger who is closer to home,
and am being told I m number 18 of a list of 90 to get my recalls taken
care of. They stated that the factory/corporation is only issuing 1 recall
part per week, per dealership. Is that true? Furthermore the latest recall
has to do with replacing my tierod that could break at any time causing
loss of steering control by your own posting. I have had this truck 2.5
years now and for whatever reason have not even been able to get the wiper
bottle replaced under recall. There seems to be a major disconnect between
your corporation , servicing agents and customer service. Please respond.
VIN: BG[redacted]
Mileage: 13780
Servicing Dealer: Carl Burger
Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]
Address 1: [redacted]
Address 2:
City: Alpine
State: CA
Zip: [redacted]
Email: [redacted]

Home Phone: [redacted]
***** END OF CUSTOMER EMAIL ******
Dear[redacted]
Thank you for contacting the Ram Customer Assistance Center regarding your 2011 Dodge Ram SLT 4X4 2500 Crew Cab Pickup.
We regret the fact that you have encountered issues with your vehicle. Chrysler Group is committed to an improved focus on customer satisfaction and this email acknowledges the fact that we have received your concerns and we thank you for taking the time to bring this to our attention
We take all complaints seriously and we will be escalating your concern to a more appropriate area for their review and response since you are still encountering an issue with the wiper bottle of your vehicle.
We understand that you are aware of the following incomplete recalls on your vehicle, but it is still our obligation to still inform you about them:
Recall: L38
Description: WINDSHIELD WASHER FLUID RESERVOIR
Type: WARRANTY
Date Issued: 02/01/2012
Recall: N49
Description: LEFT TIE ROD
Type: SAFETY
Date Issued: 12/20/2013
We would like to advise you that Chrysler Group LLC intends to repair your vehicle free of charge (parts and labor). The parts that are required to provide a permanent remedy for this recall campaign N49 are available however due to an unprecedented demand there is a wait list for the parts and we can advise you that we are currently making all reasonable efforts to obtain the parts as quickly as possible.
At this time the best thing we can recommend is to contact your local authorized dealership and ask to be put on a wait list for the parts so then they are able to contact you as soon as they become available.
If we can be of any assistance in the near future, please do not hesitate to email or contact our Customer Care Center by telephone at 1-866-RAM-INFO (866-726-4636)
Thanks again for your email.
Sincerely,
Alex
Customer Service Representative
Ram Customer Assistance Center
***** END OF CAC EMAIL *****
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 41080
Reassigned to 88F
Again, is it true that only 1 part is issued to each dealer per week by the
factory? If that s true then I can expect to get my part 18 weeks from now.
I could believe that if it was the government, but Chrysler??????
Maybe another bailout is needed. So sad
Respectfully Jack Stotts
***** END OF CUSTOMER EMAIL *****
Dear Jack:
Thank you for contacting the Ram Customer Assistance Center regarding your 2011 Ram SLT 4X4 2500 Crew Cab Pickup
We would like to advise you that we have updated our corporate records in order to reflect the latest information provided in your most recent email.
We would like to once again advise you that your concerns have been escalated to a more appropriate area for their review and response.
Unfortunately we do not have a case manager assigned to your case as of yet as it was just escalated on Friday January 31 2014. It does take 1 2 business days for them to review the file and have it assigned to a specific case manager. Once it has been assigned and your information has been reviewed they will contact you to discuss your concerns further and at that time they will also provide their contact information to you.

Any future communication related to this issue will be retained in corporate records.
If at some future date, we can be of assistance to you in some other area, please let us know.
Thanks again for your email.
Sincerely,
Alex
Customer Service Representative
Ram Customer Assistance Center
***** END OF CAC EMAIL ******
* * * * * CASE MANAGER TEAM - District O* * * * * *
- How far out of warranty: In warranty
- How many vehicles owned: 2 new
- Active or expired MVP s: none
Status update provided via email to the following email address:
[redacted]
Hello,
My name is Mae with Dodge Customer Care. I am your Case Manager.
Here is some information that will be useful for you to have:
Your case number is [redacted]
My contact information: 800-763-8422 EXT 66351
My hours in the office: 9:30 AM 6:00 PM MST.
I will be reviewing your case and contact you by the end of business today.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message. Follow up 2/4
Writer contacted the dealership and spoke with the SM Chris who advised Writer that he does not show any records of the vehicle being at the dealership. Writer will follow up with the Customer.
Writer contacted the Customer s residents and has been advised by Second party that the Customer is not available. Writer will make another attempt at a later time.
Writer contacted the Customer who advised Writer that he is waiting for the recall parts to be available. Customer states that he may not received his part for 18 weeks. Writer advised Customer there will be further research completed to see if the part can be expedited. Writer will follow up with the Customer by 2/10/14.
Status update provided via email to the following email address:
[redacted]
Hello my name is Ashton
and I have been assigned as your case manager.
Here is some information that will be helpful for you to have.
Your case number is [redacted]
Chrysler case management telephone number 1-800-763-8422
My extension is 66292
My work hours are 6:00 AM-6:00 PM EST
I will contact you within one business day by telephone to review your case
Thank you
End of Status Update
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON:INVOICED-PDC
PART NUMBER:CBUEN491AA
PART DESCRIPTION:PACKAGE
ORDER NUMBER:FERM
CUSTOMER IN RENTAL (Y OR N):NA
WHO AUTHORIZED RENTAL:NA
HOW MANY DAYS IN RENTAL:NA
ASSIGN TO:KB851
**********END OF TRIAGE**********
Begin Customer Message reviewed:
Thanks for the call .sorry I missed it. I m sure you were going to tell me that I m on a list and to be patient. I will be patient for a while although I still find it hard to believe that 1 recall part, per dealer, per week is a solution most would agree with. Hope the steering link doesn t break on any of the 200k+ trucks running around the country. Being a lifelong (39 years)Aircraft maintenance person with extensive repair experience, I have a hard time accepting Chryslers recall posture.

What if aircraft Mfgs decided to fix 1 plane a week and keep flying the others. That s why they ground planes and authorize repair parts to be manufactured to meet the demand as opposed to 1 a week and hope no one gets hurt. I am documenting My concern just in case I become the one whos steering breaks. Thanks for your concern , I know your not the one making the corp. decisions.
V/R Jack Stotts
End of Reviewed Customer message
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as invoiced PDC_.
ETA for part is _no date_.
**********END OF UPDATE **********
Writer contacted the dealership and spoke to Rob in the parts department who advised Writer that the Customer may not receive the part for another few months to a year. Writer will do further research on the case.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as invoiced.
ETA for part is _no date.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as invoiced at pdc_.
ETA for part is no date.
**********END OF UPDATE **********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as invoiced at pdc.
ETA for part is no date.
**********END OF UPDATE **********
The message for the N49 recall has changed to something like, block is removed . Per Tier 3 Expediting, all this means is that the part is not available for order at all. The 1 in 7 restriction was dropped and they are in the process of updating the 3/11 comments. Don t fill any order part on hold. Do not order an at this time. All parts on hold.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G[redacted]	***Open Date***	01/31/2014	***Built Date***	02/07/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/29/2006	***Mileage***	152,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42227	KEENE DODGE COMPANY INC			
Dealer Address	3707 NORRISVILLE ROAD				
Dealer City	JARRETTSVILLE	***Dealer State***	MD	***Dealer Zip***	21084

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	DEAL ISLAND MD [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Tie Rod Ends needed to be replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer confirmed that they received their recall notice for recall #n62.
Customer stated they had already had they left tod rod replaced and would like to submit for reimbursement.
Agent advised customer that they recall was on the mopar replacement service part not the OEM part.
Agent advised customer that the recall still applies to them and they need to have the vehicle ispected.
Agent advised customer that if the had to replace the left outer tie rod more than once, than they could submit for reimbursement.
Briefly summarize what the customer is expecting:
Customer seeking reimbursement for recall parts.
PLease survey- by pass -- recall parts unavailable / No diagnosis
Agent spoke with customer re: lines 1-13
Agent advised customer re: Reimbursement Requests - Mailing Address
Answer ID 17420
Customer thanked Agent
POSTMARK DATE: 020314; DATE RECEIVED: 021014
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Confirm name and address matches COIN & HPIMS: Customer s information on envelope matches HPIMS.
Any open recalls: Yes N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: Customer is seeking reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY repair.
Reviewed previous files: Yes
Reassigned to 86Y
CUSTOMER [redacted]. Left message.
Next agent please advise that after review of the Invoice the Parts that were installed during the repair are for the Original (Factory) Style

Steering Linkage and that the Recall applies to vehicles that had a MOPAR Steering Linkage Upgrade Kit previously installed.
The recall would only cover a Failed MOPAR Steering Linkage Upgrade part.
As the Parts that Failed are not part of the recall - Chrysler will not be able to reimburse for the repairs.
Please advise the Customer to have the vehicle inspected by the DLR as the recall is still showing as incomplete.
CUSTOMER CONTACT: [redacted]6. Spoke with Customer.
Agent advised the Customer of lines 32-40.
Customer understood.
Customer is upset that the Factory Parts had failed.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	01/31/2014	***Built Date***	12/07/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/28/2006	***Mileage***	165,059	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BILLINGS MT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 011314; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N62
Name of person writing [redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall
Reviewed previous files:Yes, No concerns
Briefly summarize why the customer is contacting Chrysler:
Customer reports that she had a grinding noise in her front end and brought her vehicle to an IRF for repair, at that time she learned that her tie rod was failing and was replaced.
Briefly summarize what the customer is expecting:
Customer is seeking to confirm whether her reimbursement request has been received.
Writer confirmed that the reimbursement request has been processed and the complete process can take up to 60 days. Customer understands.
Safety Recall H46 Paid S - Safety-Recall, July 6, 2009, inspections only, no parts.
Customer phone #[redacted]
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned
Customer needs to be informed that recall is for replacement Mopar steering linkade, not factory installed part. Customer would have to provide another repair invoice showing a Mopar steering linkage replacement.
Customer phone [redacted]
Writer contacted customer at phone [redacted] No answer. Writer left message for return call at 800-247-9753.

NEXT AGENT: If customer calls back, please read lines 26 - 30. Explain to customer it is for replacement parts installed on vehicle, not factory installed parts. Advise customer they would have had to had a previous repair done on steering linkage to qualify for reimbursement. If they have had a previous repair, advise they would have to submit documents for review. If no previous repair has been done, no reimbursement at this time.
Briefly summarize why the customer is contacting Chrysler:Customer states she received a phone call requesting she contact us to discuss her recall reimbursement request.
Briefly summarize what the customer is expecting:Customer is returning a call regarding reimbursement.
Agent advised customer of lines 26-30, agent explained to customer the parts installed during her repair are not factory installed Mopar service parts as well, the repairs are not completed at a certified CDJ Dlr.
Agent advised customer we request she still take her vehicle to the DLR to have it inspected and if need be they will still complete the recall.
Customer understood and will contact DLR on her own.
Customer going to use Lithia CDJ DLR CODE 45099
No further action required. Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L8	9G[redacted]	***Open Date***	01/31/2014	***Built Date***	02/05/2009	
Model Year	2009	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	04/27/2009	***Mileage***	134,643	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LOWGAP NC [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	$45.01
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	PCH 40L 2403 Raybestos brand outer Tie Rod end.
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair

POSTMARK DATE: 011514; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls:N49
Name of person writing in:[redacted]
Does customer have an e-mail address:Yes [redacted]
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Writer acknowledges assignment, and that documents are present.
N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
Models:
2008 (DH) Dodge RAM Truck (1500 series 4x4 Mega Cab)
2008 - 2009 (DH) Dodge RAM Truck (2500 / 3500 series 4x4)
2008 - 2009 (D1) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (D2) Dodge RAM Truck (3500 series 4x4)
2010 - 2012 (DJ) Dodge RAM Truck (2500 series 4x4)
2008 - 2010 (DC) Dodge RAM Truck (3500 Cab Chassis)
2011 - 2012 (DD) Dodge RAM Truck (3500 Cab Chassis)
NOTE: This recall applies only to the above vehicles built between February 14, 2008 and December 22, 2012.
Subject: The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair: The left and right tie rods must be replaced.
IRF CONTACT: Writer called CAR QUEST 336 789 2210, Writer spoke to SM Joey who advised Kings Garage are good Customers and they have paid the invoice #1575, 08/03/2013.
CUSTOMER CONTACT: Writer called MR[redacted]. Writer provided case # and US CAC. Writer advised Chrysler is willing to pay for the tie rod invoice amount Customer submitted.
****AGENTS - Customer still has recall open on the vehicle. Customer should be encouraged to have vehicle inspected at any CDJR Dealer, they will inspect his vehicle for free, they may replace the other side and re-align his vehicle complimentary.
Briefly summarize why the customer is contacting Chrysler: Customer called back for update on file as he was left a message regarding the reimbursement process. Agent advised of lines 30-35. Customer very pleased.
Briefly summarize what the customer is expecting: Caller returning case

managers call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A0	8G[redacted]	***Open Date***	02/01/2014	***Built Date***	05/16/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	10/08/2008	***Mileage***	105,290	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

POSTMARK DATE: 011514; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: N49
Name of person writing [redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N49 recall
Reviewed previous files:Yes, No concerns
Writer reviewed documents and file and determined second invoice is not legible.
****

Writer reviewed CAIR #[redacted]
Customer has previously been reimbursed for this repair.
Check was issued 4/24/12 for $274.58 $219.58 for repair & $55.00 for alignmentÙ.
****

Writer contacted customer at [redacted] Left message with contact information.
Writer contacted customer at [redacted] Writer informed customer of lines 11-16.
Customer states he does not remember receiving a check or sending in for reimbursement.
Customer states he will check with his wife & check his bank records to see if a check was cashed at that time.
Customer will call back.
**

Customer has not called back writer will assume that customer received his check and an investigation is not necessary.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G2[redacted]	***Open Date***	02/01/2014	***Built Date***	06/05/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/06/2008	***Mileage***	76,587	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	WELSH LA [redacted]	***Country***	UNITED STATES

Recall - J10: WIPER MOTOR - Advise Owner/Incomplete Recall	WIPER MOTOR
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 011314; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, J10 N49
Name of person writing in: Geospatial DBA Marshland Service
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 795922 = $609.20
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: bank transaction
Date of Repair: 7/8/13
Invoice #: 795922
Labor $157.50
Parts $401.40
Misc. Charges $0
Tax $50.30
Total $609.20
Writer is submitting check for approval in the amount of $609.20.
****
Writer contacted customer at [redacted]. Customer wants check made out in his name, not his business, & sent to the PO Box. Writer advised customer to have recalls J10 & N49 completed by dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A2	7G[redacted]	***Open Date***	02/01/2014	***Built Date***	05/25/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/15/2007	***Mileage***	104,469	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SARASOTA FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Other - Front	tie rod update kit
Corporate - Survey By-Pass - No Response - Default - Default	

POSTMARK DATE: 011514; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS: Yes, Customer s information matches HPIMS
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer is seeking reimbursement for the N62 recall, invoice total $754.00
Reviewed previous files Yes, no concerns
Reassigned to 86Y
******
Writer verified the customer s information to match coin, letter and envelope
******
Customer is requesting reimbursement for a repair completed on the vehicle under the N62 recall
Customer sent in a repair invoice with no proof of payment
Invoice - 44049 - 12/20/13 - tie rod update kit
******
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 02/01/2011 COMPLETE
Writer located the H46 in claims showing no parts replaced
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless a repair invoice can be sent showing a prior repair to replace the steering linkage with a Mopar service part as the N62 recall is for a replacement part and not the original equipment.
******
Status update provided via email to the following email address:
[redacted]

Hello
This message is for [redacted] from Debbie of Chrysler I would like to speak with you regarding the invoices received for the 2007 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file [redacted]
Thank you and have a great day!
End of Status Update
******
Status update provided via email to the following email address:
[redacted]
Hello
This message is for Florence Starling from Debbie of Chrysler I would like to speak with you regarding the invoices received for the 2007 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number[redacted].
Thank you and have a great day!
End of Status Update
Status update provided via email to the following email address:
[redacted]
Hello
This message is for [redacted] Starling from Debbie of Chrysler I would like to speak with you regarding the invoices received for the 2007 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number[redacted].
Thank you and have a great day!
End of Status Update
******
Writer will reassign to the TL for the addition of a survey by pass as the customer has not responded.
******
Writer received a voice message from the customer dated May 2, 2014 @ 12:59 pm leaving [redacted] as the contact number.
******
Writer will call [redacted]
Writer spoke [redacted]e. Writer advised the documents have been received. Writer advised the recall attached to this vehicle is not for the original components. Writer advised this recall is for a replacement service part and to be considered for reimbursement a repair invoice would be needed showing a prior repair to replace the steering linkage. Customer stated the facility that completed the repair used a Chrysler part. Writer advised this may be the recalled part the dealership will inspect the vehicle and replace it if necessary. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A4	8G[redacted]	***Open Date***	02/01/2014	***Built Date***	09/05/2007	
Model Year	2008	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/31/2008	***Mileage***	54,195	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45342	KELLER BROS. DODGE			
Dealer Address	395 N BROAD ST				
Dealer City	LITITZ	***Dealer State***	PA	***Dealer Zip***	17543

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	MANHEIM PA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Tie rod end needed to be replaced
Corporate - Dealer Information - Default - Default - Default	contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 011414; DATE RECEIVED: 012214
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in:[redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): Invoice# 8565 = $406.87
Agent reviewed the Invoice. The Parts that were installed during the repair are for the Original (Factory) Style Steering Linkage and that the Recall applies to vehicles that had a MOPAR Steering Linkage Upgrade Kit previously installed.
The recall would only cover a Failed MOPAR Steering Linkage Upgrade part.
As the Parts that Failed are not part of the recall - the repairs would not qualify for reimbursement of the repairs.
Agent looked Up Customer on 411.com - No Phone Number Listed.
02/12/14
[redacted] ,
MANHEIM , PA[redacted]
Reference [redacted]
Dear (CUSTOMER NAME):
Thank you for your recent letter regarding your 2008 DODGE RAM 3500 LARAMIE QUAD CAB 4X4.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-853-1403 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) 8G[redacted] available when you call.
Sincerely,
William,

Customer Service Representative
Please Read Lines 9-15.
****
Disregard lines 17 - 33
****
February 12, 2014
[redacted] ,
MANHEIM , PA-[redacted]
Reference #[redacted]
Dear Mr. [redacted]k:
Thank you for your recent letter regarding your 2008 DODGE RAM 3500 LARAMIE QUAD CAB 4X4.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-800-853-1403 to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number, 8G[redacted], available when you call.
Sincerely,
William,
Customer Assistance Representative
****
Disregard lines 38 - 54
****
Writer located customer phone[redacted] on repair invoice. Please attempt to contact customer at phone #7[redacted]. Reassisng back to BB940 if form letter still needed.
Customer Contact:[redacted]. Left message.
Please see lines 9-15.
Customer returning call and was advised of lines 9-15. Agent advised customer if he is not sure what replacement parts were used during the original repair he can go the DLR for an inspection under recall N62. Agent advised if the Mopar Steering Assembly Upgrade Kit has been installed the DLR will determine if it needs to now be replaced under recall N62. Agent transferred customer to SA Sabrina at 45342 to set an appointment for inspection.
Customer has been informed of the information - Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	02/01/2014	***Built Date***	03/14/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/12/2006	***Mileage***	83,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CASSELBERRY FL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no repair, recall parts

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated back in 2012 he had the L16 LEFT TIE ROD END recall completed. Customer stated he was advised there was nothing wrong and didn t need anything done and sent on his way. Customer stated the left tie rod end just broke on his vehicle and wanted to see about getting fixed. Agent advised he did have the L16 recall that may apply with this concern. Agent advised the customer of the new open recall N62 LEFT OUTER TIE ROD ASSEMBLY which requires an inspection of the vehicle to see if requires completion of the recall.
Agent called the dealer and spoke with SA Jason that stated in 2012 when the customer came in for the L16 recall the dealership preformed the test and torque the track bar mounting bolt as per the requirements. SM Chris stated before saying how any of the recall and coverage would affect the customer the vehicle would have to be brought in for diagnosis.
Agent advised the customer as per the SM to which he stated there may be a $200 charge for the tow. Customer stated he may have his son complete the repair and bring the vehicle in with the pieces and see what the SM has to say. Agent offered the case number and advised if he required any further information or assistance to call.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	AG[redacted]	***Open Date***	02/01/2014	***Built Date***	05/15/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	09/23/2010	***Mileage***	30,300	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67145	CAMPBELL CHRYSLER-DODGE-JEEP INC			
Dealer Address	217 WEST MAIN STREET				
Dealer City	CENTRALIA	***Dealer State***	WA	***Dealer Zip***	98531

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CENTRALIA WA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Recall - N49: LEFT TIE ROD - Information Request	Emergency recall work being done on vehicle
Corporate - Reimbursement - Default - Default - Default	customer requesting reimbursement for recall-related expenses
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod snapped while driving - recall N49 related
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer says while driving in Oregon his left tie rod snapped and had to take vehicle to Smolich Chrysler Jeep Dodge, 24132. Customer does not know if they can get parts and when vehicle will be ready. Customer is a long distance from his home in Washington state.
-
Agent contacted 24132 and spoke with Sa Jake who said he is using parts for recall N49 that would have been used for another customer and part will be installed on this customer s vehicle but cannot be done today due to being booked solid but recall work will be finished by Monday. Agent also summarized the recall notice.
-
Agent conveyed the above to customer. Customer says he thinks he should be reimbursed for the towing charge and motel expenses he had to incurr. Agent provided customer with reimbursement address and information and advised nothing guaranteed and is just a request for reimbursement and takes about 60 days for processing.
-
Briefly summarize what the customer is expecting: Customer expects recall work to be done by Monday.
Agent updated COIN.
Reassigning to LB546 for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	6J1[redacted]	***Open Date***	02/01/2014	***Built Date***	10/21/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/08/2006	***Mileage***	162,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARSING ID [redacted] 2	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	162000 miles
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Factory parts
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Customer [redacted] called.
Confirmed COIN.
He stated he is in California, this vehicle has tie rod end failure, caused tire damage, the vehicle is at local IRF Les Schwab and repairs are almost finished. He stated he called home last night and was advised N62 notice had come in the mail.
There is a CDJ dealer about a mile away, but repairs are almost complete.
Customer is original owner and stated there was not previous repair to replace factory parts with Mopar replacement parts.
Writer advised N62 is only on Mopar replacement parts. Writer suggested he make sure IRF Les Schwab details reason for tire repair on the invoice in case recall comes out on the factory parts, but N62 will not cover cost of repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C7	7G7[redacted]	***Open Date***	02/03/2014	***Built Date***	07/21/2006	
Model Year	2007	***Body***	D18H41	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/22/2007	***Mileage***	164,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GOSHEN OH [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the Tie Rod End was replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement request

POSTMARK DATE: 011614; DATE RECEIVED: 012314
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: N62
Name of person writing in: Northern Plumbing
Does customer have an e-mail address: No
Concern: Customer is seeking recall reimbursement for N62 recall in the amount of $2331.85
Reviewed Previous files: Yes, no concerns.
Agent reviewed the Invoice. The Parts that were installed during the repair are for the Original (Factory) Style Steering Linkage and that the Recall applies to vehicles that had a MOPAR Steering Linkage Upgrade Kit previously installed.
The recall would only cover a Failed MOPAR Steering Linkage Upgrade part. As the Parts that Failed are not part of the recall - the repairs would not qualify for reimbursement.
CUSTOMER CONTACT: [redacted] 1. Left message.
Please see lines 9-15.
Cindy returning CM call. Agent warm transferred to WL148 at EXT 4718140 as per Answer ID 23321.
Customer was Transferred to Agent. Agent advised the Customer of Lines 9-15.
Customer understood. Agent recommended that the Customer take the vehicle to the DLR to have the recall inspected to have the recall closed.
Customer understood.
Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	7G[redacted]	***Open Date***	02/03/2014	***Built Date***	12/19/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/19/2007	***Mileage***	112,215	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45349	COLORADO SPRINGS DODGE			
Dealer Address	7455 AUSTIN BLUFFS PKWY				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CALHAN CO [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

*** Attach images for [redacted] ***
POSTMARK DATE: 011814; DATE RECEIVED: 012314
The customer is seeking reimbursement under the recall.
Process when schedule permits.
There is 2 sets of documents for 2 VINs and CAIRs, reimbursement will be made in one check from CAIR# [redacted]
No previous warranty repair on steering for this VIN.
No previous warranty repair on steering for 8G[redacted].
Neither repair submitted appears to qualify for reimbursement under N62.
VIN 8G[redacted] repair was at 85212 miles, about 50000 miles and 164 days after 3/36.
Household is 3 bought, 3 new, 3 current.
Customer called in seeking update. Agent advised that files have been received but additional research is being completed as reimbursement requests are handled case by case. Agent provided customer case number.
Writer called customer phone [redacted] time 11:06 ET. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Status update provided via email to the following email address:
[redacted]
Regarding your 2007 and 2008 Ram trucks
We have received your documents for repairs.
I need to speak with you.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case# [redacted]
Robert
Customer Assistance Representative
End of Status Update
Process when schedule permits.
Correction line 12, household is 4 bought, 4 new, 3 current.
Customer [redacted] returned call.
Writer advised N62 will not reimburse for failure of factory parts.
Customer is upset, both trucks had failure of steering components, she

requested reimbursement for cost of OOW repairs. Customer stated she has service done at Dealer 45349, writer will consider reimbursement and get back to customer.
Writer advised customer of incomplete H46 and N62 recalls.
Writer called Dealer 45349 phone 719-475-8550 time 12:11 ET. SM Andy answered.
He advised there is no maintenance history for the customer with either 7G[redacted]5 or 8G181060, mostly warranty but some customer pay service.
Noted [redacted] 100000 miles at time of incident, writer suggested we consider reimbursement for 8G[redacted] at 85212 miles, SM Andy stated that $1000.00 of the repair would be fair.
Writer called customer phone [redacted] time 12:22 ET. Customer[redacted] answered.
Writer advised we will offer reimbursement of $1000.00 toward what the customer paid for OOW repair on 8G[redacted], and nothing on 7G[redacted].
Customer accepts.
Customer confirmed YG[redacted]5 in COIN under[redacted] was hers, maiden name. She stated she also had a 1993.
Confirmed reimbursement detail as in COIN.
Reimbursement will be made in CAIR#[redacted].
No reimbursement this VIN, N62 does not apply to factory parts. Closing CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	AG1[redacted]	***Open Date***	02/03/2014	***Built Date***	02/18/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	03/12/2010	***Mileage***	140,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	38713	MULLANE MOTORS INC			
Dealer Address	6200 S TRANSIT ROAD				
Dealer City	LOCKPORT	***Dealer State***	NY	***Dealer Zip***	14094

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOCKPORT NY 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 LEFT TIE ROD
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Parts not available to complete N49
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that his vehicle had broke down on Friday night and that this is a commercial vehicle part of his company. The customer stated that he had a recall for the N49 and had taken the vehicle to the MULLANE MOTORS INC to have the N49 LEFT TIE ROD completed but had been advised that they do not have the parts and that it would be a very long time before they get the parts as the parts are restricted by Chrysler.
The customer stated that he had called NAPA and they do have the parts and he can get his Fleet machanic to put on the parts so would be sending in for recall remimbursement. The agent updated the customer s information in COIN. The agent advised the customer that the vehicle would need to be inspected by a CDJ Dealership to ensure that the parts replaced are the recall repairs. The agent advised the customer that he could submit for consideration for reimbursement but that the agent could not make any guarantees or promises of reimbursement as the agent advised it would need to be determined by a case manager who would review this.
The agent called the MULLANE MOTORS INC and requested to speak to the parts department.
The agent spoke to Parts Advisor Dan who stated that he had spoke to the customer this morning and they do not have the parts. The agent stated the customer had advised the agent that his vehicle had broke down on Friday night and it was a work vehicle that needed to have the N49 LEFT TIE ROD completed on his vehicle. The Parts Advisor Dan stated that at their Dealership that they are looking at about 3-4 months before the Dealership would get the parts as they are only getting one part every seven days.
Briefly summarize what the customer is expecting: Assistance to have his recall completed on his vehicle.
Reassigned to DF314- no parts to complete recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A9	8G[redacted]	***Open Date***	02/03/2014	***Built Date***	12/07/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/25/2008	***Mileage***	88,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45349	COLORADO SPRINGS DODGE			
Dealer Address	7455 AUSTIN BLUFFS PKWY				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	CALHAN CO 8[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Both vehicles failed same year.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

*** Attach images for PAULA KERCHAL to CAIR# 24534985 ***
POSTMARK DATE: 011814; DATE RECEIVED: 012314
Process when schedule permits.
There is 2 sets of documents for 2 VINs and CAIRs, reimbursement will be made in one check from CAIR# [redacted]
No previous warranty repair on steering for this VIN.
Neither repair qualifies under N62.
Customer brand loyalty is household 3 bought, 3 new, 3 current.
Repair on this VIN was about 50000 miles and 164 days OOW for 3/36.
Customer contact attempt in CAIR# [redacted]
Process when schedule permits.
From CAIR# [redacted]
Customer [redacted] was contacted and advised N62 does not apply to factory parts. Customer understood, but is not happy, she had issue with both 7G[redacted] and 8G[redacted] she requested reimbursement consideration for OOW repairs.
Writer called Dealer 45349 phone 719-475-8550 time 12:11 ET. SM Andy answered.
He advised there is no maintenance history for the customer with either 7G7[redacted] or 8G181060, mostly warranty but some customer pay service.
Noted 7G7[redacted] over 100000 miles at time of incident, writer suggested we consider reimbursement for 8G1[redacted] at 85212 miles, SM Andy stated that $1000.00 of the repair would be fair.
Writer called customer phone [redacted] time 12:22 ET. Customer [redacted] answered.
Writer advised we will offer reimbursement of $1000.00 toward what the customer paid for OOW repair on 8G[redacted] and nothing on 7G[redacted].
Customer accepts.
Confirmed reimbursement detail as in COIN.
Business Case for Goodwill
****

Customer has submitted request for goodwill, for: Steering repair on second vehicle, both failed same year.
VIN: 8G[redacted]
In-Service Date: 10/25/08
Original Owner: Yes.
Loyalty: Household 4 bought, 4 new, 3 current.
Dealer Opinion: Yes, some service, no maintenance.
Multiple Repairs: No.
Authorized Chrysler Dealership: Yes.
Service Contract/Warranty: 0 MVP. 3/36 expired.
Customer s proof of payment is: Dealer 45349 invoice.
Date of Repair: 04/06/12
Mileage: 85212
Invoice#: 485527
Out-of-Pocket: $1,099.87
Labor: $486.00
Parts: $704.17
Misc. Discounts: -$132.30
Tax: $42.30
Total: $1,100.17
Customer co-pay: -$100.17
Total: $1,000.00
Writer is submitting check for approval in the amount of: $1,000.00
Submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D7	7J[redacted]	***Open Date***	02/03/2014	***Built Date***	04/05/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/27/2007	***Mileage***	191,540	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68540	SARATOGA CHRYSLER-JEEP-DODGE, INC			
Dealer Address	617 MAPLE AVE				
Dealer City	SARATOGA SPRINGS	***Dealer State***	NY	***Dealer Zip***	12866

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MARATHON NY [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised customer of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeking information
Corporate - Reimbursement - Status Request - Default - Default	Customer seeking reimbursement on Tie Rod part
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking reimbursement for the Tie Rod part. Customer states that four days before he received the N46 recall for the Tie Rod the customer was pulling out of his driveway and the Tie Rod broke.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Customer states that he is seeking reimbursement because a recall was issued four days after he had to replace his Tie Rod on his truck.
Customer took vehicle to dealership recently and was told that the customer will have to wait five weeks for the recall to be completed due to a waiting period for the part. Customer is seeking why there is such a long wait when it is such an important part. Customer states he is concerned because he does have two children and does not want anything bad to happen while he is waiting for the part to come in.
Agent advised the customer that each part takes a period of time to come in (1 part for every 7-14 days) and because it is a large recall for so many vehicles, the factories can only make so many so fast and they have to send an equal amount to all the dealerships so unfortunately there is a waiting period. Agent advised the customer that the agent would document all the customers concerns.
Agent provided the customer with the reimbursement information
Answer Connect ID: 17420
Agent advised the customer that it is a 60 day processing period.
Agent provided the customer with his case number incase the customer has any questions, concerns and information for us. Agent also advised the customer that he also has the H46 recall on his vehicle.
Customer seemed satisfied with all of this information and thanked the agent.

Writer contacted the customer at [redacted] at 12:05pm and was advised

by the recording that the number was no longer in service.

Writer has searched the White Pages and have not been able to locate any further correspondence information for the customer.

Writer contacted the customer at [redacted] at 3:25pm and was advised by the recording that the number was no longer in service
---
Writer consulted with the White Pages and could not locate the customer s contact information.
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61 - PLEASE CALL US

[redacted]
MARATHON, NY
[redacted]
Reference #[redacted]0
Dear [redacted]
Thank you for your recent letter regarding your 2007 Ram SLT 2500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at 1-855-675-9291, extension #4718097, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number: 1D7KS28D77[redacted] available when you call.
Sincerely,
MICHELLE
CUSTOMER SERVICE REPRESENTATIVE
****
Disregard lines 44 - 58
****
Saturday, February 15, 2014
[redacted]
MARATHON, NY
[redacted]
Reference #[redacted]
Dear Mr. [redacted]:
Thank you for your recent call regarding your 2007 Ram SLT 2500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at 1-855-675-9291, extension #4718097, to discuss your concern. Please refer to the reference number above or have your Vehicle Identification Number, 7J[redacted] available when you call.
Sincerely,
MICHELLE
CUSTOMER ASSISTANCE REPRESENTATIVE
Letter sent 2/21/14.

Writer received a message from the customer, Mr.[redacted] @ 11:26am stating that he received a letter from us and provided writer with his contact information as follows:
[redacted]

Writer notes that the customer has the following open recalls:
-H46
-N62
Therefore, writer notes that the repairs completed to the tie-rods on the vehicle do not qualify for reimbursement under the recall parameters.
Writer will follow up with the customer in regards to the customer s request for reimbursement.

Writer received a message from the customer, Mr.[redacted] @ 8:07am in regards to the letter that he received and provided writer with his contact numbers as listed on lines 82 & 83.

Writer contacted the customer at [redacted] at 10:35am and spoke with Mr. [redacted] Writer thanked him for the follow up correspondence and explained to him that writer was following up in regards to the documents that he was going to submit for reimbursement consideration. Mr. Jack

advised writer that upon hearing the process for reimbursement, he declined sending the information in for reimbursement stating that it was too much for him right now. Writer further explained the recall parameters on the Mopar parts and advised him that according to our records, he would not qualify for reimbursement under the parameters of the recall. He understood this and advised writer that the dealership has put him on the waiting list for the parts, but it still could be a month before he receives the parts. Writer apologized to him for this fact, but stated that we are doing all we can to obtain the correct parts sooner. Mr. Jack thanked writer for the follow up correspondence, and stated that he would continue to work with the dealership.

The part required to provide a permanent remedy for recall: N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: N/A
Reassigned to 961

Writer received a message from the customer, Mr. [redacted] @ 11:21am requesting a return call from writer ASAP, and provided both his contact numbers:
[redacted]
Writer contacted the customer, Mr. [redacted] at 3:35pm and spoke with him in regards to the recall parts availability issue. He stated that it has been about a month now, and he has not heard from any one at Dodge and wanted a follow up from writer. He stated that he contacted the dealership and he is 38th in line, which means he has to wait 6 months for this part, and he feels that with Dodge being such a large corporation that we could manufacture a component faster. Writer empathized with Mr. [redacted] and his position and apologized due to the fact that it is out of writer s control and writer cannot move the process any faster. Mr. [redacted] understood writer s position, but then inquired if something should happen to him down the road, what we would do for him. Writer advised him that due to the fact that he has the recall, and should it fail, we would step up to the plate and try to get him a part as soon as possible. He thanked writer for the added information and the follow up call.
Customer is contacting Chrysler seeking more information and to file a complaint about the N62 recall. Customer states lines 133-144 again. Customer states he would just like to file a complaint. Agent advised that his concern was documented and sent up for special tracking. Customer provided the agent with an e-mail address for status updates. Customer feels unsafe driving his vehicle with his 2 boys and hopes nothing happens to them. Agent advised to wait for an e-mail on the status of the parts and if he has any more questions to not hesitate to contact us back. Customer thanked the agent
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: [redacted]
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler: letter came and before the recall the tie rod broke in the driveway. Took the vehicle in for the inspection under the recall and the vehicle needed a repair
Briefly summarize what the customer is expecting: was told that it could be 6 months before the repair can be completed. Agent confirmed that the

customer has been added to the 961 dept. to get notification when the parts are available. Customer states he is not happy with the situation, has a broken tie rod end in his garage to show that it has broke where it should not have broke. Agent states will notify that and Chrysler does review all files.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]m
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Writer received a call from the customer, [redacted] on 04/29/14 @ 10:15am in regards to the recall parts availability. The customer stated that the dealer keeps pushing his name in the list of lined up customer s further and further back which is making him upset. He has requested a return call from writer.

Writer contacted the Saratoga dealer at 518-584-1821 at 9:15am and spoke with the SA, Sean. Writer advised him of the reason for the contact and provided him with the VIN number for the customer and was inquiring about the number in which the customer is in the line for the N62 recall parts. He advised writer that they have not seen this vehicle since 2010 and that he is not on the waiting list for the customer. He did state that they do have a sister store, and provided writer with their contact number:
888-997-5009.

Writer contacted the customer at [redacted] at 9:30am and spoke with Mr. Jack in regards to the N62 recall and advised him that we have started to supply the dealers with the required parts, and that writer would like to follow up with the dealer to determine his number in the waiting list, and to ensure that the dealer is aware of the process and obtained the dealership s name: Corwin. He thanked writer for the added assistance.

Writer contacted the Corwin dealer at 701-282-5600 at 9:50am and inquired about the customer and the N62 list to ensure that the customer is on the list. He stated that from the information he has the customer is not on their list and it will not be until June before they have parts. Writer thanked him for the information.

Writer contacted the customer at [redacted] at 10:00am and apologized to [redacted] for the fact that writer gathered the incorrect dealer information and he confirmed that he is working with the Cortland dealer and he also advised writer that his address has been changed to:
5180 beach hill road
Cincinnatus, NY
13040
Writer advised him that I would follow up with the dealer on his behalf and return a call to him by end of day.

Cortland Chrysler Dodge Jeep
3878 West Road

Cortland, NY 13045
(607) 753-3352

Writer contacted the Cortland dealer at the number above and spoke with the parts advisor, Eric. Writer inquired as to the customer s position in the waiting list for the N62 recall repairs. He stated that the customer is 18th in the waiting list and that he has not been moved from this position and that he is aware of the replenishing process once a repair has been completed. He understood and thanked writer for the confirmation, and writer thanked him for the information.

Writer contacted the customer at [redacted] at 4:40pm and reached his VM. Writer left a brief message advising the customer of lines: 244-250 and apologized for the fact that writer would not be able to move him up in the list, however, did advise him that the only way his position would change is if a customer had the component fail, thus needing to have the repair completed. Writer did advise him to keep working with the dealer in this situation.

Writer received a message from the customer, Mr. [redacted] @ 8:44am in regards to the recall: N62 and the fact that he has to have his vehicle repaired by June 24th due to medical appointments. He further stated that he has to travel to NC in the week of July 6th and would like a resolution for this concern and requested a return call.

Writer contacted the Cortland dealer at the number above and spoke with the Parts Manager; Allen. Writer inquired into the customer s status on the parts waiting list and he stated that the customer is currently number #9, which puts him out about weeks to have the repairs completed. Writer inquired as to the process if a customer does not show up for the recall repairs, and he stated that he would be bumped up by 1 if a customer does not show up for the repairs. Writer thanked him for the additional information.

Morrisville Motors
34 W Main Street
Morrisville, NY 13408
(315) 684-3737
Writer contacted the above dealer and spoke with the Parts Advisor; Ben. Writer inquired if the customer can be added to their N62 waiting list due to the fact that the customer is requesting to have the repair completed prior to June 24th. He stated that the customer will be number #6 on their list and obtained his name and his contact number so that when the parts are available, they will contact him.

Writer contacted the customer at 607-863-3848 at 1:10pm and reached his VM. Writer left a detailed message advising him of the fact that he is on the waiting list with 2 dealers and advised him to follow up with writer in 2 weeks if no one has reached out to him to have the repair completed.

Writer contacted the customer, [redacted] at 10:30am and reached his VM. Writer left a detailed message advising him that 2 dealership s have been contacted so that he can be on the waiting list with both and advised him of the dealerships involved. Writer also advised him to allow us until June 16th to see if we can obtain the part, and if he has not heard from either dealer to contact us back and writer will further investigate. Writer also advised him that he might have to pay for the towing, however, writer will provide reimbursement for these costs after the fact.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	02/03/2014	***Built Date***	06/06/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/06/2011	***Mileage***	26,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66887	FAIRFIELD CHRYSLER JEEP DODGE			
Dealer Address	3360 ROUTE 405 HIGHWAY				
Dealer City	MUNCY	***Dealer State***	PA	***Dealer Zip***	17756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WATSONTOWN PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called because his left tie rod broke and the dealership cannot get him a part because they are only allowed 1 part a week. Agent advised the customer that all of the dealerships are allowed so many a week to make sure that every dealership gets some parts. Customer stated that his vehicle is undrivable and if he cannot get the part then Chrysler can buy back his vehicle.
Briefly summarize what the customer is expecting: Recall #N49 information.
Writer contacted (66887) and spoke with (SA-JR).
SA-JR stated that they are only allowed to order 1 part a week and there are a lot of customer s ahead of this customer. JR stated that they have not even ordered this part for the customer so they have no order number or time when they will be able to get the part. JR stated that the customer s vehicle is not drivable.
Agent called dealership 66859 and the parts department stated that they have 40 on their list and could not assist with this part.
Agent called the dealership 66887 and spoke with SA-Zach who stated that he will have the service manager Chip call us back. Agent needs to find out if there is anything that this dealership can do for this customer because the vehicle is undrivable. Agent is hoping that this customer can be moved to the top of their list because the vehicle is undrivable.
Reason for Dealer Contact: Agent needs to find out if there is anything that this dealership can do for this customer because the vehicle is undrivable. Agent is hoping that this customer can be moved to the top of their list because the vehicle is undrivable.
Dealer Code: 66887
Dealer Personnel Required: SM-Chip
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: Agent was waiting for SM-Chip to call back. Agents shift is over.

Assigned to 86T
DEALER CONTACT:Writer called dealer 66887 at 570-546-5113 and spoke with SA Zach who advised that SM Chip was out today and confirmed that vehicle is VOR at dealer for broken tie rod and part is on restriction therefore dealer cannot repair at this time. Writer requested to be transferred to parts and spoke with Parts Manager Jason inquired if part could be ordered under warranty repair. PM Jason advised that he was not sure and that SM Chip also does warranty and he would speak to SM Chip on 2/7/14 regarding if part could be ordered as warranty. Writer also suggested that dealer may wish to reach out to AM for assistance and PM Jason advised that dealer currently does not have an AM.
CUSTOMER CONTACT:Writer called customer at [redacted] and advised customer that writer had spoken with PM at dealer who is investigating further option for part to be obtained. Writer also advised that file was being escalated to a case manager for further assistance and would be contacted within one business day.
Briefly summarize why the customer is contacting Chrysler: Left tie rod broken
Briefly summarize what the customer is expecting: Assistance obtaining part to repair vehicle
Who has possession of the vehicle? DEALER
Has an authorized dealer diagnosed the vehicle? YES
If a CDJR dealer has diagnosed, what is the dealer name and code? 66887
Customer advised a call back will take place within one business day. YES
Preferred Morning/Midday call back number is: [redacted]2
Preferred Afternoon/Evening call back number is: 5[redacted]
Customer email address for case updates: NOT PROVIDED BY CUSTOMER
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
3/36: in warranty 5/100: in warranty.
Vehicles owned in household: 2 used.
No service contracts.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer contacted customer and advised that there case manager is out of the office and calling on behalf of RC1177. Writer advised will be doing research into get the recall part to the dealer more quickly so that the vehicle can be repaired. Customer indicated may be looking into a repurchase option if the part takes to long. Writer advised that would not be an option as the vehicle was bought used, and any trade in options would be handled by the dealer. Writer advised follow up will take place. 2.11.14.
Writer called dealer 66887 at 570-546-5113. Writer spoke with Service Advisor Isaac, SA stated their system is down however this repair had been completed and customer picked up the vehicle. Writer will contact customer.
Writer contacted customer at [redacted]. Writer left message. Writer wants to confirm repairs.
Writer contacted customer at [redacted] Writer spoke with customer. Writer confirmed repairs, not questions or concerns and with customer permission case will be close.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL8	BG[redacted]	***Open Date***	02/03/2014	***Built Date***	03/03/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	04/28/2011	***Mileage***	29,220	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45311	LITHIA CHRYSLER JEEP DODGE OF		TWINFALLS	
Dealer Address	1310 POLELINE RD E				
Dealer City	TWIN FALLS	***Dealer State***	ID	***Dealer Zip***	83301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TWIN FALLS ID [redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Wheels - Other - Unknown	Damaged from tie rod
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Survey By-Pass - No Documentation - Default - Default	
Recall - L16: LEFT TIE ROD END - Information Request	
Recall - N49: LEFT TIE ROD - Information Request	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-03 @ 14:06
Escalation Override approved by JE779U.
Briefly summarize why the customer is contacting Chrysler: Customer contacted agent seeking reimbursement for damages caused by tie rods breaking while awaiting a recall repair. Customer states that tie rods broke on vehicle, needing to be towed into the DLR for repair. Customer states that vehicle has after-market rims/tires, one of which was broken by the tie rod. Customer states that DLR claims because the tires/rims are not MOPAR parts can not be repaired under the recall. Customer claims that should not have to pay for damages caused by issue that should have been repaired under recall earlier. Agent reviewed with TL JE779, escalated to 88F for assistance through goodwill, since reimbursement under recall is not possible.
Briefly summarize what the customer is expecting: Customer contacted agent expecting assistance with recall-related damages.
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? Lithia (45311)
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
CONTACT UPDATE - 1st Contact attempt,
Status update provided via email to the following email address:
[redacted]
My name is Travis and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
Your case number is: [redacted]

My contact information: 800.763.8422 EXT 66346
My hours in the office: 6:30-3:00pm MST
I will review your case and contact you by the end of business tomorrow.
End of Status Update
Status update provided via email to the following email address:
[redacted]
My name is Travis and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
Your case number is: [redacted]
My contact information: 800.763.8422 EXT 66346
My hours in the office: 6:30-3:00pm MST
I will review your case and contact you by the end of business tomorrow.
End of Status Update
3rd attempt made to contact customer. Left message. Writer will take over case.
4th attempt made to contact customer. Left message on phone number [redacted]
5th attempt made to contact customer. Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer s phone number.[redacted].
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Response
CUSTOMER CONTACT- Customer contacted CAC inquiring about case proceedings, customer stated that he was never contacted. Agent verified that CM was using the wrong number.
Agent transferred customer to speak to CM AJ468
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-14 @ 15:42
Writer spoke to customer, writer advised customer to submit the documents for reimbursement consideration.
Writer will follow up with customer on 2/24/14, waiting for documents.
Writer contacted customer, writer left voicemail for customer. Writer will follow up on 2/26/14.
Writer contacted customer, writer left message advising customer case would be placed on hold until customer documents are sent in. Writer advised customer to follow up with writer when the documents are sent in for reimbursement.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8G[redacted]	***Open Date***	02/03/2014	***Built Date***	06/04/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/16/2008	***Mileage***	99,421	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	NORTH CANTON OH [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer paid for tie rod repair already. Seeking reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he sent in his documentation for recall reimbursement. Customer states that he sent in his documentation, but never heard anything back and would like to check in on the case. Customer provided case # [redacted] Agent advised customer that we did not receive his documentation.
Briefly summarize what the customer is expecting: Customer is expecting recall reimbursement. Customer states that he already paid to have recall N49 completed before they received the letter. Agent verified Fax number with customer to send in documentation (877-768-5076). Agent provided customer with case number and advised that customer write the case number on each piece of documentation he sends in. Agent advised customer that we will send the case up so it will not be closed until we receive the documentation.
Reassigned to 86Y.
POSTMARK DATE: 020414; DATE RECEIVED: 020414

N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054
The left and right tie rods must be replaced.

[redacted]

Status update provided via email to the following email address:
[redacted]
VIN: 3D7KS28A2 8G[redacted]
My name is Michelle and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management number: 855-675-9291
My direct extension: 4718097
My work hours: 9am-5pm EST
I have received your repair invoice in regards to the replacement steering & tie-rod components and will be thoroughly reviewing the information for reimbursement purposes. However, I was hoping that in the meantime, that you could provide me with proper proof of payment for the costs incurred for auditing purposes. You can fax your proof of payment to us at 877-768-5076 or if you are able to scan, upload and attach your information I will send you an email link for this process. I do thank

you for the added effort to provide this extra documentation to me, and if you require further assistance, please feel free to respond to this email or contact me by phone.
Sincerely, Michelle
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
Status update provided via email to the following email address:
[redacted] This is Michelle, your case manager assigned to your reimbursement claim open with Dodge in regards to your repairs completed. I was hoping that you could provide me with the contact information for Reds Garage as this information is not on their invoice. You can either contact me by phone or reply to this email correspondence with the required information. Thank you for your time,
Sincerely, Michelle
End of Status Update
Status update provided via email to the following email address:
[redacted] This is Michelle, your Case Manager and I am follow up with you in regards to the documents that you have submitted to Dodge for reimbursement purposes. I have reviewed the information, and was hoping that you could provide me with proper proof of payment for the repairs completed at Reds Garage as well as their contact information, due to the fact that this is not on their invoice. You may fax the information to me at 877-768-5076, using your case number of[redacted] as the attention line. Should you have any further questions, please feel free to contact me by phone, or you may respond to this email correspondence. Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update
Begin Customer Message reviewed:
I have a copy of the bill. where do I sent it?
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted] Thank you for your prompt response in regards to your proof of payment for the repairs completed at Reds Garage. You may fax the information to me at 877-768-5076, using your case number of #24538218 as the attention line. Should you require any further assistance, please contact me directly at 855-675-9291, EXT 4718097 or you may respond to this email correspondence.
Thank you for your attention to this matter,
Sincerely, Michelle
End of Status Update

Writer received a call from the customer, Mr. [redacted] at 3:55pm in regards to writer s email correspondence. He stated that he is faxing a copy of proof of payment which writer should receive today, however, he will be faxing the part numbers and proof of payment for the parts purchase also. Writer advised him that I will be out of the office tomorrow, but will correspond with him on Friday to advise of the receipt of the faxed information. He stated that this would be great and thanked writer for the information and provided writer with his cell number of: 330-704-4180. Writer also confirmed with him that only the outer tie-rods can be reimbursed under the recall and he understood the recall parameters.
POSTMARK DATE: 022014; DATE RECEIVED: 022014
POSTMARK DATE: 022014; DATE RECEIVED: 022014
POSTMARK DATE: 022114; DATE RECEIVED: 022114

Writer contacted the IRF, Reds Garage at 330-904-7127 at 1:10pm and only reached their VM, and could not leave a message due to the fact that the mail box was currently full. Writer will attempt again at a later time.

Writer notes that the customer has supplied us with a copy of their parts purchase invoice and it reflects the following part numbers:
-P1 DS1464
-P2 - DS1463
-P3 - ES3625

-P4 ES3626S
AS per Google; the above part numbers show:
P1 - MOOG MOOG-DS1464 Inner Tie Rod End - At Connecting Tie Rod
P2 - MOOG MOOG-DS1463 Front Outer Tie Rod End - Passenger Side
P3 - MOOG MOOG-ES3625 Front Outer Tie Rod End - Driver Side
P4 - MOOG MOOG-ES3626S Front Tie Rod Adjusting Sleeve

With the above information, writer can reimburse for the left & right outer tie-rod replacements.
Status update provided via email to the following email address:
[redacted] This is Michelle, your case manager assigned to your reimbursement claim, and I just wanted to advise you that I did receive all of the additional documents that you submitted and I do thank you for your prompt response. As soon as I am able to follow up with the Reds Garage to get a labor breakdown, I will be able to finalize your claim.
Thank you for your patience regarding your reimbursement,
Sincerely, Michelle
End of Status Update

Writer contacted the IRF, Reds Garage at 330-904-7127 at 9:45am and could not reach any personnel or leave a message due to the fact that their mail box was full and was not accepting any messages at this time.

Writer contacted the IRF, Reds Garage at 330-904-7127 at 2:45pm and could not reach any personnel or leave a message due to the fact that the mail box was full at this time.

Writer contacted the IRF, Reds Garage at 330-904-7127 at 9:10am and could not speak with any personnel or leave a message due to the fact that their VM was full and not accepting new messages.

Writer contacted the IRF, Reds Garage at 330-904-7127 at 1:25pm and could not speak with any personnel or leave a message due to the fact that their VM is full.
Status update provided via email to the following email address:
[redacted]: This is Michelle, your case manager handling your claim open with Dodge in regards to your reimbursement for the repairs completed on your 2008 Ram 2500. I have attempted to contact Reds Garage since the 22nd and cannot reach any one or leave a message due to the fact that their mail box will not accept any new messages. If you are able to contact them or visit them on your daily errands, please have them contact me directly at 855-675-9291, EXT 4718097. I need to have a labor breakdown for the costs with installing the tie-rods only, due to the fact that the invoice has all of the labor costs together with the steering components also. I do apologize for the added effort in this request, however, I do need this information in order to reimburse you correctly. If you can obtain the information for me this also will work.
If you have any further questions, please contact me or respond to this email correspondence.
Thank you again,
Sincerely, Michelle
End of Status Update

Writer contacted the customer [redacted]2 at 1:00pm and spoke with Mrs.[redacted] Writer advised her of the reason for the contact today and stated that writer is having some difficulty reaching the IRF, Reds Garage and apologized to her for the fact that more effort is needed on her part. [redacted] was very understanding and very cooperative and advised writer that whatever writer needs she will obtain. Writer advised her that either she can obtain another contact number for the IRF & provide it to writer or she could obtain the required information. She requested the contact number for the IRF, that writer had and writer gave this number to her as listed on line 131 so she can determine if the number is active. Writer advised her that a labor breakdown is needed for the cost of installing both the left and right front tie-rods for reimbursement purposes. Writer thanked her for the added effort involved and advised her of writer s hours of availability for any further correspondence.

Status update provided via email to the following email address:
[redacted]m
[redacted]This is Michelle, your case manager assigned to your reimbursement claim open with Dodge in regards to the tie-rod repairs completed on your 2008 Ram 2500. Upon our last conversation, I advised you of the need for the labor break down from Red s Garage, and the fact that I was unsuccessful in reaching them for this information. I am following up with you at this time, to see if you were able to obtain this requested information from Red s Garage to finalize your claim. As per our process here at Dodge, should I not receive this information or hear from you within 2 business days, your case will be temporarily closed, until such time that the information arrives. As soon as it arrives, your case will be re-visited accordingly. Should you require any further assistance, please contact me by phone or you may respond to this email correspondence. Thank you for your correspondence,
Sincerely, Michelle
End of Status Update

JK671-NO Documents.
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by pass added.
POSTMARK DATE: 030714; DATE RECEIVED: 030714
POSTMARK DATE: 032414; DATE RECEIVED: 032414
POSTMARK DATE: 032414; DATE RECEIVED: 032414
POSTMARK DATE: 032514; DATE RECEIVED: 032514
Briefly summarize why the customer is contacting Chrysler: Customer is calling because he was seeking an update on his case with his CM.
Briefly summarize what the customer is expecting: case update
Agent advised customer of Lines 185-194. Customer states that he understood and was requesting to speak with his case manager for further information and how to resolve this issue. Agent advised customer that his case manager is currently away from her desk but that she can transfer him to her VM. Agent then transferred customer.
POSTMARK DATE: 042514; DATE RECEIVED: 042514
POSTMARK DATE: 042814; DATE RECEIVED: 042814
POSTMARK DATE: 042514; DATE RECEIVED: 042514

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9 6[redacted]	***Open Date***	02/03/2014	***Built Date***	02/16/2006		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/20/2006	***Mileage***	167,501	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	STERLING IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer towed vehicle into dealership due to broken left tie rod

Customer had vehicle towed to Pete Harkness for left front tie rod being broken. Customer purchased his own part due to part being on backorder from O Reilly parts store. Dealer installed aftermarket part. Reimbursed customer due to part not being available. Customer received reimbursement for $328.02 part, labor and tow.
POSTMARK DATE: 020814; DATE RECEIVED: 022014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	02/03/2014	***Built Date***	10/26/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/28/2005	***Mileage***	94,500	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MONTROSE WV[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right outer tie rod end broke

Briefly summarize why the customer is contacting Chrysler: Customer states about 2 weeks ago he went and had the inspection done for the N62 recall. The dealership inspected the vehicle and then advised the customer that no replacement was needed so gave him the vehicle back. Customer states he came home tonight and found that the right outer tie rod end is broke which has now lead him to believe that they didn t even do the inspection. Customer wants to know what should be done. Agent advised the customer to get a hold of the dealership tomorrow and advised them of the issue. He will have to get the vehicle looked at to verify that the tie rod breaking has to do with the recall itself. Agent advised the customer to give CAC a call back once he speaks with the dealership.
Briefly summarize what the customer is expecting: Customer is inquiring what he should do about his right outer tie rod end breaking.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C4	6G[redacted]	***Open Date***	02/04/2014	***Built Date***	05/17/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	06/14/2006	***Mileage***	141,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42002	ALLEY'S DODGE WORLD			
Dealer Address	2761 EAST STONE DRIVE				
Dealer City	KINGSPORT	***Dealer State***	TN	***Dealer Zip***	37660

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WAYNESVILLE NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking towing under recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that her tie rod broke and she is seeking towing assistance.
Briefly summarize what the customer is expecting: Customer is expecting towing coverage. Writer advised customer that we cannot provide towing assistance as she is outside of warranty. Writer advised customer to bring the vehicle to the DLR to diagnose the issue. Customer states that they are contacting an attorney.
Reassign to TL for survey bypass - recall parts on restriction

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	8G1[redacted]	***Open Date***	02/04/2014	***Built Date***	08/21/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/23/2007	***Mileage***	70,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA			
Dealer Address	4320 BROADWAY ST				
Dealer City	EUREKA	***Dealer State***	CA	***Dealer Zip***	95503

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARIS TN [redacted]	***Country***	UNITED STATES

Recall - H34: DASH SHIELD - Advise Owner/Incomplete Recall	Notification of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking reimbursement for tie rods
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer called stating that a few months ago she was on her way to pick up her children from school and was going around a curve when the tie rods broke sending the truck into the ditch. Cusotmer states that a neighbour pulled her out of the ditch and repaired the vehicle. Customer recently recieved a recall notice: N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE. Customer is seeking reimbursement for the repair. Agent advised customer that she can take the vehicle to the dealership for an inspection and repair if necessary. Agent advised customer that there is a form in the recall notice for her to seek possible reimbursement.
H34 DASH SHIELD SAFETY 01/20/2009 INCOMPLETE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G736343	***Open Date***	02/04/2014	***Built Date***	09/22/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/30/2005	***Mileage***	468,012	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC			
Dealer Address	900 S US HIGHWAY 35 BYP				
Dealer City	PORT LAVACA	***Dealer State***	TX	***Dealer Zip***	77979

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VICTORIA TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer had multiple tie rod issues.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	incomplete/ tie rod broke.
Corporate - Outbound - Service Follow-up - Parts - Successful Contact	

Briefly summarize why the customer is contacting Chrysler:Customer states that the customer has had a repeat issue with the tie rods snapping on the customer. Customer states that the tierods have been replaced with mopar parts and the mopar parts have snapped. Customer states he feels unsafe and dangered as these tie rods could snap on the customer at any time causing danger towards the customer. Customer states he sees the flaw in the design and that the pin needs to be bigger not the tierod. Customer states he wants the issue fixed the right way not just putting another mopar part on the vehicle that will break again. Customer states he had the vehicle towed into PORT LAVACA DODGE CHRYSLER JEEP this morning as the tie rod broke again.
Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle fixed and no more recurring issue.
Agent Advised: Agent called over to PORT LAVACA DODGE CHRYSLER JEEP and spoke with the SA Rudy. SA Rudy stated that the customers vehicle is being towed into the dealership right now as the tie rod has broke. Agent called over to KILLEBREW dealership and spoke with service. SA stated that the customer was in July/2012 and then a week later in July/2012 for the same issue for the tie rod. SA stated that the customer was in again in August/13/2013 for the tierod breaking again. SA stated that all of the services recorded are in regards to the tierods. Agent stated that the agent would send the case up to a case manager to be reviewed as the customer has had so many recurring issues. Agent stated it takes approx 1-2 business day or a case manager to get back to the customer. Agent stated the case number to the customer.
customer contact [redacted]
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW: Out by 364,000 miles 5 years
MVP : None
Ownership history: 2 new, 6 used
Writer attempted to contact the Service Manager who was unavailable.
Writer left a message.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Left message.

2nd attempt made to contact customer. Left message.
Writer attempted to contact the Service Manager who was unavailable. Writer left a message with Service Advisor (SA) Jeremy for the Service Manager.
Writer contacted the customer who informed he feels the concern with the tie rod is a serious issue. Customer advised he has a few Ram vehicles that have had this concern more than once. Writer advised CAC will contact the dealership and follow up with him on Friday.
Writer attempted to contact the Service Manager (SM). Writer was advised the SM was not at the shop today. Writer asked to leave the SM a voicemail and the call was disconnected.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Left message.
6th attempt made to contact customer. Left message.
Writer contacted the customer who informed the concern has been repaired at the dealership. Customer advised he does not feel the concern is fixed since it has happened multiple times. Customer advised he would like a call at a different time. Writer will follow up with the customer on Monday.
Writer contacted the customer who informed he would like to know what he should do if the concern happens again. Writer informed the customer CAC takes each concern case by case and he can contact CAC at that time. Writer inquired if there is anything else writer can assist with.
Customer informed there is not. Customer verified his address and advised his vehicle has 468,012 miles on the vehicle. Writer asked if CAC can close the case. Customer advised CAC can close the case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C3	6G[redacted]	***Open Date***	02/04/2014	***Built Date***	06/27/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	10/07/2006	***Mileage***	206,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68808	AUTO PARK EAST INC			
Dealer Address	5310 ROLESVILLE RD				
Dealer City	WENDELL	***Dealer State***	NC	***Dealer Zip***	27591

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BENSON NC[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Incomplete recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod has broken

Briefly summarize why the customer is contacting Chrysler: Customer called because the right tie rod had broken while he was driving 45-50 mph. Customer stated that the vehicle was brought to Auto Park East. Customer stated that the dealership has told him that the repair is not covered by the recall.
Briefly summarize what the customer is expecting: Agent called dealer 68808 and attempted to speak to either SA Jerry or SA Delany. Agent left a VM for SA Delany asking for the diagnosis of the vehicle and any other details that can be provided. Agent provided case number and call back number. Agent advised customer that once the dealership calls back then the case can be looked further into. Agent provided customer with case number.
SA Delany is contacting Chrysler to advise they have not yet completed a diagnosis. SM has informed the customer he will not cover diagnostic through the recall as the right tie rod is the issue. SA Delany states the right tie rod is hanging off the vehicle. SA also states the customer is dissatisfied with this information and will not give consent to complete a diagnosis of the issue if it is not going to be covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	BG[redacted]	***Open Date***	02/04/2014	***Built Date***	11/12/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/31/2010	***Mileage***	38,907	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44686	COMMUNITY CHRYSLER DODGE JEEP, INC			
Dealer Address	555 STATE ROAD 37 SOUTH				
Dealer City	MARTINSVILLE	***Dealer State***	IN	***Dealer Zip***	46151

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOORESVILLE IN [redacted]7	***Country***	UNITED STATES

Corporate - Consequential Expenses - Default - Default - Default	DLR seeking information on consequential expenses
Corporate - Survey By-Pass - Dealer Call - Default - Default	
Product - Unknown - Unknown - Poor Handling - Default	

Briefly summarize why the customer is contacting Chrysler: SA Josh calling from Community Chrysler 44686. SA was seeking assistance for the customer s tow. Josh states that the customer s tie rods have broke on their way to the DLR so it had to be towed in. SA states they are aware the parts are on back order so they have put in an order for the parts however they were wondering if Chrysler could assist with the tow charge. Agent advised Chrysler does not cover any consequential damages as we are responsible for only the recall repair. SA thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: SA calling to get a tow charge covered for the customer
Reassigned to: NC603
survey by-pass
Customer calling in to see if he can get reimbursed for his towing assistance. Customer states that his tie rod broke on his way to the dealer and he had to pay for his vehicle to get towed.
Agent advised customer that since it s not a warranty concern and just a recall, he may not get reimbursed for that. Agent gave him the reimbursement address anyways and said to mail it in and he may or may not get reimbursed.
Customer called back in stating that he would like to be reimbursed for the tow bill that he has. Customer states that his tie rod broke while driving and had to be towed into the dealership. Agent advised the customer that we see that he has already been advised that this is something that we normally do not reimburse for and advised him that the previous agent gave him information on how to mail in his information to us. Agent advised the customer that he would need to do this in order for us to even look into reimbursing him. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46CX	6G[redacted]	***Open Date***	02/04/2014	***Built Date***	03/15/2006	
Model Year	2006	***Body***	D18H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	05/11/2006	***Mileage***	167,407	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68832	NEWBERG DODGE JEEP CHRYSLER, INC.			
Dealer Address	2809 PORTLAND ROAD				
Dealer City	NEWBERG	***Dealer State***	OR	***Dealer Zip***	97132

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHERWOOD OR [redacted]	***Country***	UNITED STATES

Product - Suspension - Torsion / Sway Bars - Broken - Unknown	Bracket broken
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall N62 needs to be done
Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer stated he had about $2800 repair done to front end of vehicle and then after that, a mount for a spring broke and customer lost control of vehicle while driving. Customer stated vehicle is now at dealership to have inspection of front end parts and see if broken parts are related to recall N62. Writer called dealership and spoke to SM Terry. Writer gave SM Terry case number and asked him to call us with information as to whether or not front end failure was related to recall. Writer then returned to customer, gave him case number, and advised him to call in if necessary when vehicle has been inspected. Customer stated he will collect receipts for front repairs and send for reimbursement.
Briefly summarize what the customer is expecting:Customer wanted reimbursement for recall-related repairs.
Message received from SM Terry at dealer 68832.
CM called dealer 68832 and spoke with SM Terry to confirm what is going on. SM stated that he will contact customer and have him call back.
Customer called to ask if this case can be reopened for SM Terry.
Customer s tie rod broke right off and almost got into a huge accident and customer said that they can fix it. Customer said dealer will call us back when that is done or give us more information about that.
Received message from SM Terry at dealer 68832 to contact him back to discuss the concerns with vehicle.
CM called dealer 68832 and spoke with SA Ben to confirm what information is needed for this customer since SM Terry left message to contact him.
SA stated that he will have SM Terry contact her back.
CM called dealer 68832 and spoke with SM Terry to discuss the concern. SM stated that the customer has history of replacing front end parts, opened case for reimbursement, but the dealer would address the recall parts and also bracket that broke off the vehicle while driving up Mount Hood and emergency weld was completed - bracket attaches front sway and is welded to the front axle. The mileage is recorded at 167,407.
SM also stated that in his time at dealership, he has never seen this

happen and the repair is very expensive. CM advised SM to provide warranty and customer pay pricing and then, assistance consideration can be reviewed.
Another call will be placed on Monday Feb. 17th 2014.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
2nd owner of vehicle - purchased 2011 with 81,000+ miles
Four (4) vehicles - used
Owns all 4 vehicles
CONTACT UPDATE - CM will review Monday Feb. 17th 2014.
CM called dealer 68832 and spoke with SM Terry to confirm if pricing is available for the repairs. SM stated that he will send over the information after he adds on additional parts needed and will include customer pay pricing. CM advised that once the information is received, review will be completed and then, response will be sent right back with suggested customer portion.
Email received with following information from SM Terry at dealer 68832 - CP parts $2454.55 Labor $781.00 -- Total cost of repairs -- $3235.35. Warranty parts $2058.35 Labor $579.95 - total cost of repairs - $ 2638.30
Email sent back with offer of $1500 customer portion toward the repairs.
2nd call was made to contact [redacted]
CM spoke with someone who was not aware of what is going on.
CM called dealer 68832 and spoke with SA Ben to confirm the offer which was sent over for the repairs needed and also customer will need to be contacted. SA was advised that the offer was sent to SM Terry via email and also verified customer s phone number to be correct so CM stated that SM can contact him and discuss the offer.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $2058.35
Labor = $579.95
Total = $2638.30
Co-pay = $1500.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Another call will be placed on Wednesday Feb. 19th 2014 to check on status of customer acceptance.
REASSIGNED TO BC/DLR 70 68832 02/17/14 12:38 R [redacted]
Agent attempted to contact dealer 68832 Service Manager (SM) Terry, however,
SM not available. Left message for a return call at extension 66093, customer last name, last 8 digits of VIN, callback number, case number and email option to contact CM with another call to be placed on Thursday Feb. 20th 2014.
3rd call was made to contact customer. [redacted]
CM left message for customer to confirm the repairs and also the offer which has been provided between dealer and CAC for the front end issue and provided callback number, case number, extension 66093 with another call to be placed on Thursday Feb. 20th 2014.
CM received call from SM Terry at dealer 68832 to confirm that the customer has not accepted the offer at this time. SM stated that the customer felt his portion should be $1000 but is excited to pay less than $1500.00. CM reviewed and found that the customer portion can be lowered to $1150.00 and CAC with RA will cover the remaining amount of the repair costs of $1488.30.
********Disregard prior information on lines 60-74 ********
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $2058.35
Labor = $579.95
Total = $2638.30
Co-pay = $1150.00

########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
CM called dealer 68832 and spoke with SM Terry to confirm if the customer has accepted offer. SM stated that the customer is bringing another vehicle in and will be providing him the acceptance today later so SM will contact CM back either by phone as to if the customer accepts the offer.
4th call was made to contact customer. [redacted]
CM left message for customer to verify if the offer will be accepted which has been negotiated between Chrysler and the dealer for the front end repairs and provided callback number, case number, extension 66093 with another call to be placed on Friday, Feb. 21st, 2014.
Email received from SM Terry at dealer 68832 to find that the customer no longer owns this vehicle. Case will be closed at this time.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	02/05/2014	***Built Date***	02/18/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	09/25/2010	***Mileage***	28,867	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]56
	SHINGLE SPRINGS CA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-02-05
Road Side File Created 02-05-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
422 PLACERVILLE DR 12545 FOLSOM BLVD
PIERROZ RD
PLACERVILLE FOLSOM
CA USA CA
BROKEN TIE ROD
DEALER CODE : 44962 CALIFORNIA SUPERSTORES FOLSOM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	7G[redacted]	***Open Date***	02/05/2014	***Built Date***	06/21/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/31/2007	***Mileage***	32,394	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45342	KELLER BROS. DODGE			
Dealer Address	395 N BROAD ST				
Dealer City	LITITZ	***Dealer State***	PA	***Dealer Zip***	17543

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LEBANON PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Consequential Expenses Not Covered	DLR seeking rental and towing for customer
Corporate - Survey By-Pass - Dealer Call - Default - Default	

Briefly summarize why the customer is contacting Chrysler: DLR states that customer s tie rod broke and they are trying to get rental and towing coverage for customer.
Briefly summarize what the customer is expecting: DLR seeking rental and towing
Agent advised to contact AM or have customer submit for reimbursement as rental perimeters and customer does not have towing coverage.
-
Reassigned to Km788 for DLR call

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T1	9G[redacted]	***Open Date***	02/05/2014	***Built Date***	11/18/2008	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	01/14/2009	***Mileage***	72,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	64077	ROSEVILLE CHRYSLER JEEP INC			
Dealer Address	25800 GRATIOT AVE				
Dealer City	ROSEVILLE	***Dealer State***	MI	***Dealer Zip***	48066

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARREN MI[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	customers tie rod had broke when driving
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he was driving and his tie rod broke . Customer is stating that he almost killed himself and other people because of this issue .Customer is stating that he did not recieve any recall notices and wish that he did . Customer is stating that he has his vehicle at the dealership now and he is upset inregards to this and wants how he feels documented .Customer stating that he is a very loyal customer and has 3 Ram trucks that probably have this recall on all of them and did not recieve notices for any of his vehicles. Agent apologized and advised customer that we are very sorry for the situation he was in because of this and if he has any further issues to contact us back .
Briefly summarize what the customer is expecting:
Customer is expecting documentation on how he feels .
reassigned for bypass open recall
Customer called and said that his vehicle sat for a whole day because the tow service the DLR used hadn t come out. Customer said he got a tow truck to move the vehicle into the shop. Customer wants to be reimbursed. Agent told him that the DLR does not have control over when the tow truck service will come. Agent went to say something and the customer said something about long and hung up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29L0	9G[redacted]	***Open Date***	02/05/2014	***Built Date***	09/19/2008	
Model Year	2009	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	05/29/2009	***Mileage***	48,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SCOTTSDALE AZ [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer in need of rental
Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	Customer requested 3 times for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods sheared of nearly causing accident
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer calling very angry that his tie rod sheared off while driving, nearly causing accident. Customer states vehicle was towed to dealer 60023. Customer states he has contacted dealer 60023 on 3 prior occasions to have recall n49 completed but he states they keep pushing back his appointment. Customer is very upset that he and possibly others were nearly seriously injured as a result of this incident. Customer stated dealer would not give him rental. Customer also demanded a supervisor call him back.
Briefly summarize what the customer is expecting:
Agent contacted dealer 60023 - no answer - not yet open - will call back later today.
Customer called back in very, very, agitated. Agent contacted the AIRPARK DODGE 60023 dealership and left a message for PM Jim to contact RAM with Part availability, waiting list information.
Agent contacted dealer 60023 and spoke to SA Joe and Joe stated that it was left tie rod that broke on customer s vehicle. Vehicle was towed after business hours and customer was provided with shuttle service one and a half hours away.
SA Joe stated customer will be provided with a rental when customer comes in later today.
If customer calling due to a broken tie rod, please ask the following:
1. Was it your driver side tie rod that broke? Yes
2. Did you have the safety recall (L16) relating to your tie rod performed? Yes
a. If yes to (2),
i. When was the recall performed? 3/17/12
ii. What dealer performed the recall? AIRPARK DODGE CHRYSLER JEEP
iii. Was your vehicle involved in an accident? Tie rod sheared off while driving - no accident
iv. Did you hit a pot hole or run over something? No

v. Did you have a front-end alignment or toe set performed on the vehicle after the recall? Unknown
vi. If yes to (v), when was front end alignment performed?
vii. If yes to (v), who performed it and where are they located?
b. If no to (2) (safety recall (L16) relating to the tie rod was not performed).
Reassigned to BR379 - Customer Requests Supervisor Callback
Customer not satisfied.
DEALER CONTACT:
SA Jim called from AIRPARK DODGE CHRYSLER JEEP:
DLR says vehicle is not there.
DLR states customer is on the list at # 100 of 103 orders, and they release 1 every 7 days.
DLR provided:
Part # cbuen491AA
Part # cbuen492AA
no order number yet.
If Chrysler is considering an after market part they will need to speak with SM Tod Markin
Called customer to discuss concern on rental. TL advise no rental coverage will be provided. Customer states will escalate on their own.
Customer states that he was almost killed the other day because the recall for the front left tire rod joint had not been addressed after 6 phone calls to the dealership. Customer is very angry with Dodge.
Customer has been trying to have this recall completed. Customer states that he was lucky he just got off the freeway doing 70 miles an hour pulling into a parking lot. Customer states that the tie rod ripped through the tire. Customer states that he is very angry that he will not be provided with rental.
Agent advised the supervisor determined that rental will not be provided.
Agent advised customer since parts are not currently available that we will not be able to provide rental.
Customer states he will be escalating this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	02/05/2014	***Built Date***	02/02/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/31/2005	***Mileage***	250,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA
Dealer Address	3377 US HIGHWAY 12 E	
Dealer City	HELENA	***Dealer State*** MT ***Dealer Zip*** 59601

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SALYERSVILLE KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	n62 left outer tie rod assembly
Corporate - Survey By-Pass - No Documentation - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-05 @ 11:19
customer called in to advise us that his tie rods broke again
Customer stated that his vehicle was at an irf being repaired
Customer stated he had been denied reimbursement for the repair previously
Agent stated no indication on file that documentation had been received
Customer advised his vehicle was currently at an irf being repaired
Agent advised when the repair was complete the customer could once again submit his documents for reimbursement
Agent sent a documentation request to the customer
Status update provided via email to the following email address:
[redacted]h
My name is Barb and I have been assigned as your Case Manager. Your case number is[redacted]. My contact information is 1-855-675-9291 ext 4718296. No documentation has been received as of today 02/17/14. Your case will be closed in 2 days, however, a new case will be created once documentation is received. Our fax number is 877-768-5076. Please write the above case number on all pages submitted by fax. Original invoice and proof of payment are required. Proof of payment consists of credit card receipt, front and back of cancelled check or sales receipt if paid by cash.
Thank You
End of Status Update
ATTEN: JK671 Please add survey bypass as per disposition code #5-waiting for documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	02/05/2014	***Built Date***	11/23/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/15/2008	***Mileage***	157,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43308	GRIFFIS MOTORS, INC			
Dealer Address	HIGHWAY 19 AT ST FRANCES DR				
Dealer City	PHILADELPHIA	***Dealer State***	MS	***Dealer Zip***	39350

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	UNION MS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Right tire rod broke

Briefly summarize why the customer is contacting Chrysler: Customer seeking assistance with towing. Customer right tie rod has broke while driving on the interstate highway. Customer feels that the customer should not cover the cost of the towing. Customer says that when the dealership was contacted customer was advised that there is a wait period for the part. Writer advised customer to have the vehicle towed to the dealership. Customer can submit for possible reimbursement for the tow. Customer states that the dealership that services the vehicle is approximately 90 miles away. Writer advised that if towing will be reimbursed it will only be covered to the closest dealership.
Briefly summarize what the customer is expecting: Customer seeking assistance with towing
Reassigned 86C
KB816 - Please review with your TL
Writer called customer. Was not able to speak with customer.
****

If customer calls for information. Please ask what dealership the vehicle was towed to? Please advise the customer that the customer can submit for consideration of reimbursement once the repairs have been completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A2	7G[redacted]	***Open Date***	02/05/2014	***Built Date***	06/05/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	08/24/2007	***Mileage***	80,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68462	WASHINGTON CHRYSLER CENTER INC			
Dealer Address	105 EAST VAN TREES				
Dealer City	WASHINGTON	***Dealer State***	IN	***Dealer Zip***	47501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOOGOOTEE IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer states the tie rod ball stud fractured.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

-
Briefly summarize why the customer is contacting Chrysler: Customer called in stating the tie rod ball stud fractured. Customer states they are in the parking lot at Wal-Mart. Customer states they have AAA. Customer wants to know if the issue they are experiencing is covered under the recall.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer that the vehicle needs to be diagnosed at a CDRJ dealership to determine what they are experiencing is covered under the recall. Agent offered to get the customer in touch with #68462 but the customer declined because they have AAA.
Reassigned to KG363
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28TX	9G[redacted]	***Open Date***	02/05/2014	***Built Date***	09/05/2008	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	06/17/2009	***Mileage***	48,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JACKSON WY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall on VIN

Briefly summarize why the customer is contacting Chrysler: tie rod came off and went through the tire. Called the dealer 6 times and just kept getting put off.
Briefly summarize what the customer is expecting: want to go on record and to get the corporate people to read this. We bailed you out and now they are telling me no rental car. Now wanting to get the part ASAP or a rental for this. Agent stated no rental and no ETA on the part. Customer states he will never purchase another Chrysler vehicle ever again.
Agent called 60023 and spoke with Richard SM and he states the truck has a broken tie rod, wheel, tire, tie rod and a link, customer has been told repair complete in March. Waiting on parts for the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38L2	9G5[redacted]	***Open Date***	02/05/2014	***Built Date***	11/28/2008	
Model Year	2009	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	05/31/2009	***Mileage***	64,604	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43594	GRESHAM DODGE INC			
Dealer Address	855 E BURNSIDE				
Dealer City	GRESHAM	***Dealer State***	OR	***Dealer Zip***	97030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANDY OR 9[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	LEFT TIE ROD
Corporate - Rental Vehicle - Default - Default - Default	customer is seeking a rental vehicle
Corporate - Recall - Default - Default - Default	customer seeking reimbursement for towing expenses
Corporate - CNA Change - Default - Default - Default	updated customers phone number
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer stated that his tie rod had broke on his vehicle and the vehicle is currently in the dealerships possession.
Customer stated that he had to have the vehicle towed to the dealership , and now he has to wait for the part to be ordered in and does not have a timeframe for how long this will take.
Customer is requesting reimbursement for the towing expense and would like to know if chrysler will provided him with a rental.
Customer would like to know how long he is going to have wait to have this recall completed on his vehicle.
Agent apologized to the customer about the circumstances regarding his vehicle.
Agent advised customer that unfortunately the policy regarding recalls is that Chrylser does not provide cost assistance or reimbursement for Incidental and Consequential Effects in connection to recall repairs.
As per; answer ID 19226
Agent advised customer that the parts are currently on restricted and Chrysler is trying to get these parts to our customer as fast as possible.
Briefly summarize what the customer is expecting:
Customer is seeking reimbursement for towing and rental expense .
Customer is seeking recall parts information.
Please Survey By Pass -- Recall Parts Restricted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL6	BG[redacted]	***Open Date***	02/06/2014	***Built Date***	09/07/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	11/05/2010	***Mileage***	16,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43940	ALL STAR DODGE INC			
Dealer Address	2590 RANGE PARK DRIVE				
Dealer City	DENHAM SPRINGS	***Dealer State***	LA	***Dealer Zip***	70726

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SLOCOMB AL[redacted]6	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer looking for rental.-Declined no rental coverage.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle
Recall - N49: LEFT TIE ROD - Other	Left tie rod broke
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Recall part on backorder.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states the tie rod on the vehicle broke. Customer states the vehicle has been at the DLR for 4 days now and they told him he is out of luck that they can not get the parts in. Customer states the DLR told him he is 4 weeks out for the part.
Briefly summarize what the customer is expecting: Customer seeking vehicle repaired and rental vehicle.
Agent confirmed customer information.
Agent contacted DLR code 43940 and spoke to SA John.
SA states they can not put the customer to the top of the list because the parts are ordered with the customer s name on it.
SA states the customer s part is 4-6 weeks out.
Agent contacted Cecil Graves CDJR and SA Tom states he has 18 people on the list.
SA states to try Salsbury s Dodge City as they are a wholesale part DLR.
Agent contacted Salsbury s Dodge City and spoke to SA Ted.
SA states they have 53 people on the list.
Agent contacted DLR code 43940 and spoke to SA John.
Agent asked SA about rental under D-11-53.
SA states he will ask the SM about it and get back to us.
Agent provided the phone number and the case to contact back.
Agent advised customer that the case would be reassigned and he would hear by the end of business day today.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 86R
-

****
Customer goodwill being offered: None
In-Service Date:11/05/2010
Original Owner:No
Mileage:16000 Miles
Vehicle purchase Loyalty:1 Used
Multiple Repairs/ Previous related repairs:No
Dealer Goodwill Opinion:Message left for Acting SM
MVP plans:None
Other related information:
Customer does not have rental coverage.
-
Outbound call to 1-225-665-8266 ALL STAR DODGE CHRYSLER JEEP RAM #43940 and writer spoke to SA John and he advised writer that the vehicle is at the dealership and they are waiting for the part to complete the N49-Left Tie Rod recall and the part is on National Backorder. SA John advised writer that it has not been determined yet if the Left Tie Rod is broken. SA John also advised writer that the customers son Gabe is the owner of the vehicle. SA John also advised writer that the customers are aware of the time frame that they will be waiting for the part to arrive, and since they are unable to drive the vehicle, they asked the dealership if they would be able to keep it there. SA John advised writer that ever since they have allowed the customer to keep the vehicle there, the customer keeps asking why they have not fixed the vehicle yet, even though they are aware of the time frame they will have to wait for the part to arrive to fix the vehicle. Writer asked SA John if she could speak with the SM, and SA John advised writer that they are going through some changes at their dealership right now and the Body Shop Manager is the acting SM, and his name is Mickey B. Writer asked if she would be able to speak to him, and he advised writer that he is not in today, and writer was transferred to his voicemail.
Writer left a message for the Acting SM Mickey B., regarding offering the customer a rental under D-11-53, and also advised him that the customer will be waiting 4-6 weeks for the part.
Writer advised Acting SM Mickey B. to please contact the customer to advise him if he is willing to provide rental under Warranty Bulletin D-11-53.
-
Customer does not have rental coverage.
Please refer to Answer ID#18961
Reassigned to: CC1364 for further handling.
Please advise customer.
Thank you.
-
Agent contacted customer to advise of line 69.
Agent advised that unfortunately rental is not going to be provided from the customer assistance center.
Agent advised customer that the SA is still looking into rental for him.
Customer states he is unhappy with this.
Customer states he wants to speak with a supervisor.
Agent advised customer that we all have the same resources here and agent s supervisor will tell him the same thing.
Customer asked agent if the agent was speaking for SJ372.
Agent advised no that the agent is not speaking for SJ372.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: 3[redacted]
Reason for request: Customer unhappy about rental request denial and length of wait for the part.
CAIR assigned to: SJ372
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer called back after speaking to another agent previously, customer was upset that the original agent was not able to assist him with getting the part soon for his vehicle. Customer kept asking agent if he thinks he should just go bankrupt then or drive the vehicle until hes in an accident. Agent advised he is not saying anything to that affect. Agent advised after looking over the file there unfortunately at this time nothing further we can do until the restricted recall part arrives at his dealer for the repair to be completed. Agent advised he is still in for a

supervisor call back but we make no promises that anything he is requesting will come of it
Customer called back stating he is not sure what to do about his truck. Customer states the parts are not available and the dealership does not want to buy his truck. Customer asked if he should keep paying for the truck. Agent advised he should keep making his payments. Customer asked if he should rent a vehicle. Agent advised a rental is still being looked into by the dealership as per line 78. Customer states he needs to have the truck fixed now. Agent advised of the 4-6 week wait time as per line 12. Customer states he needs to have the truck and wants a supervisor. Agent advised a supervisor request has been put in and he will receive a call back within 24 hours as per lines 91-92. Customer states 'I will burn every car you have and come to your house and burn that too' Agent advised the cusotmer that we do not appreciate threats. Customer states ' I hope your car crashes and you have to walk' Agent again advised the customer to stop threatening. Customer hung up.
Customer calling back regarding issues with vehicle. Customer stated its not his fault the vehicle broke. Agent apologized and advised that its unfortunate he is experiencing issues with his vehicle. Agent advised customer that he has requested to speak with a supervisor and to allow the full 24 hours for a call back. Customer disconnected call
Customer called back in upset because the parts to fix his vehicle are not available. While the agent was doing research the customer disconnected.
Emailed for review.
Supervisor Call (334-701-0998): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; follow-up 02/10/2014.
Contacted JBK5 for assistance; please hold for updates dcp15
Agent contacted DLR and spoke to SA John.
Agent advised DLR of the part be expedited (order # 521306).
SA states he does not know anything in regards to if the customer was put into a rental under D-11-53.
Agent contacted customer and left VM for customer to contact back.
Next Agent
Advise customer that the part has been expedited for him.
Customer called back to seeking information on the voicemail that was left for him. Writer advised customer of line 137. Customer thanked agent and disconnected.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	02/06/2014	***Built Date***	11/18/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/16/2005	***Mileage***	80,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68899	TIM SHORT CHRYSLER LLC			
Dealer Address	270 FITZ GILBERT RD				
Dealer City	HAZARD	***Dealer State***	KY	***Dealer Zip***	41701

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	OAKMAN AL 3[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	Tie rods replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking reimbursement for recall repair

Customer called stating that he received a recall notice. Agent found on file: N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Customer states that the tie rods broke while driving and the whole front end had to be redone. Customer states that the front and back tie rods and the steering damper and an alignment had to be completed and the truck had to be towed. Customer states that the repair Booger Tire Center (Phone 205-221-7912) on January 17, 2014. Customer states that she called the local dealer Malloy Dodge and they advised customer to contact Chrysler for reimbursement.
Preferred Morning/Midday call back number is 2[redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: phone preferred
Agent verified addess and phone on file as correct.
POSTMARK DATE: 021014; DATE RECEIVED: 021014
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and submitted documentation showing only 1 repair.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer that the documentation has been reviewed and unless they have documentation showing there was a second repair completed on the steering linkage components or the tie rods listed in recall N62, then the repair is not related to the recall because they were not Mopar service parts that were replaced and Chrysler is not willing to reimburse the customer for the cost of the repairs at this time. Please also advise the customer to contact an authorized Chrysler dealer to have the recall completed.
Agent called customer [redacted] and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise customer of lines 21-28.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request. Agent also advised customer that the case would be closed if the customer doesn t respond within 2

business days.
****
Next agent please advise customer of lines 21-28.
Briefly summarize why the customer is contacting Chrysler: Customer calling for information on case update. Customer very upset with the decision.
-
Agent advised: Agent advised customer of lines 21-28.
POSTMARK DATE: 031414; DATE RECEIVED: 031414
POSTMARK DATE: 041414; DATE RECEIVED: 041414

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	5G[redacted]	***Open Date***	02/07/2014	***Built Date***	08/18/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	10/04/2004	***Mileage***	104,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23301	AUGUSTA DODGE JEEP, LLC.			
Dealer Address	1111 GREENVILLE AVE				
Dealer City	STAUNTON	***Dealer State***	VA	***Dealer Zip***	24401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	RACINE VA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added as current owner
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised of recall

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he would like to know if there is a recall for the tie rod because it s snapped twice now in the 4 months that he s owned this vehicle. Customer stated the front end also shakes violently. Agent advised he does have the recall H46 & N62. Agent advised the N62 recall is revised version of H46. Agent advised the parts are currently on restriction but he needs to have the vehicle inspected first. Customer stated that the tie rod is already broken but he will contact the dealership to see what his options are.
Briefly summarize what the customer is expecting: Wanting to know if he had any incomplete recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C2	6G[redacted]	***Open Date***	02/07/2014	***Built Date***	09/27/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/12/2005	***Mileage***	133,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68482	KLABEN CHRYSLER JEEP DODGE INC.			
Dealer Address	1106 WEST MAIN STREET				
Dealer City	KENT	***Dealer State***	OH	***Dealer Zip***	44240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AURORA OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer wants his vehicle repaired under the recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's right side tie rod broke.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler Tuesday night his right side tie-rod broke. Customer said he had the N62 recall and he called a couple of DLR and he is getting the run around. Customer said the DLR keep tell him the N62 needs and inspection and will order part if needed. Agent confirmed what the DLR said. Customer than asked if Chrysler will pay for his tow. Agent asked customer which side the broken tie rod is on. Customer stated the right side. Agent informed the customer that the recall is for the left side only. Customer has not taken it to a DLR for a diagnosis.
Briefly summarize what the customer is expecting: Customer wants his vehicle repaired under the N62 recall.
Reassigned to PG725 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D9	8G[redacted]	***Open Date***	02/07/2014	***Built Date***	06/05/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	11/22/2008	***Mileage***	700,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LINCOLN MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer's tie rod broke
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod broke causing customer to steer into a ditch. Customer states that vehicle is at a towing yard as his friend managed to get vehicle out. Customer states they will need to wait until a tow truck big enough to tow vehicle gets repaired. Customer states his wife needed to stay home from work for this.
Briefly summarize what the customer is expecting: Customer seeking information
Agent advised that this would need to be diagnosed at the recall at a DLR. Agent advised customer can submit for reimbursement to have any towing expenses covered. Agent advised that customer has rental under service contracts so this can be given.
Customer s wife had to take over call and advised customer will call back for further information
-
Reassigned to KM788 for no diagnosis
Briefly summarize why the customer is contacting Chrysler: Customer is seeking to be reimbursed for his wife missing work and the gas to drive back and forth to get a rental vehicle and to bring his wife to work.
Agent advised the customer we are unable to cover the consequential expenses.
Briefly summarize what the customer is expecting: Customer is seeking to be reimbursed for consequential expenses.
MVP is calling on behalf of the customer. MVP agent Brian would like CAC to cover some fo the expences for the customer. Writer advised the MVP agent that no cost assistance can be provided.
Briefly summarize why the customer is contacting Chrysler: Customer, [redacted] calling Chrysler and immediately requested a supervisor callback.
Briefly summarize what the customer is expecting: Customer was expecting to be reimbursed for his tow bill which he incurred because of the tie rod recall on the vehicle.
Agent provided the customer with the repair reimbursement address and did not want a supervisor call back any longer. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49C6	6G[redacted]	***Open Date***	02/07/2014	***Built Date***	05/15/2006	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	06/01/2006	***Mileage***	110,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	62393	CIFALDI MOTORS INC			
Dealer Address	US 63 & WISCONSIN 48				
Dealer City	CUMBERLAND	***Dealer State***	WI	***Dealer Zip***	54829

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUMBERLAND WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer called in concerned about recall

Briefly summarize why the customer is contacting Chrysler: Calling in worried about tie rod breaking on vacation.
Briefly summarize what the customer is expecting: Expecting to know when parts will become available.
Writer advised customer that parts are not available and there is no ETA.
Writer called DLR to see what the diagnosis was for vehicle. Service Advisor advised customer that the part was part of the recall and there was no ETA.
Writer advised customer that when parts become available they will be notified.
Customer took vehicle to GULF CHRYSLER-DODGE-JEEP INC DLR #36535

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	02/07/2014	***Built Date***	11/26/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/22/2008	***Mileage***	166,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59156	SOUTHLAND DODGE CHRYSLER JEEP, LLC			
Dealer Address	6161 WEST PARK AVENUE				
Dealer City	HOUMA	***Dealer State***	LA	***Dealer Zip***	70364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DUSON LA[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - H46: STEERING LINKAGE - Information Request	
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Information Request	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler because his tie rod snapped off his vehicle while he was driving and needed it towed to the nearest dealer.
Briefly summarize what the customer is expecting: Customer expecting to get his vehicle fixed because his tie rod broke.
Agent looked up customers warranty coverage and advised him that he s not covered under towing and he d have to get it towed on his own and get it to the nearest dealer.
Reasign recall part N28

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	A[redacted]	***Open Date***	02/07/2014	***Built Date***	03/08/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	08/17/2010	***Mileage***	88,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61339	JACK POWELL CHRYSLER DODGE			
Dealer Address	1625 AUTO PARKWAY SOUTH				
Dealer City	ESCONDIDO	***Dealer State***	CA	***Dealer Zip***	92029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ESCONDIDO CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer's tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle is being towed to DLR as tie rod broke but DLR does not have part in stock.
Briefly summarize what the customer is expecting: Customer seeking part or rental
Agent advised agent would call JACK POWELL CHRYSLER JEEP DODGE. Agent left VM for SM Tim.
Agent advised customer that agent would call customer back once Tim calls back.
-
NEXT AGENT: Please ask Tim to provide part needed and eta for part. Please ask Tim if DLR will be trying to provide rental for customer.
SA Tim Casey
They don t know what parts they need or if they are available the vehicle has not been to the dealership. SA stated that it is suspected to be the N49 recall and there is no ETA at this time due to restriction.
No Goodwill for rental outside warranty can give them an Enterprise car not covered
Agent advised customer to go to wait until vehicle is at DLR so it can be determined exactly what part is needed. Customer states he will be seeking reimbursement for previous part as he replaced this already.
Agent provided reimbursement information if DLR declines. Agent advised to contact back if any further assistance is needed with parts.
SA Tim states that the steering linkage is hanging loose. The DLR has yet to diagnose the issue but figures it s in relation to the N49 recall that is on the vehicle. The SM is aware there is a really steep restriction of 1 part every 7 days. SM Tim said that after diagnosis, he will call back give an update and know what parts will be needed to repair.
NEXT AGENT
Please get the diagnosis from SM Tim and collect the parts that will be needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	02/07/2014	***Built Date***	09/30/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/17/2005	***Mileage***	120,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45114	COLUMBIANA CHRYSLER JEEP DODGE			
Dealer Address	100 COMMERCE CIRCLE				
Dealer City	COLUMBIANA	***Dealer State***	OH	***Dealer Zip***	44408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BESSEMER PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler:Customer states that the left outer tie rod broke about a month ago, customer was able to get it fixed enough to get home. Customer seeking dealership closest to him.
Briefly summarize what the customer is expecting: Agent spoke to SA Josh at dealercode 60552, who stated that they have not received any parts for the N62 recall, and that there are 45 people ahead of him. SA Corey at dealercode 45114 stated they are expecting 20 or more tie rods next week. Agent transferred to Corey.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L7	9G[redacted]	***Open Date***	02/07/2014	***Built Date***	10/31/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/04/2008	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PUEBLO CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer states tie rod broke
Product - Unknown - Unknown - Accident - Default	customer states vehicle is in an accident
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

1. Who is calling and what is their contact information?owner
Preferred:[redacted]
Alternate:
2. What happened? customer states tie on his vehicle broke and wrapped
around a tree.
3. What is the current location of the vehicle?Wicked Rigs
Wicked Rigs
206 Alhambra Dr
Pueblo, Colorado 81005-2970
Reassign to 82S
****

Per OGC Matrix, reassigned to 82T.
2/10/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 02-10-2014 10:35
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 02-10-2014 10:35
CCRG Open Date: 02/10/2014 08:51:49
Letter Sent: Acknowledgement 02/11/2014 10:41:03
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/15/14 AT 19:07:24[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28C7	7G[redacted]	***Open Date***	02/08/2014	***Built Date***	10/30/2006	
Model Year	2007	***Body***	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	01/27/2007	***Mileage***	122,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59577	LARSON DODGE			
Dealer Address	300 RIVER ROAD				
Dealer City	PUYALLUP	***Dealer State***	WA	***Dealer Zip***	98371

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPANAWAY WA 9[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall clarification

Briefly summarize why the customer is contacting Chrysler: Customer stated that the pittman arm broke and caused the tie rod end to snap, the truck was in a parking lot when this happened. Customer stated he saw lots of information on the interenet about the recalls.
Agent referred to AC Answer ID 24057 and advised customer that This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Agent advised the customer that the truck needs to have an inspection done at an authorized CHRYSLER dealership. If the dealership sees that the original factory installed left tie rod parts , the recall is complete.
If there are MOPAR aftermarket parts there the dealership will only replace the left tie rod ball stud. Any other components would be a customer pay.
Agent advised customer that the pittman arm would not fall under the recall, that it would be customer pay.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19DX	7G[redacted]	***Open Date***	02/08/2014	***Built Date***	08/28/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	09/30/2007	***Mileage***	109,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	65023	CROWLEY CHRY-JEEP-DODGE INC			
Dealer Address	1461 FARMINGTON AVENUE				
Dealer City	BRISTOL	***Dealer State***	CT	***Dealer Zip***	06010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	4[redacted]	***Home Phone***	[redacted]
	SHAPLEIGH ME [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the N62. Customer called stating that he just went on the on ramp of the interstate and his tie rod broke. Customer states he was just at the DLR and they had it inspected and put the Customer on the list for the part. Customer states he would not receive the part until May. Customer states he is having his vehicle towed by AAA.
Briefly summarize what the Customer is expecting: Customer seeking part expedited and information regarding rental.
Agent advised the Customer that she will contact the DLR and advise them of resources they can contact to have the part possibly pushed through as there is the restriction. Agent contacted DLR and spoke with SA Tom. Agent advised SA to contact their AM in regards to the part. Agent advised that the AM may be able to push the part through the system as the VOR. Agent advised she has contacted other DLRs who were able to do so. Agent advised the Customer is having the vehicle towed to their DLR. SA stated he will contact the PM on Monday to contact the AM. Agent advised the Customer of the above information. Agent advised she cannot promise anything. Agent advised if the Customer s vehicle will need to wait for the part he can then contact us in regards to rental. Customer thanked Agent.
*****REASSIGN TO KM788 BY-PASS. CUSTOMER NEEDS TO BRING VEHICLE TO DLR FOR REPAIR.*****
Customer called stating that the vehicle is at the dealership now and that the dealer has put the customer in a loaner vehicle.
-
Agent advised customer that he would have to work with the dealership for contact information of the AM and RM of the dealership. Agent advised customer if he needs further assistance going forward to call back to the CAC.
Briefly summarize why the customer is contacting Chrysler:
Customer called for an update on his current case.
Briefly summarize what the customer is expecting:
To find out the status of his current repairs.
Agent advised customer that currently there are no updates on this case.

Customer called to say that the dlr got his parts in today but has now spoken to his lawyer because this truck has given him nothing but issues since he bought it and when he wanted to site Lemon Law after he originally purchased vehicle, noone was willing to help. Customer wanted to know if there was anything we can do for him this time.
Agent advised that we would not be able to do anything beyond the recall repair due to age and mileage of vehicle but he could pursue the issue with his lawyer if he chooses that route.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C4	5G[redacted]	***Open Date***	02/08/2014	***Built Date***	04/22/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/30/2005	***Mileage***	166,837	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	58004	GRIEGER'S MOTOR SALES INC			
Dealer Address	1756 WEST U S HIGHWAY 30				
Dealer City	VALPARAISO	***Dealer State***	IN	***Dealer Zip***	46383

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	VALPARAISO IN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment for recall N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Vehicles tie rod broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he had an incomplete recall on file and had an inspection with the N62. Customer stated that he is on the side of the road going to a wedding and his tie rod broke. Customer is asking what to do now. Agent stated that we can call for a tow and see about reimbursement for this but at this time we can only get the vehicle towed to the dealership. Agent stated that once the vehicle is at the dealership we could look at putting the customer at the top of the list for this recall part. Customer was not happy with what we could do for him and stated he will take care of the towing and send in the receipts for reimbursement. Agent stated that on Monday we could look at possible rental vehicle.
Briefly summarize what the customer is expecting: To know what to do. Customer is expecting to be compensated for towing, rental and motel. Customer contacting Chrysler because his tire rod broke on 02/08/14. Customer is seeking reimbursement for the towing and rental and motel. Agent advised the customer that he can send in the receipts for the towing and the rental and get possible reimbursement but not a definite guarantee. Agent stated to the customer that on our end it shows that the recall was completed on 02/01/14. Customer stated that it was not completed and he has the paperwork to prove that he took his vehicle to the dealership on 02/01/14 and it stated that it was inspected and that he would need the part for the recall and that they didn t have the part available. Customer stated that he is going to go to his local mechanic to get the tire rod replaced and wanted to know if he could get reimbursed. Agent stated to the customer that he can send in all his receipts to see if he can get possible reimbursement for the parts but not the labor, and that Chrysler reviews the reimbursement requests and handles them case by case. Customer understood. Agent advised customer of all the information that is needed to fax in to Chrysler to seek reimbursement (answer connect id s 18891, 17420). Agent also suggested to the customer to fax in the paper that stated he would need the recall completed when he took his vehicle to the dealership on 02/01/14. Agent advised customer to give us a call once he faxes his papers in. Agent advised the customer that it could take up to 60 days for processing the

reimbursement request. Customer understood.
reassign to 86Y
Writer acknowledges assignment and documents are present.
Correction documents are NOT present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls:No
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: ????consequential/incidental expenses
Reviewed previous files:yes
H46 completed 02/21/2012, inspection only, no parts = original factory equipment or Non Mopar parts present.
N62 completed 02/01/2014, inspection only, no parts = original factory equipment or Non Mopar parts present.
writer will call the Dealership tomorrow to check about recall information Customer is stating.
DEALER CONTACT: Writer called GRIEGER S MOTOR SALES INC 219-462-4117. Writer spoke to SA John who advised at the time of inspection tie rod was not broken 02/01/2014, and yes a replacement tie rod has been ordered. Writer requires documentationof when /where the tie rod was installed.
CUSTOMER CONTACT: Writer called MR [redacted]. Writer learned Customer just purchased the truck a year ago, so the former Owner may have put on a replacement part. Writer did advise that Chrysler does not normally cover incidental expenses like motels/restaurants, possibly towing. Customer advises he has case #(verified), and will fax everything on Monday. Writer provided fax # 877 768 5076.
No documents.
No documents.
No documents.
No documents. Writer will try to contact again today.
CUSTOMER CONTACT: Writer called MR A[redacted]. Customer advised he did fax documents, just after we spoke last week. Writer advised that we will wait a little longer to see if documents get attached. Writer apologized but there is a bit of a delay in the queue.
No documents.
No documents.
No documents.
No documents, Writer will wait till Monday for documents.
No documents. Close Tuesday if no documents.
No documents, May I get a bypass please.
by pass added.
Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	8G[redacted]	***Open Date***	02/10/2014	***Built Date***	02/01/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/05/2008	***Mileage***	201,451	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CYPRESS TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer experienced N62 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke off
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

Duplicate CAIR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	8G[redacted]	***Open Date***	02/10/2014	***Built Date***	02/01/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/05/2008	***Mileage***	201,451	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CYPRESS TX 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer experienced N62 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

Duplicate CAIR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	8G[redacted]	***Open Date***	02/10/2014	***Built Date***	02/01/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/05/2008	***Mileage***	201,451	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CYPRESS TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer experiencing N62 recall
Dealer - By-Pass - Default - Default - Default	Customer's tie rod broke off
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke off

1. Who is calling and what is their contact information? [redacted]
Preferred[redacted]
Alternate:[redacted]
2. What happened? Customer was driving on freeway with two small children, when his left outer tie rod broke off his truck completely. Customer lost complete control of vehicle and veered off of the road.
3. What is the current location of the vehicle? Current location is on the side of the road, approximately 5 miles away from Allen Samuel s Dealership in Katy, Texas.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC to document issue with his left outer tie rod breaking off while driving. Customer was aware there was a recall on his vehicle. Customer called dealership Allen Samuels (44990) outside of hours. Dealership had no methods of leaving a message, which was against what they state on their dealership website.
Briefly summarize what the customer is expecting: Customer is expecting to get his vehicle repaired at the dealership.
Reassign Case to 82S
****

Based on the above description, there does not appear to have been an accident. Did the customer hit something after tie rod broke? If not, this is not S/I.
Agent called customer back to follow up on the case. Customer stated that his vehicle was fixed the following day. Customer stated that the dealership provided all assistance. Customer would like to document that SM Jackie was extremely helpful in this situation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L3	9G[redacted]	***Open Date***	02/10/2014	***Built Date***	03/06/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/22/2009	***Mileage***	94,389	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60184	RED RIVER DODGE,CHRYSLER,JEEP LLC.			
Dealer Address	105 S. SEVENTH ST.				
Dealer City	HEBER SPRINGS	***Dealer State***	AR	***Dealer Zip***	72543

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HEBER SPRINGS AR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall information
Corporate - Survey By-Pass - Dealer Call - Default - Default	

Briefly summarize why the customer is contacting Chrysler: DLR called Chrysler regarding a customer s vehicle. Customer s vehicle has an open N49 recall and while driving their tie rod broke. Customer s vehicle was towed to the nearest DLR. DLR has parts to complete the repairs but is seeking cost assistance on behalf of the customer for the tow.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance for their tow to the DLR. Writer advised DLR to contact their Business Center for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L8	9G[redacted]	***Open Date***	02/10/2014	***Built Date***	01/19/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/09/2009	***Mileage***	37,871	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66908	GARY MATHEWS MOTORS INC			
Dealer Address	1100 NEW ASHLAND CITY RD				
Dealer City	CLARKSVILLE	***Dealer State***	TN	***Dealer Zip***	37040

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELKTON KY[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod end broke - involved oin Recall N49 - Reimbursement for repair

Tie rod end broke. Customer had vehicle repaired at independent shop near where he lives - long way fro dealer. Found out vehicle involved in Recall N49 for tie rod end. Customer gave dealer original receipt - dealer mailed receipt to Area Mgr for reimbursement. Chrysler to process reimbursement to customer for $265.78. Dan Eisenbraun - Area Mgr. dje3.
2/10/14 Reimbursement request sent to BC for approval - dealer already sent Area Mgr original receipt. Dan Eisenbraun - Area Mgr. dje3.
CHECK RETURNED BY POST OFFICE - FORWARD TIME EXP. YELLOW STICKER PUT ON CHECK BY POST OFFICE SHOWS NEW ADDRESS AS: 1599 HADDEN MILL ROAD, ELKTON, KY 42220. REMAILING CHECK TO THIS ADDRESS.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D0	7J[redacted]	***Open Date***	02/10/2014	***Built Date***	07/31/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/08/2007	***Mileage***	94,317	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANCHORAGE AK[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking rental
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer states that the left tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod has broke
Corporate - CNA Change - Default - Default - Default	updated phone number

Escalation Override approved by NC603 due to vehicle being down that may be related to N62.
Briefly summarize why the customer is calling: Customer is calling because he has the N62 recall regarding the left tie rod and he states that it broke while driving today and he took his vehicle to the dealership and they state that they do not know how long it is going to take for the part to come in.
Briefly summarize what the customer is expecting: Customer is expecting to get a rental vehicle while he waits for the part to come in and his vehicle to get repaired.
Agent called dealership but no one was available to speak with.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: no email
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Anchorage 64793
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
Three (3) vehicles - used
Purchased 07/31/2013 - no mileage listed
3rd owner of vehicle
Tech Connect - related to recall N62
CM called dealer 64793 and spoke with SM Randy to verify if the vehicle is there. SM reviewed and found that the vehicle is at the dealership, verified mileage at 94,317 and now he will need to look and see if the vehicle can be repaired ahead of someone else who may have been waiting longer.

CM left message for AM KOL and discussed what can be done to resolve the recall on this vehicle and provided callback number and another call will be Wednesday Feb. 12th 2014.
Status update provided via email to the following email address:
[redacted]
I am your case manager - Suzie (operator ID-SM1203) who will be assisting you in resolving your concerns.
My contact information is as follows:
Case number -- [redacted]
Callback number - 1-800-763-8422
Extension 66093
Hours of availability - 7a-3:30p MST - Monday-Friday
I will contact you within one (1) business day to discuss the concern and see what Ram Customer Care can do to resolve your issue.
Thank you for being part of Ram.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed - [redacted]
CM spoke with customer to discuss the concern with the recall needs to be done. Customer alleges that the vehicle was towed to dealer 64793, the cost was $53.00, and the dealer had informed him that the vehicle was fine to drive but then it broke down. Customer also stated that his expectation is to have transportation assistance and also cover the towing charge that he has incurred. CM assured customer that the issue will be resolved and another call will be placed on Thursday Feb. 13th 2014 with decision.
CM received email from SM Randy at dealer 64793 to confirm repairs will be completed by end of week.
CM called AM KOL to verify what direction can be done to resolve the concern with shortage of parts. AM stated that the repair can be completed under warranty and then, leave the recall opened on the vehicle. CM understood and will let the dealer know.
2nd call was made to contact customer. [redacted]
CM spoke with customer to explain that dealer will be working on the vehicle soon and it should be completed by end of business day on Friday Feb. 14th 2014 so another call will still be placed on the specified date to check on status.
CM called dealer 64793 and spoke with SM Randy to confirm if the vehicle repairs have been completed. SM reviewed and found that the vehicle has not been picked up but ending mileage of 94,317 but it should be picked up today.
CM called dealer 64793 and spoke with SA Matthew since SM Randy was not available to verify that the vehicle has been picked up by customer. SA reviewed and advised CM that the vehicle was picked up yesterday.
CM left message for customer at [redacted] to confirm the vehicle is operating properly and repair was completed satisfactorily, provided callback number, and extension 66093 and no need to contact CM back if all is working well and the case will be closed on Monday, Feb. 17th 2014.
Status update provided via email to the following email address:
[redacted]m
Good Day -
I am contacting you from Ram Customer Care about the 2007 Dodge Ram 2500.
I would like to let you know that the vehicle has been returned to you with all repairs completed and I would like to contact operation of the vehicle.
If the vehicle is operating properly, there is no need to contact your case manager back - Suzie but if there is any other issues please feel free to contact me back at 1-800-763-8422 extension 66093 with case number that has been provided.
Thank you for being part of Ram.
End of Status Update
Status update provided via email to the following email address:
[redacted]@[redacted]
Good morning --
This is Suzie your Case Manager from Ram Customer Care - I have reviewed and found that your repairs have been completed. At this time, the case will be closed but if you experience any other issues, please contact your local dealer.
Thank you for being part of Ram.

End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL2	BG[redacted]	***Open Date***	02/11/2014	***Built Date***	04/19/2011	
Model Year	2011	***Body***	DJ7R81	DODGE RAM PREMIUM 4X4 2500 MEGA CAB			
In Service Dt	05/20/2011	***Mileage***	66,654	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68611	MORITZ CHRY/JEEP			
Dealer Address	9101 SPUR 580 WEST				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76116

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	MIDLAND TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-02-11
Road Side File Created 02-11-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
W COUNTY ROAD 114
COTTON FLAT RD
MIDLAND
TX USA
TIE ROD BROKE ON THE FRONT LEFT TIRE,TIE ROD BROKE
DEALER CODE : 68611 MORITZ CHRYSLER/JEEP/DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4EL4	AG[redacted]	***Open Date***	02/11/2014	***Built Date***	01/29/2010	
Model Year	2010	***Body***	D28H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	04/29/2010	***Mileage***	94,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43366	CLEAR LAKE DODGE			
Dealer Address	15711 GULF FWY				
Dealer City	WEBSTER	***Dealer State***	TX	***Dealer Zip***	77598

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(832) 941-2500
	PASADENA TX [redacted]5	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer wanted to know what warranties she still has.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke
Recall - N49: LEFT TIE ROD - Other	Customer's tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that the left tie rod broke on the vehicle. Customer wanted to know if there was a recall on this. Agent informed the customer that she had the N49 recall which is the left tie rod. Agent advised the customer to call the DLR when it opens to book an appointment. Customer wanted to know if it will be done today. Agent told the customer that the DLR could tell her that. Customer asked about her warranties and agent advised her of them.
Briefly summarize what the customer is expecting: Customer wants vehicle repaired due to the N49 recall.
Customer called stating she is very upset with the dealership
Customer stated they will not give her a guarantee her vehicle will be ready today.
Agent advised the customer the vehicle will have to be brought to the dealership for a diagnostic
Agent called the dealership and spoke with SA Jerry.
SA Jerry stated customer did call in but didn t have the VIN information.
SA Jerry stated he cannot guarantee if the vehicle will be done today without a diagnostic.
Agent advised the customer of the information
Customer stated they are still waiting for roadside to bring the vehicle into the dealership.
Agent supplied the customer with the case [redacted]
Agent advised the customer SA Jerry will do everything possible to get your vehicle back.
Agent advised the customer this part is on backorder but they will do their best, there is no guarantee the vehicle will be ready by today.
Dealership phone number 2814776767
Customer wants to know if
Agent called dealer GULFGATE DODGE at 281-477-6767 and spoke with SA Jerry who states that customer was told that there is a part available for the repair, but they will have to use another person s part to repair

the vehicle. SA reports that the customer is pushing to have the vehicle repaired immediately and this is just not possible, but they will try to do their best to help. SA states that the customer will just have to be patience and the truck will not be fixed today. Customer remarked that if they cannot fix it today then they will fix it themselves.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	7G[redacted]	***Open Date***	02/11/2014	***Built Date***	03/06/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/16/2007	***Mileage***	69,364	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUNBURY OH[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer's Tire rod broke off his truck
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on recall N62
Corporate - CNA Change - Default - Default - Default	Updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his tirerod broke off his truck and had to have it towed to Automax Chrysler Dodge Jeep Ram. Customer stated that he spoke with SW Justin, and showed him the recall notice and Justin told him that they will not cover the tirerod under the recall and that he would have to pay $900 plus to get the tire rod fixed. Agent called over to the dealership (740) 369-9611 and spoke with Justin and he stated that he does not have to fix the tire rod under the recall. Justin stated that as per his recall notice that if there were a certain type of bolt on the tire rod that s what they will be fixing. Justin stated that they inspected the vehicle and he didn t need the recall. Customer feels that is wrong information because there is obviously a problem with the tire rod because it broke off his truck. Customer is frustrated with the whole recall situation.
Briefly summarize what the customer is expecting: Customer is expecting some type of clarification regarding this N62 recall because he feels that his broken tirerod should be covered under the recall.
Reassign to 88F
Customer s preferred contact number 614-570-1627
* * * * * CASE MANAGER TEAM - District P * * * * * *
Srvc dealer: 36464, TOM O BRIEN CHRYSLER JEEP DODGE
Ownership: Current 2nd owner
Owned: 1
NEW: 0
USED: 1
Currently owns: 1
Service Contract: expired
Out of Warranty
Time: 3 years
Miles: 34000
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Agent contacted customer to discuss customer s concerns with recall. Customer was told by the dealership that he had to pay for this. Customer had it towed in Saturday, customer stated that he was told that he had to pay for this. Customer couldn t understand this.
Agent contacted dealership Automax Chrysler Dodge Jeep Ram, phone number dialed, (740) 369-9611. Agent contacted dealership to inquire about recall status. Agent spoke to SM Brad and was informed that it is the right tie rod assembly that is broken not the 69364.

Agent called dealership back to inquire about accepting an RA for these repairs.
Agent contacted dealership Automax Chrysler Dodge Jeep Ram, phone number dialed, (740) 369-9611. Agent contacted dealership to see if they would be willing to accept an RA. At least $200.00.
Agent contacted dealership Automax Chrysler Dodge Jeep Ram, phone number dialed, (740) 369-9611. Agent contacted dealership to see if they would be willing to accept an RA. At least $200.00.
Agent contacted customer, phone number dialed, [redacted]. Customer accepted offer at a $0.00 co pay. Customer s and CM s previous conversation was that customer would be covering the entire repair and will be taking this to the public. Customer stated that he appreciates us backing the product and he will be staying with the brand.
Agent contacted dealership, phone number dialed, (740) 369-9611. Agent contacted dealership to get pricing for a $0.00 co pay warranty pricing. Agent asked for warranty pricing. SM wasn t very happy about it but asked for CM s contact information and stated that he would call her back. CM thanked SM for his help.
Agent contacted dealership, phone number dialed, (740) 369-9611. Agent returned dealerships call regarding pricing. Agent spoke to SA (Justin) and was informed that $163.14 labor $435.54 parts total $598.68. Agent provided CAIR number and informed SA that CM will get all notes submitted for the RA and requested dealership give CM a call if any issues arise.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $435.54
Labor = $163.14
Total = $598.68
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 42 36464 02/11/14 15:51 O 24577420
Agent contacted customer, phone number dialed, [redacted]. Agent informed customer of the status of vehicle. Customer informed agent that he s going to have some maintenance done there so the vehicle might not be done tomorrow. Agent informed customer that CM will follow up tomorrow 2/12 to touch bases.
Writer is authorizing the repair with a $0 co-pay.
Agent contacted dealership, phone number dialed, (740) 369-9611. Agent contacted dealerhsip to get an update on repairs. Agent spoke to SA (CJ) and was informed that SM is out to lunch. Agent left message for SM requesting a call back.
Agent contacted dealership, phone number dialed, (740) 369-9611. Agent contacted dealership to get an update on repairs. Agent spoke to SA (Justin) and was informed that vehicle is almost ready and that they are getting paperwork.
Agent contacted customer, phone number [redacted] Agent contacted customer to touch bases. Agent spoke to customer who stated that he is glad to hear that and that he will mroe than likely pick up his vehicle tomorrow morning. Agent informed customer that CM will follow up tomorrow 2/13 to touch bases on things.
Agent contacted customer, phone number dialed, [redacted]. Agent contacted customer to confirm pick up and discuss how customer s vehicle is operating. Customer stated that he drove vehicle 40-50 miles. Customer stated that so far his vehicle is driving just fine. Customer stated that he will be taking a long trip this weekend so he will be able to put more miles on his vehicle. Agent informed customer that CM will follow up no later than Monday 2/17 to touch bases.
Agent has wrong service=ing dealer assigned to this cair please fix
REASSIGNED TO BC/DLR 42 26856 02/14/14 10:28 O 24577420
Agent contacted customer, phone number dialed, [redacted]. Agent cotnacted customer who informed agent that his son drove the vehicle 550 miles in one day and the truck is running great. Agent informed customer

that CM will be closing case with all issues reoslved. Customer stated
that would be great and thanked CM for her help.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG1[redacted]	***Open Date***	02/11/2014	***Built Date***	12/17/2009	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	04/20/2010	***Mileage***	102,244	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42630	EARL'S DODGE-JEEP			
Dealer Address	2814 PORTER WAGONER BLVD				
Dealer City	WEST PLAINS	***Dealer State***	MO	***Dealer Zip***	65775

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLOW SPRINGS MO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Open recall.

Briefly summarize why the customer is contacting Chrysler:The customer s tie rod end is actually broken.
Briefly summarize what the customer is expecting:The customer wanted to know if he can go to a local mechanic. Agent advised that he can but if he uses a non Chrysler dealership and non mopar parts he will not be able to be reimbursed.
Agent contacted the dealership and the dealership agreed to move the customer to the top of the list, so the next time a part comes in the dealership will contact the customer. The customer wanted more information. Agent wanted more information and said he would contact the dealership for that.
Briefly summarize why the customer is contacting Chrysler: dealer states no alignment covered under the recall.
Briefly summarize what the customer is expecting: why do customers have to pay if the part broke and not needed before. Jared SM- no the wheel alignment is not covered under. if it comes in under power no alignment needed, this vehicle will vehicle will need an alignment but not covered under the recall. Nothing we can do for the customer. Agent states talked to Jared and he stated unfortunately no coverage under the recall because that is classified as a maintenance procedure and the customer has to pay. Customer does not understand why it is not but understands that is the way the policy is written.
Customer called seeking rental for the time his vehicle is down for recall repair.
Writer informed customer that rentals are not covered under recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	BG[redacted]	***Open Date***	02/11/2014	***Built Date***	06/21/2011	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/10/2011	***Mileage***	25,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26775	RYAN CHRYSLER DODGE JEEP			
Dealer Address	1212 2ND ST W				
Dealer City	WILLISTON	***Dealer State***	ND	***Dealer Zip***	58801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]00
	MOUNT LAUREL NJ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Customer states that the tie rods broke in the vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rods broke in the vehicle and that the vehicle is stranded. Customer states asked if towing would be covered as this is a recall component that broke. Agent told customer that it will not be covered as consequential expenses are not covered. Agent offered to transfer him over; customer declined.
Briefly summarize what the customer is expecting: Customer would like to know if towing is covered under warranty.
REASSIGNED TO PC739 FOR SURVEY BYPASS; no diagnoses.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A7	8G[redacted]	***Open Date***	02/11/2014	***Built Date***	07/13/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	04/14/2008	***Mileage***	70,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	09861	GRIFFIN MOTORS COMPANY			
Dealer Address	11031 PERRY HIGHWAY				
Dealer City	MEADVILLE	***Dealer State***	PA	***Dealer Zip***	16335

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OIL CITY PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states he had original steering linkage not upgraded
Corporate - Complaint Contact - Default - Default - Default	Customer states he wants to file a complaint about the tie-rod
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that his tie rod snapped

Briefly summarize why the customer is contacting Chrysler: Customer states he was going down a hill and the tie rod snapped. Customer states that he had to be towed to the DLR.
Briefly summarize what the customer is expecting: Customer seeking assistance to pay for the tie-rod and the tow.
Agent advised customer that the recall was in direct relation to the h46 recall. Customer states that he had the original steering linkage. Agent advised customer that the tie-rod is a wear item and coincidentally it broke. Agent advised customer that the tow will not be reimbursed and the cost of th repair is a customer pay item. Customer states he wanted his complaint documented. Customer states he did a lot of work to the front end of the vehicle himself. Customer states he replaced the ball joints at 17000 miles.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29T7	9G[redacted]	***Open Date***	02/11/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	09/11/2009	***Mileage***	46,666	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	09861	GRIFFIN MOTORS COMPANY			
Dealer Address	11031 PERRY HIGHWAY				
Dealer City	MEADVILLE	***Dealer State***	PA	***Dealer Zip***	16335

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRINGBORO PA [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Customer seeking recall information
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states as he was leaving the driveway of where he was at, the left tie rod broke. Customer seeking to fix it himself and then to get reimbursement afterwards as he can not wait and needs the vehicle back on the road right away.
Briefly summarize what the customer is expecting: Agent advised he can fix himself however it would have to be inspected by a dealership and then he can seek reimbursement after it has been inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4EL4	AG[redacted]	***Open Date***	02/12/2014	***Built Date***	01/29/2010	
Model Year	2010	***Body***	D28H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	04/29/2010	***Mileage***	94,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45057	GULFGATE DODGE INC			
Dealer Address	7250 GULF FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77017

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	PASADENA TX x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-02-12
Road Side File Created 02-12-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
6643 CRESTFORD LN 7250 GULF FREEWAY
CRESTMEADOW DR
PASADENA HOUSTON
TX USA TX
TIE ROD BROKE,, RAM 3500,, DUALIES,, 2 DOOR,, BIG
DEALER CODE : 45057 GULFGATE DODGE CHRYSLER JEEP INC
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	02/12/2014	***Built Date***	11/24/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	04/29/2010	***Mileage***	200,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SLOAN IA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised onwner of recall
Recall - L16: LEFT TIE ROD END - Reoccurance or Related Problem	Left tie rod end broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting: Customer expecting recall information regarding left tie rod end occurrence, and information regarding completing recall.
Briefly summarize what the customer is expecting: Customer expecting repair/recall information. Customer stated that last night while driving the vehicle, the left tie rod end broke. Writer advised customer of the L160 and N490 recalls on vehicle. Writer advised customer to have vehicle diagnosed by local dealership, and informed him that if the repairs were recall related, the cost would be covered by Chrysler. Customer stated that he would contact WOODHOUSE CHRYSLER DODGE JEEP RAM #45590 and schedule diagnosis appointment. Writer provided customer with case number as reference.
-
Reassigned to 861, no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26CX	6G[redacted]	***Open Date***	02/12/2014	***Built Date***	03/31/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	08/24/2006	***Mileage***	90,748	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CREVE COEUR IL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer said the recall was completed.
Corporate - Recall - Default - Default - Default	Customer wanted to know if there was a recall on the right tie rod.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that his right tie rod broke and went thru his right front tire. Customer was able to pull over on the highway and had the vehicle towed to the DLR. Customer said the cost was $938.72 and the date was 02/06/14 and both tie rods were replaced. Customer said his thinks the right tie rod should also be on a recall because it is a safety concern and he was lucky he didn t kill someone or himself.
Agent advised him that his concern would be documented.
Agent called the DLR and spoke to Jennifer who stated SA Lynn only charged for the right side and also inspected the left tie rod and replaced both tie rods.
Briefly summarize what the customer is expecting: Customer wanted to know if there was also a recall for the right side tie rod.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29T7	9G[redacted]	***Open Date***	02/12/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	09/11/2009	***Mileage***	46,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRINGBORO PA [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END -	Recall on VIN
Recall - N49: LEFT TIE ROD -	Recall on VIN

Briefly summarize why the customer is contacting Chrysler: vehicle was being backed up and the tie rod broke. Just got home from out of town.
Briefly summarize what the customer is expecting: need to get this fixed right now because he has to go to work. Agent states there is no coverage for towing and no coverage for rental. Customer states why and Agent states can not work that into the parameters that we have to work with. Customer asked to speak supervisor and agent states will receive the call back within 24 hrs.
Kim SA - states the customer will have the vehicle towed here and the vehicle will be put to the top of m in house list since the vehicle is off road. Kim states that the cusotmer was asking if Chrysler would cover the towing to the dealer and agent states no towing coverage.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: no towing and no rental available to the customer since the tie rod broke.
CAIR assigned to: JE779
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
customer called back about further information regarding getting the vehicle towed to the dealership for repair of recall.
Customer has called requesting to see if the supervisor is available yet. Agent advised the customer the supervisor will contact him.
**********Supervisor Call**********
Writer contacted customer and reviewed file. Customer states dealer is saying if he replaces with oem when available they will do the recall. Writer contacted dealer for confirmation. Writer spoke to Gerry (SA) reviewed the paramaters for the recalls and was in agreement that the inspection would need to take place. Writer advised the customer of this. Customer became irate and advised would never by another vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	02/12/2014	***Built Date***	11/17/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	01/27/2010	***Mileage***	84,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44510	LARRY MILLER DODGE INC			
Dealer Address	8665 W BELL ROAD				
Dealer City	PEORIA	***Dealer State***	AZ	***Dealer Zip***	85382

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DESERT HILLS AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	customer seeking information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Survey By Pass- N49- Parts Restricted****
Briefly summarize why the customer is contacting Chrysler: Customer called into Chrysler stating they have the Tie Rod recall on there vehicle. Customer states that they had the inspection done on there vehicle today and they do in fact need the part to be replaced. Customer states the there is a large waiting list at his dealership and he might not be able to get a part until the summer time.
Briefly summarize what the customer is expecting: Customer is seeking if there is anything we can do to get him the Tie Rod part now.
Customer stated that Matt at the dealership called 9 other dealerships and all of them have a waiting list of 80-100 people on the waiting list. Agent spoke to Matt in the Service Department and confirmed with him that the customer is on a waiting list and could be waiting 3 months or so for the part.
Agent advised the customer that the agent did speck with the dealership and was informed of the same information that the customer was. Customer states that there must be number he can get to contact the place that makes the part and call them and have the Tie Rod part shipped to his dealership for him. Agent informed the customer that we are not provided with that information. Customer stated that a supervisor would have that information. Agent informed the customer that a supervisor does not have that information either and would just provide the customer with the same information as the agent did. Agent informed the customer that there are so extra parts, Chrysler can only make so many parts so fast and dealerships are only able to get what they order. The reason for this is because the vast amount of dealerships that need the part and the vast amount of customers in need of this part.
Customer is very concerned about the safety of his life and his families life. Customer states he needs his vehicle for work and towing and if he cannot do that he cannot work and he needs his job.
Customer asked to speck with a supervisor right now. Agent informed the customer that it is one business day call back. Customer stated that he wants to speck with a supervisor right now and doesn t understand why he can t. Agent advised the customer again that it is a one business day call back. Customer was very angry and disconnected the phone call.

please see TL for feedback.
Customer did not want to wait for the 1 business day call back and disconnected the call.
****N49/restricted parts - Survey By-pass****
Customer contacted Chrysler to inquire about a supervisor call. Customer stated that he is unable to have a part delivered to the dealership. Customer stated he is looking for a contact to speak with someone from the distribution center for the west coast of America. Writer informed the customer that unfortunately we do not have access to that information. Customer stated that he was going to take legal action. Customer has requested Supervisor callback
[redacted]
Reason for request: Customer is irrate about the lack or part availability for the N49 recall
CAIR assigned to: Br379 (Supervisor NIC)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer reached cusotmer care trying to reach Bob Thorton at the Western Business office. Customer is under the inpmression that Mr. Thorton has the ability to overnight parts for this recall. Agent attempted to dissueade the customer from this idea. Customer informed the agent that this guy gave preferential treatment to a police vehicle that was not even broken and now he is asking for preferential treatment for his vehicle as he drives on the side of a cliff daily for work and if the tie rod broke he could end up over the cliff.
tl called [redacted] and left message to advise unble to assist in part expedition and to work with the SM at the dealer for part availabilty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D8	6G[redacted]	***Open Date***	02/12/2014	***Built Date***	08/09/2005	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	10/24/2005	***Mileage***	250,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	EAST SAINT LOUIS IL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke when driving causing accident

POSTMARK DATE: 013114; DATE RECEIVED: 020514
Customer is seeking reimbursement for repairs and damages as a result of the vehicle getting into an accident as a result of tie rod breaking when driving.
The failure was the balljoint according to the customer letter and recalls on the vehicle are not for balljoints. Please call the customer and decline due to age and mileage. No investigation can be completed now as the vehicle is repaired. Advise customer to go to a Chrysler dealer to have both recalls addressed and closed.
Agent contacted customer at [redacted]
Agent advised customer as per lines 5-9. Customer states that he will be contacting an attorney.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	02/12/2014	***Built Date***	03/23/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/21/2010	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24132	JIM SMOLICH MOTORS INC			
Dealer Address	1865 NORTH EAST HIGHWAY 20				
Dealer City	BEND	***Dealer State***	OR	***Dealer Zip***	97701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEND OR [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer inquiring about the towing cost
Product - Suspension - Spindle / Bearings/S Knuckle - Other - Unknown	Tie rods broke on the vehicle

Briefly summarize why the customer is contacting Chrysler: Customer stated the tie rod had broken when he was on a mountain and he had the vehicle towed to the DLR and was advised they would cover the cost. Customer stated the DLR called him and advised that they would not be able to cover the tow, that the claim had been denied.
Briefly summarize what the customer is expecting: Customer is expecting to find out why the tow was not covered. Writer advised the towing would have been covered under the basic warranty which has expired.
The customer had called back stating that his request for having his vehicle towed to a dealership because a recall part had failed.
Agent had one some research and advised the customer there is nothing that can be done to change the decision that had been made.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	02/13/2014	***Built Date***	06/16/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/28/2006	***Mileage***	140,966	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	PEWAUKEE WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	added secondary phone number
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

POSTMARK DATE: 020314; DATE RECEIVED: 020714
Customer seeking reimbursement for the N62 recall.
LETTER REVIEWED:
Customer sent in a letter stating that they were traveling when their right tie rod broke, causing damage to the left inner tie rod as well, both needed to be replaced.
-
N62 is for MOPAR replacement parts causing the Left outer tie rod end to break.
-
Customer will need to show that they had the steering linkage replaced with MOPAR service parts then a subsequent repair showing that the left outer tie rod end broke.
Customers invoices currently do not qualify for reimbursement under the recall N62.
CUSTOMER CONTACT[redacted] Agent called the customer and explained that this recall is on MOPAR replacement parts and the left outer tie rod end. Agent stated that she would need to show that they had the steering upgrade parts or the linkage replaced with MOPAR service parts then a subsequent repair showing the left tie rod broke. Customer stated that Chrysler doesn t care if the factory parts fail. Agent stated that this recall is on the left side and MOPAR replacement parts. Customer understood.
****
Reimbursement Declined
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A6	8G[redacted]	***Open Date***	02/13/2014	***Built Date***	05/28/2008	
Model Year	2008	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	12/31/2008	***Mileage***	171,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	51444	GREENBRIER MOTOR CO INC			
Dealer Address	111 SENECA TRAIL				
Dealer City	LEWISBURG	***Dealer State***	WV	***Dealer Zip***	24901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMINGBURG OH [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rod broken
Recall - N49: LEFT TIE ROD - Information Request	Seeking a recall part
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler regarding the recall. The customer states that tie rod on his vehicle has broken and there are waiting lists to get the recall done. The customer wants to know if there s a way to get the parts in any quicker. Agent advised the customer that the parts are on restriction where the dealership can order 1 part in every 7 days and there is no way around that restriction. The customer states that the dealership he contacted said that they have 12 people on the list already. Agent contacted other dealerships in the customer s area to see if the waiting lists are any shorter. One of the dealerships had 7 people on the list. Agent advised the customer of this. The customer is still not happy with this answer and disconnected the call.
Briefly summarize what the customer is expecting: The customer is expecting a recall part to repair his vehicle.
Reassigned to DF314 for survey bypass- No repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	5G[redacted]	***Open Date***	02/13/2014	***Built Date***	05/24/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/27/2005	***Mileage***	175,749	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26620	CRONIC INC			
Dealer Address	2515 N EXPRESSWAY				
Dealer City	GRIFFIN	***Dealer State***	GA	***Dealer Zip***	30223

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILNER GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Cusrtomer has an incomplete recall

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that his tie rod broke and would like to know if this is the recall. Agent advised to have the vehicle towed to the dealership to see if it is the same part and then he can have this vehicle serviced when the part become available.
Briefly summarize what the customer is expecting: To have this recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L5	9G[redacted]	***Open Date***	02/13/2014	***Built Date***	03/09/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/18/2009	***Mileage***	21,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44221	LITHIA'S GRANTS PASS AUTO CENTER			
Dealer Address	1421 N.E. 6TH ST				
Dealer City	GRANTS PASS	***Dealer State***	OR	***Dealer Zip***	97526

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	GRANTS PASS OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer states recall part fell off
Corporate - Reimbursement - Default - Default - Default	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting chrysler stating that he went and order the left tie rod part for his vehicle, customer states went he went home his left tie rod fell off and now he can t drive the vehicle. DEALERSHIP is closed and agent cannot provide ORDER# or PART# to send it to expedite the part.
Briefly summarize what the customer is expecting: customer is expecting to get a call back from chrysler for further information about his recall part
LITHIA CHRYSLER JEEP DODGE - 541-885-8000
Customer called back.
Customer stated that when his tie rod popped off the vehicle and the sway bar arm on the left side had gotten scratched in the process.
Customer would like know if he is going to be reimbursed for this expense that was caused by the recall.
Agent advised customer that unfortunately does not reimburse for these type of expenses or incoviences with recalls. Agent advised customer that only thing covered under recall is the part and repair .
Customer understood.
Customer is calling back stating his frustration over the sway bar not being covered by the damage caused by the recall. Customer is upset over the sway bar being damaged by recall and costing him $200.
Writer called LITHIA CHRYSLER JEEP DODGE @ 541-885-8000 and asked to speak to the SM Matt and left a message to call back. Contact information 855.675.9291 EXT 4718136 case number[redacted].
1 original 1 used 21000 miles no s/c
~~~~~~~~~~~~~~~~~~
[redacted] recall LEFT TIE ROD repaired and the sway bar was damaged when the tie rod popped off the vehicle - customer paid $200 for the sway bar and feels he should not have to pay as the recall cause the damage, writer needs SM verification on the repair.
~~~~~~~~~~~~~~~~~~
Writer called[redacted] and spoke to him writer advise the customer that a call has been made to the SM to get SM opinion as soon as new information is available writer will call him back, customer

happy and thanked writer for the call.
Writer called LITHIA CHRYSLER JEEP DODGE @ 541-885-8000 and asked to speak to the SM Matt who said the customer has not been at the dealership since 10/2012 and that was for an oil change.
Customers vehicle is at dealership 44221 not 68840, writer will call the proper dealership.
Writer called LITHIA CHRYSLER JEEP DODGE @ 541-476-6684 and asked to speak to the SM Wes and left a message to call back. Contact information 855.675.9291 EXT 4718136 case number 24593064.
SM Wes from LITHIA CHRYSLER JEEP DODGE @ 541.472.3061 requesting a call back.
Writer called LITHIA CHRYSLER JEEP DODGE @ 541.472.3061 and asked to speak to SM Wes and left a message to call back at 855.675.9291 EXT 4718136.
SM Wes from LITHIA CHRYSLER JEEP DODGE @ 541.472.3061 requesting a call back.
Writer called LITHIA CHRYSLER JEEP DODGE @ 541.472.3061 and asked to speak to SM Wes who said the recall recommends to change the sway. Wes spoke to his SA who worked on the vehicle and he said the sway bar was damaged when the tie rod broke on the vehicle. Writer asked how much the customer paid to have the sway bar replaced and Wes said he did not know because the repair was not done at the dealership, he said maybe the customer went elsewhere.
Writer called [redacted] and left a message to call back. Contact information 855.675.9291 EXT 4718136 case number [redacted] called back returning writers call, writer advised the customer of lines 52-58, customer understood. Writer asked where this repair was done at and Customer states he was waiting for the part to come in it was delivered yesterday to the dealer and he is calling Lithia today to have the repair completed. Writer advised the customer once his vehicle is repaired he could fax in his invoice and writer will reimburse the customer, customer is happy. Fax # 877.768.5076 case number [redacted]
*****waiting for docs.*****
POSTMARK DATE: 022514; DATE RECEIVED: 022514
RECALL LEFT TIE ROD N49
Customer submitted request for reimbursement for recall LEFT TIE ROD N49
Customer s proof of payment is: Credit Card [redacted]
Recall applies to customer s vehicle: yes
Date of repair: 02/21/14
Invoice #: 119223
Labor $ 44.00
Parts $ 73.85
Tax $ 0
Misc. Charges $ 0
Total $ 117.85
Writer is submitting check for approval in the amount of $117.85
****
Address matches COIN and docs submitted by the customer.
Writer called [redacted] and spoke with him, writer advise the customer that he will receive a check in 7-10 business days in the amount of $117.85, customer happy and thanked writer for the help.
Address was verified by the customer.
Approved
CLOSED LOOP UPDATE - check approved, no further action is required.
POSTMARK DATE: 033114; DATE RECEIVED: 033114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1 BG[redacted]	***Open Date***	02/14/2014	***Built Date***	07/07/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB		
In Service Dt	10/28/2011	***Mileage***	56,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68502	PIEDMONT CHRY-DODGE-JEEP			
Dealer Address	4015 CLEMSON BLVD				
Dealer City	ANDERSON	***Dealer State***	SC	***Dealer Zip***	29621

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	ANDERSON SC null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-02-14
Road Side File Created 02-14-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
10 BIB WAY 4015 CLEMSON BLVD
SC-258
ANDERSON ANDERSON
SC USA SC
TIE ROD HAS BROKEN,SECURITY IS AWR THAT A TOW TRUC
DEALER CODE : 68502 PIEDMONT CHRY-DODGE-JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L1	9G[redacted]	***Open Date***	02/14/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/14/2009	***Mileage***	42,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WINNFIELD LA [redacted] 4	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Recall - L16: LEFT TIE ROD END - Other	LEFT TIE ROD END
Product - Differential Gear Assy's - Axle Shaft - Other - Unknown	b.o. axle
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:the vehicle needs an axle and wanted to know why it isn t covered under the power train warranty. Owner feels at this low mileage that it should not of broke.
Also owner has 2 recalls for the tie rods that have not been completed.
Also the part is on back order.
Briefly summarize what the customer is expecting:to expedite the part and cost assistance.
Agent spoke to SA Trish and she provided part information to expedite.
Also SA advised this is not a regular customer, agent inquired if they could provide cost assistance and she stated they will not assist.
The parts are in for the recalls but back ordered for the axle.
Agent advised owner the axle is only covered under the basic.
Writer contacted (Legacy 45557) and spoke with (SA Trish).
(SA Trish) stated part information for order is as follows:
Part #:68053957ae
Part Description:axle
Order #:00025
ETA:no ETA
Is customer in rental? no
If yes, who authorized rental?
Is the vehicle off road? yes
Order type: dailyÙ (Daily/Special Handling/VOR)
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to 96wÙ (96W (Parts Only)) or (88F) for handling.
Owner contact[redacted]
Email:[redacted]
**********96W PARTS UPDATE **********
Writer called dealer at 318-238-3383 and spoke with PA-Penny. Writer requested the dealer order part on special handling. PA agreed new order #00218A.
**********END OF UPDATE **********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68053957AE,Order#00218A,OMC#26260096
on 2014-02-18 @ 14:07
**********96W TRIAGE TEAM**********

****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 2/18/14
PART NUMBER: 68053957AE
PART DESCRIPTION: AXLE
ORDER NUMBER: 00218A
NUMBER OF DEALERS WITH PART: 0
CUSTOMER IN RENTAL (Y OR N): N
ASSIGN TO: ES924
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as backordered.
ETA for part is no ETA.
**********END OF UPDATE **********
Customer calling for an update . Customer requests to be contacted on her [redacted] with an update since it has been over 5 days and the truck is at the dealership for about two weeks.
Status update provided via email to the following email address:
[redacted] while waiting for your part(s) to become available. I wanted to provide an update and let you know that as of today we do not have a firm estimated time of arrival for your part to reach the dealership. However, I understand how important it is to get this part for your vehicle. I m actively working with our Parts Expediting Department on getting this part to you as soon as possible. As soon as more information becomes available, I will be back in touch.
Thank You,
Alison-Chrysler Parts Team
855-525-5085 ext. 4720281
Mon-Fri 8am-4:30pm EST
End of Status Update
Status update provided via email to the following email address:
[redacted]
Thank you for your patience while waiting for your part(s) to become available. I wanted to provide an update and let you know that as of today we do not have a firm estimated time of arrival for your part to reach the dealership. However, I understand how important it is to get this part for your vehicle. I m actively working with our Parts Expediting Department on getting this part to you as soon as possible. As soon as more information becomes available, I will be back in touch.
Thank You,
Alison-Chrysler Parts Team
855-525-5085 ext. 4720281
Mon-Fri 8am-4:30pm EST
End of Status Update
CONTACT UPDATE: Customer states their vehicle has been down for a month. Is upset as this is a work vehicle and they cannot be down with it for this long period of time. Customer is seeking expediting of matter and further seeking if they may be provided a rental vehicle. CM was unavailable, Customer was advised file would be updated to reflect request and Customer was transferred to VM.
Customer called writer. Writer advised no firm ETA at this time, no goodwill will be provided for repair.
Status update provided via email to the following email address:
[redacted]
Thank you for your patience while waiting for your part(s) to become available. I wanted to provide an update and let you know that as of today we do not have a firm estimated time of arrival for your part to reach the dealership. However, I understand how important it is to get this part for your vehicle. I m actively working with our Parts Expediting Department on getting this part to you as soon as possible. As soon as more information becomes available, I will be back in touch.
Thank You,
Alison-Chrysler Parts Team
855-525-5085 ext. 4720281
Mon-Fri 8am-4:30pm EST
End of Status Update
Status update provided via email to the following email address:
[redacted]
Thank you for your patience while waiting for your part(s) to become available. I wanted to provide an update and let you know that as of

today we do not have a firm estimated time of arrival for your part to reach the dealership. However, I understand how important it is to get this part for your vehicle. I m actively working with our Parts Expediting Department on getting this part to you as soon as possible. As soon as more information becomes available, I will be back in touch.
Thank You,
Alison-Chrysler Parts Team
855-525-5085 ext. 4720281
Mon-Fri 8am-4:30pm EST
End of Status Update
Writer called dealer. Writer spoke to SA Trish. SA stated vehicle was repaired 3/20
Status update provided via email to the following email address:
[redacted]
I am contacting you to see if your vehicle was repaired and returned to you. If it is and everything is fine with the vehicle there is no reason to contact me back. If I do not hear back from you by 3/26 I will assume you have gotten your vehicle back and everything is fine with the vehicle. Feel free to contact me if you have any questions or concerns.
Thank you again for your patience.
Alison-Chrysler Parts Team
855-525-5085 ext. 4720281
Mon-Fri 8am-4:30pm EST
End of Status Update
****** START OF SUPPORT ESCALATION by T9777WN******
**** Update from Expediting Team for ****
Part#68053957AE,Order#00218A,OMC#26260096
Working on system maintenance. Please pardon outdated update.
****** END OF SUPPORT ESCALATION ****** by T9777WN
OMC# 26260096Order# 00218A FOR PN: 68053957AE IS RESOLVED

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	02/14/2014	***Built Date***	10/29/2009	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	05/19/2010	***Mileage***	50,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45347	JOHN JOHNSON DODGE, LLC			
Dealer Address	10 FANNY ROAD				
Dealer City	BOONTON	***Dealer State***	NJ	***Dealer Zip***	07005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE HIAWATHA NJ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking repair information
Corporate - CNA Change - Default - Default - Default	update customer phone number

Briefly summarize why the customer is contacting Chrysler: Customer states that the dealer ordered the parts for the recall, but the tie rod broke and the truck is now not drivable. Customer states he is not sure what to do now.
Briefly summarize what the customer is expecting: Customer seeking recall repair information
Agent advised customer that if the dealer has the parts in for the recall, the only thing that can be done is for the customer to have the vehicle towed to the dealer to have the recall completed
Agent advised customer we can contact the dealer for an appointment to get the recall appointment
Agent advised customer that once the appointment has been made, the customer will then need an arrangement to have the vehicle towed
Customer understood
Agent contacted 45347 Dealer Name : JOHN JOHNSON DODGE, LLC Dealer Phone : 973-334-3900 and spoke with service
Jessica SA states she can schedule an appointment for the customer
Agent transferred customer over to Jessica SA for further assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C8	5G[redacted]	***Open Date***	02/14/2014	***Built Date***	01/12/2005	
Model Year	2005	***Body***	DH8L42	DODGE RAM ST 3500 QUAD CAB PICKUP			
In Service Dt	07/18/2005	***Mileage***	140,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	44416	BENNY BOYD C-D-J			
Dealer Address	601 NORTH KEY AVE				
Dealer City	LAMPASAS	***Dealer State***	TX	***Dealer Zip***	76550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALDWELL TX [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - H46: STEERING LINKAGE - Information Request	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he recieved a notification for the N62 recall and it informed him that he has the H46 recall.
Briefly summarize what the customer is expecting: Customer would like to know what the H46 recall is. Writer advised the customer of the recall information. Customer states that the left tie rod broke and the vehicle is currently on the side of the road. Writer informed the customer that he would have to have a diagnosis at a DLR. Writer offered to get the customer in contact with road side customer declined.
reassign to sj372 for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	02/14/2014	***Built Date***	12/17/2009	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	04/20/2010	***Mileage***	102,277	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42630	EARL'S DODGE-JEEP			
Dealer Address	2814 PORTER WAGONER BLVD				
Dealer City	WEST PLAINS	***Dealer State***	MO	***Dealer Zip***	65775

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WILLOW SPRINGS MO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	N49 is broke not L16
Recall - L16: LEFT TIE ROD END - Other	tie rod is broke

Briefly summarize why the customer is contacting Chrysler:
Customer tie rod broke (N49) and his truck is in garage.
Briefly summarize what the customer is expecting:
Customer expects vehicle to be fixed right now.
Agent: Called dealership EARL S DODGE-JEEP -telephone #417-256-2060
talked to SM Jarrod states tie rod is broke and they have no part to fix
it with. Jarrod says they have placed the customer next one the list to
get the next one that comes in which could take 7 days. Explained this
to customer and he understood.
customer called back seeking update
agent contacted dealership to get part number Cbuen491aa dealership
states they do have one part that is supposed to arrive today and that
part is for M[redacted]
agent advised customer he is next on the list and the dealership is doing
everything they can to have the customers vehicle repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46C7	7G[redacted]	***Open Date***	02/14/2014	***Built Date***	09/06/2006	
Model Year	2007	***Body***	D18H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	01/30/2007	***Mileage***	67,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AURORA MO [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle has broke down in relation to the recall N62 and is on the side of the road.
Briefly summarize what the customer is expecting: Customer would like to know what to do. Writer advised the customer that he is going to have to have his vehicle towed to the DLR to have a diagnosis. Customer disconnected the call and stated that he is going to call the DLR.
reassign to sj372 for survey by-pass
Customer is calling back advising that he is at the dealership, asking for cost assistance. Customer stating that he was driving and the tie rod dropped down, at dealership now. Had vehicle towed to dealership. SA stated that the tie rods that are broken at the wrong end. SA Jeff stated that tie rods that are broken are not part of the recall. SA Jeff did the inspection and customer does not meet the recall. Agent stated to customer that he would have to pay for the repairs, that it is not included in the recall.
Antifreeze just came out of heater, now needs repairs.
Agent has advised that at this time Dodge would not be able to help with any cost assistance.
Customer hung up on agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL9	AG[redacted]	***Open Date***	02/14/2014	***Built Date***	02/16/2010
Model Year	2010	***Body***	D28H81	DODGE RAM 3500 SLT MEGA CAB 4X4		
In Service Dt	07/31/2010	***Mileage***	0	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

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

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	NANJEMOY MD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall information request
Corporate - Survey By-Pass - No Repair - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Truck recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I was notified in mid December that my truck was being recalled for a tie rod issue. I was told to not contact a dealer until after January 6th to schedule a fix- which I did. Since then, the part has been back ordered and my truck is definitely part of the recall after it was inspected. How can a safety recall be issued and RAM not have enough parts to fix all affected vehicles?? It seems there was plenty of warning since the recall was issued with lots of notice. I am not driving my truck and haven t since it was in for inspection and confirmed. Again, WHY are these parts not available when you know the recall was about to happen and X number of trucks were involved??? BTW, I ve had a friend with a truck that this part did break, so I m not taking any chances- just want to be able to use my pickup.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share. What I d like to do is call your dealership and confirm that they have placed an order for these parts. At which dealership did you request to have the repair performed/parts ordered?
Thanks again for your email.
Sincerely,
Harper
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Waldorf Dodge, Waldorf Maryland. In the future, maybe a stockpile of recall parts before the recall is issued would be a good idea- especially when you give so much notice that it is coming and it involves a loss of control possibility. The dealer keeps telling me the parts are showing back order and that they have been ordered.

[redacted]
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Ram Assistance Center.
We are currently researching your inquiry to provide you with the most precise response. Unfortunately, the cost of accuracy is time, but we are doing our best to answer your questions as quickly as possible.
We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.
Thanks again for your email.
Sincerely,
Harper
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Agent contacted dealership but was unable to speak with anyone due to the dealership being closed.
Called dealership 44519Ù to confirm details of diagnosis.
Asked for Service Manager RobÙ. Spoke with SM RobÙ.
SM stated that the customer is on the list and was put on it on January 10, 2014.
Dear[redacted]
Thank you for contacting the Ram Assistance Center.
Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share. I have contacted your dealership and spoke with the service department who stated that your name is on the list to have the recall parts ordered. Once your name comes up on the list, the dealership will ordered the parts on your behalf. I do apologize for the inconvenience, but this would be the only way to obtain the parts.
Thanks again for your email.
Sincerely,
Harper
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigning to KG363 for survey by pass
Harper,
I understand this. The dealer has told me this all along.
Let me reiterate my point with contacting you in the first place- DODGE SHOULD HAVE HAD ALL THE PARTS NEEDED TO SEND TO THE DEALERS IMMEDIATELY UPON ISSUING A SAFETY RECALL SO THERE WAS NO WAIT TIME. I am going on 2 months waiting and I think I was about number 7 on the list I was shown at the dealer. I m not asking to be moved up or have preferential treatment. If this were a small issue like a defective radio, then the way it is happening might be ok. BUT, this is a loss of control issue. The supplier making these parts should have switched the factory to just make this part until enough were made to fix every truck concerned. Please pass this to the supervisors or RAM higher ups because it is a foul on their part. Thank you.
[redacted] END OF CUSTOMER EMAIL *****
No Answer Needed
***** END OF CAC RATIONALE *****
It s been almost 3 weeks since we last emailed, still no contact from the dealership on my recall part. This is getting ridiculous...3 months since I was notified of the recall.
*****END OF CUSTOMER EMAIL*****
No answer needed, customer concern has already been addressed.
*****END OF CAC RATIONALE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48A8	8G[redacted]	***Open Date***	02/14/2014	***Built Date***	05/13/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	11/14/2008	***Mileage***	258,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC			
Dealer Address	2578 HWY 6 & 50				
Dealer City	GRAND JUNCTION	***Dealer State***	CO	***Dealer Zip***	81505

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAND JUNCTION CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on recall N49
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer is contacting in regards to recall N49. Customer stated that the tie rod broke and is in Loven Colorado.
Briefly summarize what the customer is expecting: Customer expecting vehicle to be fix as soon as possible.
Agent contacted dealership Prestige Chrysler Dodge Jeep Inc at 303-651-3000 and spoke with the Service Adviser. SA stated he would have to inspect the vehicle before he can say for sure SA can repair it as soon as possible. Agent transferred customer to dealership to setup appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L2	9G[redacted]	***Open Date***	02/14/2014	***Built Date***	02/05/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/10/2009	***Mileage***	61,840	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CARLISLE MA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer seeking recall reimbursement
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement on recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace tie rod ends

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for a repair done on his vehicle for the Left Tie Rod. Customer states as he was leaving his driveway the tierod broke and he had an IRF repair it as it would have been way too long for his vehicle to be fixed. Customer states that there was a Chrysler left tie rod placed on his vehicle.
Briefly summarize what the customer is expecting: Agent advised that the vehicle has to be instpected before he can seek reimbursement. Agent stated that once that is done he can send in for reimbursement as per AC 17420.
POSTMARK DATE: 030114; DATE RECEIVED: 030714
Documents attached for review
RECALL N49 TIE ROD END
****
Customer submitted request for reimbursement for recall N49 TIE ROD END.
Recall applies to customer s vehicle:2009 DODGE RAM SLT 4X4 2500 QUAD CAB PICKUP
Customer s proof of payment is: IRF invoice
Date of Repair:02/11/2014
Invoice #: 33
Labor $123.50
Parts $40.17
Misc.$135.66 ($125.00 towing and $10.66 shop supplies)
Tax $2.51
Total $301.84
Writer is submitting check for approval in the amount of $301.84
****
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	02/15/2014	***Built Date***	05/19/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/15/2006	***Mileage***	180,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP			
Dealer Address	3200 EAST MAIN STREET				
Dealer City	FARMINGTON	***Dealer State***	NM	***Dealer Zip***	87402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHEROKEE OK [redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Customer seeking towing coverage information

Briefly summarize why the customer is contacting: Customer contacted Chrysler recall wanting to know if Chrysler would incur the cost of towing his vehicle to a dealership due to his tie rod breaking. Customer states that his tie rod broke while he was in a Walmart parking lot and knows that he has a recall for this issue on his vehicle. Customer asked if towing assistance was covered under this recall. Writer informed the customer that towing assistance was not covered under the recall and he was outside of warranty coverage for towing assistance. Customer understood. Writer offered to provide customer with contact information for roadside, as well as contact them for him. Customer declined.
Briefly summarize what the customer is expecting: Customer is seeking information about towing assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	02/16/2014	***Built Date***	12/14/2007	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	01/09/2008	***Mileage***	42,878	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56878	WORL THOMPSON MOTORS INC			
Dealer Address	510 CUMBERLAND				
Dealer City	CALDWELL	***Dealer State***	OH	***Dealer Zip***	43724

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALDWELL OH [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer's tie rod is broke

Briefly summarize why the customer is contacting Chrysler: Customer is calling due to a broken tie rod.
Briefly summarize what the customer is expecting: Customer is expecting the tie rod to be replace. Customer wanted a rental. Agent advised she could contact the dealership when they are open and ask for rental. Customer soes not qualify for rental. Customer was driving the vehicle and suddenly could not steer. Customer states no injuries but her tie rod broke. Vehicle is at the dealership. WORL THOMPSON MOTORS INC . 740-732-5616. Agent was unable to contact the deaelrship. Agent advised the part is limited availablity.
Jeannete stated the dealership is confirmed with the customer that the part is restricted and the caller would need to be placed on a waiting list.
Writer called 56878 WORL THOMPSON MOTORS INC 740-732-5616 and spoke with Travis in the service department.
Travis stated that the inspection has not yet been completed. Travis stated that he requires the caller to call him as there were no keys left with the vehicle.
Writer advised the caller that the inspection still needs to be completed to see if the vehicle would fall under the N62 recall. Writer advised the caller to contact Travis.
Caller stated that even if the vehicle doesn t fall under the recall she has an MVP mechanical service contract.
Writer provided MVP - Customer Assistance Center phone number (800) 521-9922 in case the customer has any future questions concerning the service contract.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	02/17/2014	***Built Date***	04/23/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	05/26/2010	***Mileage***	82,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

Briefly summarize why the customer is contacting Chrysler:
Customer called in states he took vehicle into UNIVERSITY CHRYSLER DODGE JEEP - 706-232-7793 for recall for tie rod and they did not have part said it would take a week to come in. The tie rod broke so had it towed to IRF and called Scott at university Chrysler who said he needs to have it towed to university to have it replaced. Customer had it towed to University Chrysler and they replaced the recall but the tie rod wedged into the wheel. Wheel is busted. Customer had wheel replaced by after market part previously before it was broken. Customer took to IRF again.
SM Scott
States what customer said is true. Scott also states he is a very good customer. Customer has ordered part though IRF. Customer is still driving vehicle but it is loosing 15 lbs of pressure per day.
Briefly summarize what the customer is expect:
Customer expects wheel to be fixed.
Agent: Customer does not qualified for goodwill. Left message for Terry Johnson service manager as he will have to get hold of his business unit to see if they can replace it. Will call customer back at [redacted] with decision.
Need to speak to Terry johnson sm to tell him to get hold of his business unit to see if they can replace it.
If this is a recall related expense advise the customer to send in invoice and assign file to 86Y for review.
Called dealership UNIVERSITY CHRYSLER DODGE - 706-232-7793 spoke to Terry Johnson states he told customer to take vehicle back to IRF to have them replace wheel. Customer took it back and they have discontinued wheel. Asked Terry about his business unit getting involved and they said contact Chrysler. Terry said that the wheels that Chrysler supplies will not fit the tires the customer has put on the wheels from IRF.
Customer does not qualify for good will as is after market wheel purchased and place on vehicle.
Tried to explain to customer and he said he will get his lawyer in touch with chrysler.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS26D1	8G[redacted]	***Open Date***	02/17/2014	***Built Date***	03/12/2008	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	04/27/2008	***Mileage***	35,966	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44669	PORT JERVIS AUTO MALL INC			
Dealer Address	131-139 KINGSTON AVEN				
Dealer City	PORT JERVIS	***Dealer State***	NY	***Dealer Zip***	12771

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUMMITVILLE NY[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer inquiring about reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer callled inquiring about recall. Customer states that his tie rod broke and is seeking reimbursement. Customer advised the recall is not on the part that would have been on the vehicle when it came out of the factory. Agent advised that recall pertains to the replacement part. Agent states for example if he had the manufactures tie rod on the vehicle and had it replaced then had that second tie rod break he would seek reimbursement for that tie rod or otherwise have it replaced and the recall completed. Customer understood then thanked agent stating that not the scenerio for him they just completed his recall. Customer thanked agent once again then disconnected,
Briefly summarize what the customer is expecting: Customer seeking reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	02/17/2014	***Built Date***	08/24/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/25/2007	***Mileage***	150,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOMS RIVER NJ [redacted]3	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	wanted to know what was going on.

Briefly summarize why the customer is contacting Chrysler: Customer called in because he received his recall letter in the mail and tried to call the dealership. Customer stated that the dealership told him that it could take 3 months for the parts to get to him. Customer stated that his tie rods need to be changed soon. Customer wanted to know why it was taking so long. Customer stated that he was told by the parts department that he could get the parts by Friday. Agent called dealership 60451 and spoke with parts advisor Keith. PA Keith stated that he can only order 1 part every 7 days. PA Keith stated that he has a part ordered that will be there by Friday. PA Keith stated that he doesn t know if the part coming Friday is for the customer or not. PA Keith transferred customer to Service Advisor Judy. SA Judy stated that the customer is 30th on the list and once the parts are available for his vehicle they will call him and set up an appointment. Agent advised customer of information. Customer wanted to know what he would do if he was in a wreck. Agent advised customer to call and special investigations will get involved. Customer understood.
Briefly summarize what the customer is expecting: information about recall N62.
Customer is contacting RAM seeking to get assistance since his vehicle is currently not drivable. Customer states that the tie rod on his vehicle has broke. Customer states that he was advised to contact RAM for further special investigation. Customer states that he had avoided an accident and that no one was injured. Agent advised customer that agent would not be able to escalate the case further to special investigations. Customer was upset. Agent advised customer that the customer would have to pay for towing assistance and then send in a claim for reimbursement. Agent advised customer to contact RAM on Monday 02/24/14 to seek further rental assistance and part assistance from dealership. Customer understood and stated that he was to get his lawyer involved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	02/18/2014	***Built Date***	09/14/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	10/08/2010	***Mileage***	104,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	RAPELJE MT null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2014-02-18
Road Side File Created 02-18-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
199 GORR ROAD
WODRICH ROAD
RAPELJE
MT USA
LEFT SIDE TIE ROD BROKE,LEFT SIDE TIE ROD BROKE,CC
DEALER CODE : SNETHKAMP CHRYSLER DODGE JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9	9G[redacted]	***Open Date***	02/18/2014	***Built Date***	04/20/2009	
Model Year	2009	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	06/05/2009	***Mileage***	69,810	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44106	KONA AUTO CENTER INC			
Dealer Address	76-6353 KUAKINI HIGHWAY				
Dealer City	KAILUA-KONA	***Dealer State***	HI	***Dealer Zip***	96740

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KAILUA KONA HI[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking alignment under recall
Corporate - CNA Change - Default - Default - Default	Updated COIN
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states he went to get the recall repaired on Friday at the DLR and they told him they would have to order the part. Customer states yesterday the tie rod broke. Customer states the tow company could not tow the vehicle and they ended up repairing it. Customer states that he is now at the DLR for the alignment to be done but the DLR is telling him he will have to pay for it. Customer states it has already cost him $850 for the repair; he should not have to pay for the alignment.
Briefly summarize what the customer is expecting: Customer seeking alignment completed.
Agent confirmed and updated customer information.
Agent contacted DLR code 44106 and spoke to SA Lynne.
SA states unless they perform the entire recall they would not be able perform the alignment under the recall.
Agent advised customer to get the inspection done again and advised the customer of what the SA stated.
Customer is not impressed.
Reassigned for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	02/18/2014	***Built Date***	01/16/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	08/09/2010	***Mileage***	64,500	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68964	GEORGIA CHRYSLER DODGE JEEP INC			
Dealer Address	700 SOUTH MAIN ST				
Dealer City	SWAINSBORO	***Dealer State***	GA	***Dealer Zip***	30401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STATESBORO GA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - CNA Change - Default - Default - Default	updated and verified primary/secondary phone numbers
Corporate - Survey By-Pass - Default - Default - Default	

The part required to provide a permanent remedy for recall #N49)
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Customer stated he was calling to make sure the dealership was not trying
to get out of doing any work by informing customer he may not be in need
of this repair.
Agent advised customer that not all vehicles are in need of the repair.
Agent advised customer that although it is not reference the inspection,
it must be performed to determine if recall is applicable to the vehicle.
Customer understood.
LP843 - N49 is not included in the 961 process
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
Customer has now called stating that his tie rod broke on Sat. and
dealership has informed him of the delay with parts until April 14.
Agent has advised that this will be sent for special tracking (see
below).
The part required to provide a permanent remedy for recall N49Ù
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.

Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: d[redacted]
Reassigned to 961 as per AC24054
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	BG[redacted]	***Open Date***	02/18/2014	***Built Date***	07/07/2011	
Model Year	2011	***Body***	D28R92	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	09/23/2011	***Mileage***	47,138	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP			
Dealer Address	8434 GATEWAY BLVD E				
Dealer City	EL PASO	***Dealer State***	TX	***Dealer Zip***	79907

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLINT TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	information on recall
Corporate - Complaint Contact - Default - Default - Default	tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods broke

Briefly summarize why the customer is contacting Chrysler: Customer calling for information on recall
Briefly summarize what the customer is expecting: Customer states that she was in an accident due to the tie rod breaking. Customer has been advised of the recall and is calling to see about cost of towing and cost to a IRF who diagnosed vehicle. Agent stated that the consequential damages would not be covered under the recall and that a Chrysler dealership would cover the cost of the repair on recall N49.
Customer was not happy and states she is going to get some information.
sent to TL for bypass
TH669 - If a customer is alleging an accident and vehicle has not been repaired, please follow SI process
Agent called dealership and spoke to the SA and he states that the only thing that was paid for was the recall.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: h[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Viva 44851
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U Ù * * * * * *
- Is not the Original Owner
- Has 0 NEW CDJR
- Has 1 USED CDJR
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract
Status update provided via email to the following email address:
[redacted]

Hello, my name is Adrienne and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66183
My work hours: 8:30am to 5:00pm Central Time Monday-Friday.
Sincerely,
Adrienne
End of Status Update
DEALER CONTACT- 915-834-6300.
Writer left a message for the SM stating customer s name, vehicle, VIN number and that writer wants to know if the repairs are complete and what the mileage is. Writer left contact information.
Status update provided via email to the following email address:
[redacted],
Hello this is Adrienne with Dodge Customer Care. I have left a message with the Service Manager to gather more information regarding your vehicle. Once I have heard back from him I will follow up with you. Thank you and have a great day.
End of Status Update
CONTACT UPDATE - 1st Contact attempt lines 50-54.
Customer contac[redacted].
Left message setting call back to customer from case manager for 3/3/2014.
DEALER CONTACT- 915-834-6300.
SA Jessie advised that the recall has been completed and the customer picked up the vehicle on 2-24-2014.
Current Mileage: 47138
Status update provided via email to the following email address:
[redacted]
Hello this is Adrienne with Dodge Customer Care. I have spoken with Jessie at the dealership and he has advised me that the repair regarding the recall has been completed and you have your vehicle back. I wanted to follow up with you and see if you are satisfied with the repairs. If so there is no need to contact me back. If I do not here back from you by Wednesday 3-5-2014 I will go ahead and close your case. Thank you and have a great day.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G1[redacted]	***Open Date***	02/19/2014	***Built Date***	12/10/2007	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	12/04/2008	***Mileage***	40,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60344	BLAISE ALEXANDER CHRYSLER JEEP,		INC.	
Dealer Address	1080 E COLLEGE AVE				
Dealer City	STATE COLLEGE	***Dealer State***	PA	***Dealer Zip***	16801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELLEFONTE PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod has broken
Corporate - CNA Change - Default - Default - Default	updated customers information
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	warranty expired, 1 vehicle, low mileage, No MVP SC

Briefly summarize why the customer is contacting Chrysler: Customer was driving in a parking lot, heard bank, like hit something, went to drive, no steering, looks like right tie rod has broken. Customer has left vehicle in parking lot, has not taken to dealership for diagnoses.
Briefly summarize what the customer is expecting: Customer seeking assistance with repair of right tie rod, included in left tie rod recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Agent explained to customer, both recalls, not sure if vehicle will fall under recall H46 STEERING LINKAGE.
Agent apologized as per information; all warranty has expired, does not have nay extended warranty and if issue is not covered under recall, Chrysler would not be able to assist with repair. Agent explained if not covered under recalls, speak with Dealership if able to provide discount on parts or labor.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	8G[redacted]	***Open Date***	02/19/2014	***Built Date***	07/10/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/17/2007	***Mileage***	70,194	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43272	DODGE CHRYSLER JEEP CITY			
Dealer Address	4395 ROUTE 130 S				
Dealer City	BURLINGTON	***Dealer State***	NJ	***Dealer Zip***	08016

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BORDENTOWN NJ [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	LEFT OUTER TIE ROD ASSEMBLY
Corporate - CNA Change - Default - Default - Default	ownership information updated in COIN
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	recall inquiry
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	tie rods broke
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called and stated that the tie rod on this vehicle broke 4 months ago and it was repaired. Customer states that the tie rod on the other side has now broke and also was repaired. Customer was looking to see if there is any recalls on this vehicle.
Briefly summarize what the customer is expecting: Advised the customer that because the ownership information was incorrect they did not receive the recall notice for the N62 LEFT OUTER TIE ROD ASSEMBLY. Customer wants it reviewed whether the repairs done on the vehicle were due to the recall and to see if they can be reimbursed. Customer is willing to submit paperwork.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code? N/A
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F

Customer called in seeking recall information. His wife called in this morning and opened this CAIR. He is waiting with the disabled vehicle at his work location. Agent stated there is already an open case, and it s being looked into further with return call tomorrow.
* * CASE MANAGER TEAM - District Q* *
Customer s Email: [redacted]
Is this the Original Owner? No
Has # NEW CDJR? 0
Has # USED CDJR? 1
Cancelled Service Contract: 0
Active Service Contract:1 CPOV

Expired Service Contract:0
Status update provided via email to the following email address:
[redacted]
My name is Kathi.
I have been assigned as your case manager.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]
Case Management telephone number is: 1-800-763-8422.
My direct extension is 66029
My work hours are 8:00 am- 4:15 pm EST Monday-Friday.
I will contact you by telephone to review your case with you.
End of Status Update
Customer called seeking an update on his case. Agent advised the customer he did receive an email from his Case Manager. Agent provided the information from the email. Agent advised the customer that his Case Manager will be contacting him back as soon as the file is reviewed and more information can be provided.
Contact Information Declined.
Mr. [redacted] i called to speak with their Case Manager. Transferred the customer to PS631 at ext 66288, because KM853 was not available.
Customer called to state his truck is at the dealer (#43272) for failure of the front end of the truck going out. Customer states this is the 2nd time in about 5 months he s had problems with the front end, stating the first time was related to the recall #N62, which customer paid for out of pocket at an IRF. Writer advised customer reimbursement can be offered for the recall repair. Customer states that dealer #43272 is advising him the current repair will be about $1000, but customer feels he should not have to pay for this repair, because it s so much more than the repair on the recall, and it s (allegedly) the same concern, and would rather be assisted with this repair, than reimbursed for the recall repair.
Driver s side went out about 5 months ago, passenger s side now broken.
Writer advised customer CM can contact dealer to see if goodwill can be offered, but no promise of assistance was made, and CM will speak with dealer and contact him no later than tomorrow for assistance decision.
Writer contacted dealer 43272 at 609 871 2800. Service manager: Kevin.
Writer advised Kevin of customers concerns with the truck. Writer advised that the outer tie rod broke about 5 months ago and now the other side has broken. Writer advised Kevin the customer states that the repair will cost about $1000.00 to complete. Kevin states he will get information together and call back or email information to writer. Writer provided contact information and email address.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer advised the customer that writer has contacted the dealer but do not have the information that writer needs to move forward with the customers request. The customer states that this is the 2nd time he has almost crashed his truck. The customer states he never received the recall notice and when the 1st time the truck broke he took it to his mechanic. The customer has since done research and found that this is a recall and it is for the left outer tie rod. The customer feels that he should not have to pay for this repair due to the recall. The call dropped for no apparent reason.
Writer contacted customer back at [redacted]. The customer states that the dealer advised the customer that the dealer can order the parts and get the repair done now or he would have to wait until next week. Writer advised the customer that if the customer needs the truck and has to pay for the repair that writer can look at the repair order and if possible reimburse the customer. Writer made no promise of reimbursement at this time. Writer advised that writer would do everything possible to assist the customer in getting this issue resolved. Writer will contact the customer back on 2/21/14. Customer agrees.
Edward Kownacki called requesting to speak to CM KM853. Writer advised customer that CM KM853 is not currently available and warm transferred customer to CM DJ288 for further handling.
Writer took call and wanted to know if there is any contact with the dealer. Writer reviewed lines 66-72 and advised the customer that his CM is waiting on pricing information. Customer is okay with update and advised his CM can contact him by phone or email.
Mrs. [redacted] vehicle owner s wife, called to speak with KM853. Writer transferred call to KM853 at x66029.
Customer s wife Tracey contacted writer. The dealer called the customer

on Saturday and asked if the customer was getting the car fixed. The dealer stated that the dealer was working with CAC. The customer feels that this is not something that the customer did and that the customer should not be responsible for the cost of the repair on the other side now. Writer advised that the writer would be contacting the dealer for additional information. Writer advised that writer would contact the customer back today. 2/24/14. Customer agrees.
Writer contacted dealer 43272 at 609-871-2800. Service manager: Kevin. Aaron is taking all calls for Kevin today: Current mileage on vehicle is not available Kevin has 70,000, point of failure? Ball joint fell apart and fell out. Due to a manufacture defect? Wear and tear, or any possible issue. This is not something the dealer is will to assist on.
MRS. KOWNACKI called to speak with CM KM853. With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.
[redacted] called requesting to speak to CM KM853. Writer warm transferred customer to CM for further handling.
Customer contacted writer for information on cost assistance. Writer advised the customer that the vehicle is too far out of warranty for the dealer to assist the customer. Writer advised that if the customer has the repair completed and pays for that repair the customer can then submit the documents to writer for reimbursement review. No promise of reimbursement was given.
Next follow up will be no later than Friday 2/28/14.
The customer s wife [redacted] contact writer and states: The customer was told that the dealer could not lie for the customer, however the customer never asked the dealer to lie about anything and did not understand why the dealer would say something like that to the customer. The customer was made to feel very uncomfortable by the dealer personnel. The dealer was told that this was a used truck and that the writer would never reimburse the customer for the cost of the repairs. The customer states that this was a certified pre owned vehicle. The customer states that she does not feel that the dealer has her back. The customer states that the dealer was condescending and unprofessional in working with the customer. The customer asked the dealership personnel what the opinion was to have the same exact break down on both sides of the vehicle, the dealership told the customer this is not usual. The dealer kept telling the customer over and over that the original owner used the truck for work and not just personal use. The dealer told the customer that this is why the dealer feels that this current repair could be nothing more than normal wear and tear. The customer states that her personal mechanic is willing to do the repair for almost the cost the dealer is doing the repair for. The customer wants to know if she goes to her mechanic can she submit just the paper work for the first repair that was for the recall that the customer never received the notification for. Writer advised that yes the customer can do it that way, but the dealer needs to complete the recall and replace the parts for that recall. Writer encourage the customer to use the dealership for the current repair that needs to be completed and that writer would review those documents for possible reimbursement. The customer understood.
Writer contacted customer at [redacted] No option to leave a message.
Next follow up will be Monday 3/3/14.
Status update provided via email to the following email address:
[redacted]
,
I am contacting you on behalf of your Case Manager Kathy, who is not available today. We are currently working on your concern and we will follow up again on 03/04/14. We apologize for the delay; meanwhile feel free to contact us for any questions or concerns about your concern.
Thank you,
Chrysler Case Management,
1-800-763-8422 extension 66029
End of Status Update
Status update provided via email to the following email address:
[redacted]
Hello Mr. and Mrs. [redacted]
I am sending this email to find out if you have authorized the repairs and if you Ram is repaired to your satisfaction. I will need repair order and prood of payment for the recall repair that was made on your Ram, to be able to process any reimbursement. Please contact me back at 800 763

8422 extension 66029 or reply to this email.
Thank you for being a part of our Ram family.
Kathi
End of Status Update
4th attempt made to contact customer at [redacted]. Left message.
5th attempt made to contact customer at [redacted] The customer has had the dealer do the repair on his truck. The customer just got the information together to send to writer. The customer will be sending the requested documents to writer today. 3*7*14. Writer thanked the customer for the update the case will remain open waiting for documents.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
This is Kathi with Ram Customer Care. I have been waiting for the documents requested. I need the repair order and proof of payment to review for possible reimbursement. I will leave the case open until Monday 3/17/14. If I have not received the docuements by then the case will be closed. We can open a new case if necessary when the documents have been received. You can reply to this email or contact me at the number below if you have any questions.
Thank you for being a part of our Ram family.
Kathi
800 763 8422
extension 66029
End of Status Update
Begin Customer Message reviewed:
I have all the details and receipts for this case file .. where do I send it?
Thank you
[redacted]
I have all the details and receipts for this case file .. where do I send it?
Thank you
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
I am send you a link to scan and attach the docuements to and send them back to me. The link is only good for 1 click or 7 days. If you can not scan and attach the docuements then you can fax them to me at 801 736 3929 with your case number: [redacted] on the pages and attention to: Kathi.
Thank you.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-03-17 @ 12:59
***** Customer Document Received *****
Customer Document Reviewed.
MR [redacted], called to speak with their Case Manager. Transferred the customer to KM853 at ext 66029.
Customer contacted writer to find out if writer has received the documents. Writer advised that yes the documents were received and writer is doing review at this time. Writer advised that writer would contact the customer back before end of shift today. Customer agrees.
Writer contacted customer at [redacted]. Writer advised the customer that writer can reimburse the customer $561.70. The customer agrees to reimbursement amount. Writer verified the customers address in HPIMS and COIN as correct. Writer advised the customer that once the check has been issued the case will close. The customer should receive the check in the next 7-10 days. Customer understands and agrees.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
The customer is requesting reimbursement for repairs that should have been covered by recall.
If this is a Recall or Extended Warranty, enter the campaign number.
Recall N620
If this is for a previously made goodwill decision, what is that CAIR #?

N/A
Enter the Mileage at the time of the repair.
70,994
Enter the Date when the repairs were completed.
2/26/14
What is the total cost of the Parts to be reimbursed?
288.02
What is the total cost of the Labor to be reimbursed?
Half the cost of labor $273.68
What is the total Tax to be reimbursed?
0.00
What is the total amount being reimbursed?
$561.70 Partial reimbursement for labor and parts.
****End structured narrative T2 - eReimbursement
Reviewed, ok to send check.
Check has been approved
[redacted] called requesting to speak to CM KM853 . Writer advised CM KM853 is not currently available. Writer confirmed that a reimbursement check was issued on 3/20/14 and should arrive within 7-10 business days.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	02/19/2014	***Built Date***	11/22/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/03/2011	***Mileage***	33,858	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PACIFICA CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Dealer inspection completed on 2/8/14
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Vehcile inspected for N49 recall on 2/8/14. Dealer confirmed to customer that the tie rod end needed to be replaced but part was not available at dealership. Friday 2/14/14 the tie rod end broke while customer was driving the vehicle
Briefly summarize what the customer is expecting: Vehicle to be repaired, to be reimbursed for towing
Who has possession of the vehicle? Dealer
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 71-60518, STEWART CHRYSLER DODGE JEEP RAM
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is:same
Customer email address for case update:
Customer email address: [redacted]
Agent attempted to contact dealer Service Manager Carlos, Ext 314, however,
SM not available. Left message for a return call at extension 66385.
Writer wants to know if customer was told not to drive the vehicle after N49 recall inspection was completed. If vehicle should not have been released to customer.
CONTACT UPDATE
Received call back from Carlos/SM on 2/19/14 at 6:04. Message stated the vehicle was inspected on 2/8/14 and part ordered. Dealer did not indicate to the customer that vehicle was safe and or not safe to drive. The recall repair has explained to customer and there was nothing more the dealer could do.
Informed customer of information received from dealer. Customer stated there is no consequential damage to the vehicle. Customer wants the TSB to be more defined and to have the vehicle put on lift to be inspected. Customer will fax tow bill and requested a payment be reimbursed.
****** Below Customer Contacted for Documentation Request ******
eg704@chrysler.com on 2014-02-25 @ 19:08
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-02-26 @ 17:43
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-02-26 @ 17:57
***** Customer Document Received *****
Customer Document Reviewed.

Status update provided via email to the following email address:
[redacted]
Thank you for the check copy. The only thing I need now is the something
from the financial institution that payment is made to that will verify
the amount of the monthly payments. Fax number is 801-736-3929.
Thanks
End of Status Update
****** Below Customer Contacted for Documentation Request ******
eg704@chrysler.com on 2014-02-27 @ 13:42
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
ECS has approved towing and one vehicle payment reimbursement for
customer satisfaction
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
33858
Enter the Date when the repairs were completed.
2/15/14
What is the total cost of the Parts to be reimbursed?
n/a
What is the total cost of the Labor to be reimbursed?
n/a
What is the total Tax to be reimbursed?
n/a
What is the total amount being reimbursed?
$1258.85 (towing = $225.00 payment = 1033.85)
****End structured narrative T2 - eReimbursement
Writer confirmed mailing address with customer
approved.
Confirmed case is be reviewed by AK33 for check approval. Next follow up
will be 3/11/14
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A7	7G7[redacted]	***Open Date***	02/19/2014	***Built Date***	01/31/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/18/2007	***Mileage***	104,647	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	HELICOPTER, CONTRUCTION	***Contact Type***	TELEPHONE
Address	3679 BOWEN RD	***Home Phone***	(800) 521-5130
	HOWELL MI 48855-7755	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer stated that she received a recall notification letter in the mail.
-
Customer states that she had the vehicle at a shop that was not at Chrysler dealership for some repairs. Customer stated that the gentleman that was servicing her vehicle didn t make it out of the drive way before the left outer tie rod assembly broke.
-
Customer states that she is calling to see if she would be entitled to any type of reimbursement.
-
Agent advised customer that the reimbursement is for the Mopar Service Part and not the Left Outer Tie Rod Assembly that came from the factory. Customer understood.
Briefly summarize what the customer is expecting: Customer is expecting to find out if they would be entitled to any type of reimbursement.
Agent also advised customer of another recall on her vehicle.
Steering Linkage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	6G[redacted]	***Open Date***	02/19/2014	***Built Date***	07/04/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/07/2005	***Mileage***	200,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PALMER AK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Dealer - By-Pass - Default - Default - Default	left front tie rod broke and the vehicle flipped causing injury
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left front tie rod broke and the vehicle flipped causing injury
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	left front tie rod broke and the vehicle flipped causing injury

Briefly summarize why the customer is contacting Chrysler: Customer stated that his friend was driving his vehicle down the road when the left tie rod broke causing the vehicle to flip a few times and his friend was hurt. Case was reviewed with Fiat TL.
Briefly summarize what the customer is expecting: Customer wants someone from Chrysler to examine the vehicle and see if this is related to recall #N62.
1. Who is calling and what is their contact information?
Preferred: Cell-[redacted]
Alternate: Cel[redacted]
2. What happened? Customer[redacted] that his friend was driving his vehicle down the road when the left tie rod broke. Customer stated that the vehicle flipped a couple times and his friend was hurt.
3. What is the current location of the vehicle? Customer s address
[redacted] ,
PALMER , AK-[redacted]
Sending to 82S
****

Per OGC Matrix, reassigned to 82T.
2/20/14 ASSIGNED TO MJK32. PAG
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 02-20-2014 12:54
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 02-20-2014 12:54
CCRG Open Date: 02/20/2014 09:02:47
Letter Sent: Acknowledgement 02/21/2014 10:28:57
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/07/14 AT 18:48:17[redacted]
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Customer states he is seeking an update on the case.

Customer is seeking to speak to a CM regarding the issue.
Agent advised customer, the notes show a SI team was to inspect the vehicle, and a letter with further was mailed out to him on 02/21/2014.
Customer wants to speak to a CM, and feels he should not have to wait for a letter, that may or may not arrive.
Customer states he was there while inspector there
A single young man was there, who seemed to be very inexperienced
And was not dressed for Alaska.
Customer states this accident almost killed his best friend, and caused himself to not be able to perform daily duties.
Customer states this has caused Hundreds of dollars of medical and personal expenses, he himself cannot perform his daily duties, and now his well known business is suffering:
The ranger farm, near anchorage Alaska
business is now suffering as well as his family of 8
Customer states his business is well known, and has been on TV for it many times, as recent as last month.
He has kept the fact of the accident out of the news in respect to Dodge, and would like some respect in return and receive a call back.
Customer is not satisfied with being mailed a letter.
Customer called seeking an update on their case. Writer advised customer that their message would be forwarded to the person handling their case for follow up. Writer reassigned to 82S as per ac id# 18819 and provided JSS15 contact information. Customer stated his preferred contact method is by email at [redacted]
****

Per OGC Matrix, reassigned to 82T.
3/21/14 UPDATED CCRG FILE.
Letter Sent: Denial 03/24/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	02/20/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	66,715	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43767	DON DAVIS MOTOR CO INC			
Dealer Address	2000 N MECHANIC ST				
Dealer City	EL CAMPO	***Dealer State***	TX	***Dealer Zip***	77437

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	EL CAMPO TX x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-02-20
Road Side File Created 02-20-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
905 W LOOP STREET 2011 N MECHANIC
COUNTY ROAD 346
EL CAMPO EL CAMPO
TX USA TX
TIE ROD END BROKE,ADD 30 MIN OF LABOR AND MED DUTY
DEALER CODE : 43767 DON DAVIS MOTOR CO INC
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	02/20/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	66,715	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43767	DON DAVIS MOTOR CO INC			
Dealer Address	2000 N MECHANIC ST				
Dealer City	EL CAMPO	***Dealer State***	TX	***Dealer Zip***	77437

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	EL CAMPO TX x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-02-20
Road Side File Created 02-20-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
905 W LOOP STREET
COUNTY ROAD 346
EL CAMPO
TX USA
TIE ROD END BROKE,ADD 30 MIN OF LABOR AND MED DUTY
DEALER CODE : 43767 DON DAVIS MOTOR CO INC
CLOSING CAIR as this is a duplicate cair to cair [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	02/20/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	66,715	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	EL CAMPO TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Winch - Default

Roadside Assistance Contacted - DATE : 2014-02-20
Road Side File Created 02-20-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
905 W LOOP ST
COUNTY ROAD 346
EL CAMPO
TX USA
TIE ROD END BROKE,ADD 30 MIN OF LABOR AND MED DUTY
DEALER CODE : DON DAVIS MOTOR CO INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A9	7G8[redacted]	***Open Date***	02/20/2014	***Built Date***	05/23/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	08/29/2007	***Mileage***	130,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45158	OUTTEN COUNTY CHRYSLER, LLC			
Dealer Address	16614 POTTSVILLE PIKE				
Dealer City	HAMBURG	***Dealer State***	PA	***Dealer Zip***	19526

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	BRANCHBURG NJ [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeking additional cost assistance
Corporate - Consequential Expenses - Default - Default - Default	Customer seeking cost assistance for rim & tire damage
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on recall

Briefly summarize why the customer is contacting Chrysler:Customer called in to find out about any recalls that may be on the vehicle
Briefly summarize what the customer is expecting:Customer expects information on any recalls.
CAC advised of the open recall. CAC advised that the recall was for a replacement part and a previous repair would need to have been completed. Customer stated he was very certain that there was a previous repair in 2011. Customer asked if there was any towing available. CAC advised that there is no towing on the vehicle but to contact the dealership and they may have something in place. Customer understood.
Customer called stating that his vehicle was in his driveway. Customer states that the tie-rod snapped. Agent called OUTTEN CHRYSLER DODGE JEEP RAM 610-562-5174 and spoke to SA Eli who advised that the steering linkage was inspected, not replaced on 7/27/2009. Agent advised customer that the N62 recall is in direct relation to the H46. Customer states that his steering linkage was replaced. Agent verified that there was a lot of front end work done to the vehicle but nothing that signifies he had the steering linkage replaced.
Briefly summarize why the customer is contacting Chrysler: Customer states that he spoke with Eli at Outten (45158) and had been advised that the steering linkage was replaced previously and that is the concern that would have been covered under the warranty.
Briefly summarize what the customer is expecting: To have his vehicle towed to the dealership and have the tow covered under the recall.
Writer contacted Outten Chrysler Dodge Jeep Ram (45158) and spoke with Eli (Service Advisor). Writer was advised that the dealership did replaced the steering linkage with the updated linkage on July 5, 2011 at 80,789 miles.
Writer advised customer that Eli feels 99% sure that the repair needed would be covered under the recall however; we would be unable to cover the towing bill. Customer understood and was satisfied.

SA Russell from FULLERTON CHRYSLER JEEP DODGE RAM DLR CODE 66932 states the vehicle was towed in and has the N62 recall.
SA states the tie rod broke, which in turn punctured the tire and broke the rim.
SA states he is requesting that Chrysler cover the cost of consequesial damages for the customer.
Agent advised we are not able to approve consequesial damage repairs and apologized.
SA thanked agent and advised customer will likely call back.
Customer called and stated that he is not happy with the decision that was provided and is seeking to have assistance to have his consequesial damages covered by RAM as he stated that he would not need the repairs had the tie rod not broke and punctured the tire and broke the rim. The customer stated that he was going to seek further assistance. The agent provided the customer with the Ram website as the customer was seeking an email address.
Customer called and stated that he is not happy with the decision that SM Russ stated that the vehicle was towed in to the DLR and that the tie rod had broke and that it had damaged the rim and the tire. SA Russ stated that he had reached out to his DM and that the DM declined to cover the cost. SA Russ stated that they will be giving the customer a 15% discount. Agent advised customer that unfortunately we would not be able to assist the customer with cost assistance for the repair. Agent advised customer that the SM Russ would is giving him a 15% discount on the entire repair for the rim and the tire. Customer is very disappointed with this answer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-03 @ 13:00
Customer called in for documentation link. Agent sent customer a documentation link.
Reassigned to 86Y
***** Customer Document Received *****

Writer notes that the customer s recalled component: N62-tie-rod failed and caused consequential damages to the customer s rim and tire, which he stated was only 4 months old.
Writer notes that the dealership provided the customer with a 15% discount on the above noted repairs.
The SA, Russ stated within the case file that the DM was consulted in reference to the customer s request for coverage for the rim and tire, however, further assistance was declined by the DM.

The customer feels that had it not been for the tie-rod failing, he would not require the rim & tire, and feels that we should be covering the cost for him.
Writer also notes that the customer is currently the original owner of this 1 of 3 new vehicles, with an expired MVP; however, the vehicle does have 157,874 miles as per the repair invoice.

Writer will concur with the decision made by the DM to provide the customer with their 15% discount on the required repairs.
Customer Document Reviewed.

Writer contacted the customer [redacted] at 6:35pm and spoke with Mr. [redacted]. Writer advised him that his information has been received and reviewed and due to the fact that the DM was involved in the case file, writer would not be able to override or change a decision made by our District Manager s due to the fact that they are fully empowered by Dodge to make these types of decisions. Mr. [redacted] advised writer that he made contact with Corporate Dodge and he was advised by this department that no assistance would be provided, however, upon the dealership seeing the failure of the component, they felt that the customer s repairs should have been covered thus the 15% discount. Writer advised him that if he did speak with Corporate Dodge and they made this decision to decline any further cost assistance, then writer would not be able to override or change these decisions. Mr. [redacted] advised writer that he would be perusing this further and wanted the decline in writing. Writer advised him that this request will have to fully document and advised him that his request would need to be in writing. So as per ACDoc#23256 writers advised him that an email will be

provided to him and that he can respond to this email correspondence with his request for this information to be provided in writing. The customer understood and stated that he would wait for the email and he also requested any phone contact information that writer has to reach corporate, and writer advised him that I would provide the information that is privy to writer.
Mr. [redacted] also advised writer that he never did receive any recall notices regarding the N62, and he was at the dealership many times before this incident, and no one advised him of this recall, so this further disappointed him also.
Writer empathized with his position as a consumer, but advised him that the decision cannot be changed.
He advised writer that he would be taking this further.
Writer advised him that the direction moving forward would be his choice, however, writer could not comment.
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted]: This is Michelle, your case manager assigned to your claim open with Dodge in regards to your request for cost assistance with the tie-rod consequential damages.
If you wish to locate contact information for our Corporate team, this can be obtained by visiting the web site:
www.chryslergroupllc.com, under the Our Company tab, and then use the drop down for Leadership Team . Then you may click on the link to the corporate website: Executive Bios.
My contact information is as follows:
855-675-9291, EXT 4718097
Your case number:
[redacted]
I do apologize for the lack of assistance that can be provided to you, and as I advised you, please respond to this email correspondence with your request.
Sincerely, Michelle
End of Status Update
Begin Customer Message reviewed:
I respectfully request a decision along with a reason for reaching this decision in writing. Please email the decision to [redacted]
Also I request a hard copy mailed to me at:
[redacted]rt
Branchburg, NJ [redacted]
Thank you very much
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted]:
Thank you for your recent contact regarding your vehicle. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Sincerely, Michelle
End of Status Update
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted] This is Michelle, your case manager assigned to your case file open with Dodge, and I have provided you with the appropriate correspondence regarding your request of having the information regarding our decision in writing. However, if you wish to have this information sent to you by mail/fax, you will need to request this by mail/fax. You may fax your request to 877-768-5076, and once it is received, further correspondence will be provided to you. I do apologize for the effort; however, this is the process here at Dodge. Thank you for your time,
Sincerely, Michelle
End of Status Update
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.
The dealership has provided out of warranty/consequential damages assistance.Ù
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - customer contacted today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	02/20/2014	***Built Date***	08/12/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/26/2004	***Mileage***	150,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TEHACHAPI CA[redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Advise Owner/Incomplete Recall	Agent advised customer of the recall.
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer of the recall.
Product - Steering - Linkage - Other - Default	Customer had the steering linkage repalced.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer is seeking reimbursement for recall repair.
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer seeking to be reimbursed for the N62 recall repairs.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rods broke.

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that the tie rod broke and there is a recall on the vehicle and H46 for the steering linkage and the N62 for the outer left tie rod assembly. Customer states that he put the Steering gear box with a Mopar part. Customer states that he wants to be reimbursed for the N62 recall for the tie rod repairs that he had replaced at an IRF because that is where the tow truck towed his vehicle when the tie rods broke off while driving. Customer states that he did not know there was a recall for the tie rods or he would have had the vehicle towed to Hunter Dodge and had the recall completed there. Agent gave the customer the part numbers and advised him that if the part numbers that he had replaced match the part number that we would put on the vehicle for the recall we will review the file for possible reimbursement. Customer states that he will send in the documents for the repairs that he had. Agent also advised customer that since he did not have the H46 recall completed than more than likely we would have returned the vehicle back to him after the inspection due to the vehicle having the original style steering linkage. Customer states that he replaced the steering assembly though after he bought the vehicle so it doesn t have original style linkage. Agent advised customer that there is no guarantee that we can reimburse him for the repairs.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the recall N62 repairs.
Reassigned to 86Y
recall reimbursement.

Writer notes that there is no contact information for the customer on the file.
Writer did consult with the White Pages and found the customer, however, their phone information was at a cost, therefore, writer will follow up with a form letter.
MR. [redacted]
[redacted]-----
61 - PLEASE CALL US

Tuesday, March 18, 2014
[redacted]
TEHACHAPI, CA
93561
Reference #24620712
Dear [redacted]:
Thank you for your recent phone contact regarding your 2005 Dodge Ram SLT 2500.
I have been unable to reach you by phone due to the fact that we do not have any contact information for you at present time.
Please contact me at 1-855-675-9291, extension #4718097, at your earliest convenience, to discuss your request for reimbursement for your repairs completed to your 2005 Ram 2500. Please refer to the reference number above or have your Vehicle Identification Number #3D7KS28CX5G[redacted] available when you call.
Sincerely,
MICHELLE
CUSTOMER SERVICE REPRESENTATIVE
Letter sent 3/27/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A0	7G[redacted]	***Open Date***	02/20/2014	***Built Date***	02/22/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	07/28/2007	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68521	BERT OGDEN HARLINGEN MOTORS INC			
Dealer Address	602 W JACKSON				
Dealer City	HARLINGEN	***Dealer State***	TX	***Dealer Zip***	78550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARLINGEN TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer calling for information on the recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he had his vehicle inspected at the dealership and they advised the he needs to have the recall completed but the parts are not available at this time. Customer states they were to call him when the parts did become available. Customer states that now when he was driving down the street the tie rod has broke and he now needs to have the vehicle towed.
Briefly summarize what the customer is expecting: towing assistance and recall information. Writer advised that we would need the vehicle to be diagnosed by the dealership to ensure that the part that has broke is related to the recall. Writer advised that he can have the vehicle towed but it would be at cost to him. Writer transferred the customer to roadside for further assistance. Reassigning to KG362 for a survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49A7	8G[redacted]	***Open Date***	02/20/2014	***Built Date***	04/03/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/23/2008	***Mileage***	45,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS	VILLE
Dealer Address	1024 SOUTH STEMMONS FRWY		
Dealer City	LEWISVILLE	***Dealer State*** TX	***Dealer Zip*** 75067

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BORGER TX [redacted]	***Country***	UNITED STATES

Recall - H36: STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Recall issue occurred

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC because his vehicle has just experienced the N49 recall issue. He has notified the dealership, however he is looking to get roadside assistance to tow his vehicle to the dealership.
Briefly summarize what the customer is expecting: Customer is expecting to get his vehicle towed to the dealership.
Customer states that the left outer tie rod broke as he was coming into his driveway. Customer states that he was not experiencing any issues previously. Customer states that he notified SENTON MOTORS, and they gave him CAC contact information to inquire about roadside assistance.
Agent called SENTON MOTORS and spoke with SA Brandy. Agent advised SA Brandy that the customer s vehicle would be towed to the dealership.
Agent advised customer that he does not have service contract that indicates roadside coverage. Agent transferred customer to Roadside Assistance to get his vehicle towed to dealer.
Agent advised customer has 4 incomplete recalls on his vehicle.
Customer called back and dealership called him stating that his broken vehicle has nothing to do with the N49 recall.
Agent contacted dealership (SENTON MOTORS 806-665-8404) and spoke to service. SA Brandy stated that inner drag link that broke on the vehicle.
When SA Brandy pulled specs for the recall H36, it was outside of the specs for the recall. Recall H36 passed inspection for the recall. N49 parts are on backorder. Parts for the H36 can be ordered when customer gives approval, should be in by Thursday. For this repair cost is $904.65 parts, labor and tax. N49 part would be June when his recall part could be ordered. Customer stated he was done talking to agent and hung up (mad because his vehicle repair does not fall within the recall H36.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	02/21/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	66,715	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	EL CAMPO TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-02-21
Road Side File Created 02-21-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
905 W LOOP STREET
COUNTY ROAD 346
EL CAMPO
TX USA
TIE ROD END BROKE,ADD 30 MIN OF LABOR AND MED DUTY
DEALER CODE : CLASSIC DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2	9G[redacted]	***Open Date***	02/21/2014	***Built Date***	11/04/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/01/2009	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	06922	POMOCO CHRYSLER JEEP DODGE			
Dealer Address	12629 JEFFERSON AVE				
Dealer City	NEWPORT NEWS	***Dealer State***	VA	***Dealer Zip***	23602

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	YORKTOWN VA[redacted]	***Country***	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Agent advised of inspection due 04/01/2014 to 08/01/2014
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer's tie rod broke
Corporate - Reimbursement - Default - Default - Default	N49 LEFT TIE ROD
Corporate - Consequential Expenses - Default - Default - Default	Towing for recall N49 LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer states the left tie rod broke with his kids in the car causing loss of steering. Customer states he did not receive the recall letter. Customer seeking what to do and if towing would be covered.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised that vehicle would first be diagnosed by Chrysler DLR to determine if this was caused by the recall. Agent advised that towing is consequential and will likely not be covered but customer may submit for reimbursement if diagnosis comes back as recall.
Agent advised of LPLW inspection due 04/01/2014 to 08/01/2014.
Agent advised customer to call back if any further assistance is needed once vehicle is diagnosed.
-
Reassigned to KM788 for no diagnosis.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Customer will be sending in documentation for towing and tire repair for possible reimbursement. Writer spoke with Service Advisor Sam at Quinn Motors DLR 41249. She stated that the vehicle did crash because the recalled tie rod fractured.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-02-25 @ 14:44
Reassigned 86Y
***** Customer Document Received *****
RECALL N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.

Left tie rod end on vehicle may fracture due to a misalignment condition.
Under certain driving conditions, this may lead to a weakening and
eventual fracture of left tie rod ball stud. A fractured tie rod end
could cause a loss of directional stability and a crash without warning.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: [redacted]
Date of Repair: 02/22/2014
Invoice #: 36586
Labor $0.00
Parts $0.00
Misc. Charges $160.00 (Towing)
Tax $0.00
Total $160.00
Writer is submitting total reimbursement in the amount of $160.00
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	7G[redacted]	***Open Date***	02/21/2014	***Built Date***	07/21/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/04/2006	***Mileage***	136,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68862	CROWN AUTO WORLD BRISTOW			
Dealer Address	901 SOUTH ROLAND, HWY 66 WEST				
Dealer City	BRISTOW	***Dealer State***	OK	***Dealer Zip***	74010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROWNS VALLEY CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer called because the vehicle was in accident
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the truck he was driving was in an accident because his tie rod broke. Customer stated that he had it fixed at IRF.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement. Customer is not sure if it was original parts or service parts. Customer can t confirm that the part that broke on his vehicle was a original or service part. Customer was going to contact NHTSA because he feels that the part that broke was part of the recall. Writer advised customer that the recall was strictly on certain Mopar service parts as per Answer ID 24057. Writer advised customer that if he could provide documentation that the part that broke was a Mopar service part, then we could look at possible reimbursement.
reassigned to DF314 for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	8G[redacted]	***Open Date***	02/21/2014	***Built Date***	08/22/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	10/22/2008	***Mileage***	55,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44526	NEW COUNTRY AUTO CENTER			
Dealer Address	333 SOUTH BROADWAY				
Dealer City	CORTEZ	***Dealer State***	CO	***Dealer Zip***	81321

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DOLORES CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC to inquire about the status of the N49 recall parts.
Briefly summarize what the customer is expecting: Customer is expecting to learn when the recall parts will be available.
Customer states he had the recall inspection performed at NEW COUNTRY AUTO CENTER 44526 and he does require the replacement tie rod part. Customer states that the local NAPA parts store has the tie rod available and is inquiring if he can use that part instead of waiting for the Mopar tie rod. Customer states he is seeking a loaner vehicle if he has to wait a long time for the part to come in.
Agent contacted NEW COUNTRY AUTO CENTER 44526 at 970-565-3748 and spoke with Josh in Service. Josh states that the customer is 12th on the list, and with a restriction of 1 part a week, the customer s part will arrive in 12 weeks or less as the allowance may increase. The dealership declined a loaner vehicle as they are currently overloaded with requests due to this recall. Agent provided the customer s phone number to Josh in service so that he could be contacted as soon as his part becomes available. Agent relayed this information to the customer; customer unhappy with wait time and the decline of a loaner vehicle. Customer states that if something happens to him and his wife while they are driving the vehicle due to this unrepaired recall, he will be contacting his attorney.
Reassigned to RO188 for survey bypass
Please close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX B[redacted]		***Open Date***	02/21/2014	***Built Date***	06/14/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	06/16/2011	***Mileage***	60,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65415	LOPP MOTORS INC			
Dealer Address	305 NORTH 2ND STREET				
Dealer City	DODGE CITY	***Dealer State***	KS	***Dealer Zip***	67801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DODGE CITY KS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	the customer wanted more information on the recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler because she wanted more information about the N49 recall. The agent advised the customer that the recall is on the mopar service replacement part and not the original factory part. Agent advised the customer she would need to bring it into a dealership to have them do an inspection. Agent offered to call over to the dealership but the customer declined. The customer took at look at the tie rod and noticed that it was starting to crack at the weld.
Briefly summarize what the customer is expecting: The customer is expecting to have her tie rod replaced. The customer stated they told her part was available 2 weeks ago, but now they are telling her that her part is on backorder and that there is no wait list for her to be put on. Agent advised the customer she needs to bring her vehicle into a dealership to have them do the inspection. Customer is scared to drive her vehicle because it looks like the tie rod is going to break. Agent suggested that the customer have her vehicle towed to the dealership, agent stated that the customer has towing assistance, as stated in VIP.
sent for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28D5	5G[redacted]	***Open Date***	02/21/2014	***Built Date***	03/18/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/17/2005	***Mileage***	90,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68645	FRONTIER MOTORS INC			
Dealer Address	10705 ISLAND AVENUE				
Dealer City	ISLAND CITY	***Dealer State***	OR	***Dealer Zip***	97850

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILWAUKIE OR [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	McLouglin DLR (503) 659 0570
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	

Briefly summarize why the customer is contacting Chrysler: The customer is calling because his vehicle has a broken tie rod. Agent updated the customers information. Agent was unable to make dealership contact as the dealership is closed. Agent explained the vehicle is off road but the N62 recall is on restriction not backorder so there is no way to push the parts and further. Agent stated a case number for the customer to call back on later next week. Agent stated this case will be submitted to a resolution team to make dealership contact.
Briefly summarize what the customer is expecting: The customer is expecting parts to be available.
Reason for Dealer Contact: Unable to make dealership contact.
Dealer Code:68645
Dealer Personnel Required: SA or SM
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Unable to make dealership contact. Has the customer been put on a waiting list for the N62 recall. How many customers are before the customer on the waiting list? Is there any way to push the customer ahead in the list because the vehicle is off road?
Assigned to 86T
-
Outbound call 1-541-962-7099 FRONTIER MOTORS INC #68645 and writer spoke to Parts Advisor Troy and he transferred writer to Shop Foreman Pat. Pat advised writer that the customer is not on the list, and he also looked up the customers VIN# and they have never seen this vehicle.
Shop Foreman Pat asked if the vehicle was inspected yet and writer advised that she is unsure. Pat advised writer that before the part can be ordered the vehicle needs to be inspected.
-
Vehicle has not been to the dealership listed.
Reassigned to: JM2595 for further handling.
Thank you.

-
Briefly summarize why the customer is contacting Chrysler:
Customer s vehicle is disabled as front tie rod snapped, vehicle is Not at Frontier.
Outbound call to 503 659 0570 at McLouglin DlR and spoke to [redacted] (Receptionist) who transferred me to SA Chris who transferred who stated that there is nothing that can be done for 3 months. Customer is number 22 on list.
Customer then started speaking about lemon law, agent stated he does not fall within the guidelines for that at all.
Briefly summarize what the customer is expecting:
McLoughlin DLR to escalated him on the list for the N62 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	02/22/2014	***Built Date***	11/27/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	04/08/2010	***Mileage***	60,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43733	DEE MOTOR COMPANY			
Dealer Address	1200 EAST COMMERCIAL				
Dealer City	ANACONDA	***Dealer State***	MT	***Dealer Zip***	59711

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BUTTE MT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeks recall information
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer states tie rod ball joints broke

Briefly summarize why the customer is contacting Chrysler: Customer Kelly states the tie rod just broke on their truck.
Briefly summarize what the customer is expecting: Customer seeks towing assistance cost and recall repaired.
Agent advised consequential cost such as towing is not covered under the recall. Customer advised the N49 recall is in initial inspection to determine If added mopar steering linkage was added to the vehicle.
Agent advised once the vehicle is at the dealership if further assistance is need to call back with CAIR #
Agent advised a transfer to roadside assistance. Customer declined states she would do that Monday.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	02/23/2014	***Built Date***	03/17/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	06/21/2010	***Mileage***	76,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	***Home Phone***	(832) 414-4468
	CROSBY TX 77532-3277	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer tie rod snapped

Briefly summarize why the customer is contacting Chrysler: Customer states that his tie rod snapped today and he wanted to see if he had the recall for the tie rods. Writer advised customer that he does have the recall. Writer advised customer of the telephone number of roadside assistance to get the vehicle towed to the nearest dealership for repair. Customer states he will wait until Monday when the dealerships will be open to contact roadside assistance. Writer provided customer with contact information for the two nearest dealerships to him; Bayside Chrysler at (281) 421-6000 and Texan Dodge at (281) 359-7100. Customer states that his friend had this recall and it took 5 weeks to get him the parts to have the recall completed. Writer advised customer that this part is on restriction, 1 part per week, however, hopefully the dealership will be able to bump him to the front of the waiting list as his vehicle is now considered to be off road, but that will be up to the dealership. Customer understood. Customer inquired about rental. Writer advised customer that the only way that a rental would be provided is if the dealership has loaner vehicles that they are willing to provide him. Customer understood.

-

Briefly summarize what the customer is expecting: tie rod recall information

Customer is calling and stating that his tie rod has broke and he is having roadside tow the vehicle to the dealership . Customer is wanting to know if he can get a rental vehicle .Agent advised customer that he does not have a service contract that covers rental and he is out of basic warranty and therefore we would not be able to provide rental vehicle . Agent advised customer that the vehicle has not yet been diagnosis to determine what the issue is . Customer understood .

Customer contacted Chrysler again and agent repeated lines 11-18 and 22-28 above.

Customer stated inspection and diagnosis is completed and recall part is what has broken. Once again, agent repeated to customer to request loaner or rental from dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG519930	***Open Date***	02/24/2014	***Built Date***	08/27/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	01/30/2011	***Mileage***	41,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59004	AUTOLAND			
Dealer Address	170 ROUTE 22				
Dealer City	SPRINGFIELD	***Dealer State***	NJ	***Dealer Zip***	07081

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATLANTA GA[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	informed caller not rental expenses or train expenses covered
Recall - N49: LEFT TIE ROD - Information Request	outer tie rod recall being completed/

Briefly summarize why the customer is contacting Chrysler: Customer called in. The customer states least week he was in New York last week and when he came back home the tie rod broke in NJ. The customer called a towing facility. The customer states that he has had to travel extensively due to the fact that he was out of town. The customer states that his vehicle will be ready in a couple of days. The caller needs to go back to pick up his vehicle and has incurred hotel expenses and train expenses already and will have more expenses to pick vehicle up. Agent did apologize to caller and informed him that the rental expenses and hotel expenses are not covered in the case of a recall.
Briefly summarize what the customer is expecting: Caller wanted information on recall repair expenses.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G825817	***Open Date***	02/24/2014	***Built Date***	05/06/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/26/2005	***Mileage***	180,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66613	QUALITY MTRS OF INDEP INC			
Dealer Address	2022 W MAIN ST				
Dealer City	INDEPENDENCE	***Dealer State***	KS	***Dealer Zip***	67301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELK CITY KS[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Agent advised customer of H46 open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeks recall reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicles tie rod broke while driving. Customer states the repairs were done at an IRF. Customer states her Quality motors dealership advised she contact Chrysler for reimbursement.
Briefly summarize what the customer is expecting: Customer seeks reimbursement for open recalls.
Agent contacted Quality motors spoke with service advisor Christopher. Service advisor states 02/20/2014 customer was in for the inspection on H46 and the N62. Service advisor states the recalled component could have been on the vehicle, but it was replaced and fixed at an IRF. Service advisor states the vehicle passed both recall inspections.
Agent advises customer that both recall inspections have been completed and passed. Agent advised that the recalled components were not on the vehicle out of factory, however added after the purchase of the vehicle. Agent advised Chrysler will not reimburse for IRF labor cost. Agent advised only genuine mopar parts will possibly be possibly reimbursed through investigation.
Customer seeks to mail in documents for reimbursement.
Agent advised documents needed for possible part reimbursement.
CUSTOMER CONTACT[redacted] Agent attempted to call the customer, no answer unable to leave message.
Status update provided via email to the following email address:
[redacted]
Good Afternoon,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Some information that was provided to you on the phones about the reimbursement process needs to be clarifed. If you wish to discuss it you may contact me directly at 855-675-9291 ext 4718558.

Thank-you
Jenna.
End of Status Update
Reassign to JK671- No documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C5	6G[redacted]	***Open Date***	02/24/2014	***Built Date***	03/03/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	05/15/2006	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHEPHERD MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised customer of recall
Corporate - CNA Change - Default - Default - Default	COIN update customer telephone

Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because his tie rod broke yesterday while driving and customer has since had the vehicle taken to an IRF for fixing.
Briefly summarize what the customer is expecting: Customer was expecting to be reimbursed for the repair of the tie rod in the vehicle.
Agent gave the customer the address to seek the recall reimbursement of the tie rod. Customer indicated that he would be sending in his receipts for the repair.
Agent also gave the customer the case number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	7G[redacted]	***Open Date***	02/24/2014	***Built Date***	04/26/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/25/2007	***Mileage***	110,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	23246	JACK GIAMBALVO JEEP			
Dealer Address	1793 WHITEFORD ROAD				
Dealer City	YORK	***Dealer State***	PA	***Dealer Zip***	17402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DOVER PA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	recall inquiry
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	recall inquiry
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall inquiry
Product - Suspension - Tie Rods / Drag Link - Other - Front	tie rod ends need to be replaced
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Bill stated that Friday the left tie rod end fractured. Customer stated that he had the fractured tie rod end repaired by an IRF. Customer stated that the IRF stated that the opposite side should also be replaced. Customer stated that he was informed of a potential recall for this vehicle.
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall H46, N62 and J35 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer stated that he never had the steering linkage or tie rod ends replaced before just recently.
Reassigned to SG893 for a survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D9	8G[redacted]	***Open Date***	02/24/2014	***Built Date***	04/21/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	06/30/2008	***Mileage***	115,080	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC			
Dealer Address	2695 EAST MAIN STREET				
Dealer City	PLAINFIELD	***Dealer State***	IN	***Dealer Zip***	46168

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DANVILLE IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Looking for reimbursement.
Corporate - Survey By-Pass - No Documentation - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states that the driver s side tie rod broke on his vehicle. Customer is looking to be reimbursed for the towing bill.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for the towing of the vehicle.
Agent called the dealership WESTGATE CHRYSLER JEEP DODGE INC. Agent spoke to Mike the SA states that the repair is completed on the vehicle.
Reassign to 86Y.
Agent advised the customer to fax into 1-877-768-5076 and reference case [redacted]. Agent advised to send in the work order for the towing and the receipt for the towing to look into possible reimbursement.
Status update provided via email to the following email address:
[redacted]
Good Morning,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update
Reassign to JK671- No documents.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	02/24/2014	***Built Date***	06/15/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	08/09/2011	***Mileage***	59,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VENETA OR[redacted]	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Reimburse for towing.
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

CONTACT UPDATE - 1st Contact. Customer contacted writer stating that the tie rod broke and the dealer is completing the recall for the customer. Customer is requesting reimbursement for having the vehicle towed to the dealer. Writer provided fax number and instructions. Writer will follow up with the customer by EOB Friday 02/28/14 to check on vehicle and process reimbursement.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-02-25 @ 13:46
***** Customer Document Received *****
Writer contacted A+ towing who will fax invoice to writer.
Writer contacted SA, Sean, who informed writer that the vehicle is repaired and the only repair needed was the recall.
****** Below Customer Contacted for Documentation Request ******
ms1882@chrysler.com on 2014-02-27 @ 12:34
Writer attempted to contact customer. Writer left a message.
***** Customer Document Received *****
Mr.[redacted] is returning a call from Customer Advocate (CA) MS1882. Writer warm transferred customer to CA IL502 as MS1882 was not currently available.
Writer verified customer contact [redacted] is preferred method of contact. Alternate methods are emai[redacted] or cell phone [redacted]; calls in regarding the towing they paid cash for the towing we will need to confirm payment with the towing company. The customer stated that they had an issue with the CEL light consistently on a regular basis and it is almost always the 02 sensors he would like to know what we are going to be doing with the 02 sensors as they are always failing he wants to know if there is any way to prevent them from failing. Writer advised we would have to look to see if there is an answer to his question and will contact him back.
Writer attempted[redacted]. Writer left a message.
Writer attempted[redacted]. Writer left a message.
Mr.[redacted] called to speak with Customer Advocate (CA) MS1882 or any available CA. Writer warm transferred customer to CA SH950 as MS1882 was not currently available. Writer verified customer contact info:
[redacted]
Customer stated that he was returning call and thought that CA wanted to know if recall and repairs were completed. Customer stated that they got everything done and asked if he was being reimbursed for the towing.

Writer informed customer that there did not seem to be anything holding the reimbursement back after being advised that he paid cash for the tow and that it looked like the CA was wanting to speak to customer about something else as well.
Customer stated that this was the 14th or 15th time in for the CEL light and that it was very frustrating. Customer stated that he received a letter from an attorney trying to get owners together that are having these same issues to get new vehicles or a settlement. Customer stated that he wanted to advise Ram that this was happening and that he had not been the one to contact the attorney.
Writer informed customer that it looked like the reason that the CA was wanting to speak to customer was to offer some compensation for how many times that he has had to take vehicle in, for the time and fuel that it takes, to help with the frustration.
Writer informed customer that the case would be left open for a little while to see how repairs are and that CA would contact customer by 3/10.
Writer received a call from Hi there Mr. [redacted] returning a call from case manager. Writer warm transferred call to case manager for further assistance.
Customer contacted writer and verified check information. Writer offered customer an ECUS312N SC. Customer accepts. Writer advised that the case will be closed.
MR [redacted] S accepts and verifies the check should be mailed to the following name and address:
[redacted]
VENETA, OR [redacted]
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimburse for towing.
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
59000
Enter the Date when the repairs were completed.
02/28/14
What is the total cost of the Parts to be reimbursed?
n/a
What is the total cost of the Labor to be reimbursed?
n/a
What is the total Tax to be reimbursed?
n/a
What is the total amount being reimbursed?
$63.00
****End structured narrative T2 - eReimbursement
ECUS312N Contract created. Contract number is [redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	6G[redacted]	***Open Date***	02/24/2014	***Built Date***	01/25/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/15/2006	***Mileage***	125,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66692	FISHER CHRYSLER DODGE JEEP INC			
Dealer Address	349 EAST 32ND STREET				
Dealer City	YUMA	***Dealer State***	AZ	***Dealer Zip***	85364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	YUMA AZ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall on VIN
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Steering box damaged

Briefly summarize why the customer is contacting Chrysler: recall on tie rods faliing. Happened to me just before recall came out. Took to the dealer and after got it put back together for took for an alignment. They found that there is steering box damaged. None before the tie rod broke.
Briefly summarize what the customer is expecting: looking to see who could help me with this. Agent states will call 66692 to gather diagnosis information. Agent spoke with
Called dealership 66692- to confirm details of diagnosis.
Spoke with Scott SA.
What is the diagnosis? Told me he replaced the tie rod himself. Took to a shop and they said steering box broke. Steering box has play and it is leaking but not from the tie rod end breaking, two different things.
Never been here before for anything and has had it to IRF s for these repairs.
Is the concern a result of misuse/abuse/lack of maintenance? No it is not
Could the customer have caused/prevented concern? No
Is the concern related to age and mileage? Could be,
Is vehicle maintained? Looks OK
What is the general condition of the vehicle? Good for the age
Have there been any previous related repairs? No

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2	9G[redacted]	***Open Date***	02/24/2014	***Built Date***	11/04/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/01/2009	***Mileage***	49,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41249	QUINN MOTORS INCORPORATED			
Dealer Address	6747 GEORGE WASHINGTON MEM HWY				
Dealer City	GLOUCESTER	***Dealer State***	VA	***Dealer Zip***	23061

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	YORKTOWN VA[redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Tires - Air Leak - Front	Left front tire leaks after accident due to tie rod breaking

Case already open. Please refer too case #[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	02/26/2014	***Built Date***	03/05/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	04/11/2010	***Mileage***	135,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	POWER MT [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2010 Dodge Ram Pickup Tie Rods
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I own a 2010 Dodge Ram pickup and I have received a recall letter on the left tie rod. I attempted to have the truck repaired in Great Falls, MT in December but they told me it would be 2 months. I needed to travel to Arizona and now the dealers in Arizona are telling me it will be another two months. I have MoPar insurance on my truck and the insurance covers all breakdowns and repairs and the insurance coverage says you are liable. My truck is making knocking noises when I turn and I believe the tie rod is already fractured. We just serviced the truck and the dealer told us the tie rod definitely needed replacing. I need to have this vehicle repaired and not only have I purchased insurance but with the recall there is additional urgency. I spent over 5 hours on the phone this afternoon with dealers, MoPar Insurance and customer service with absolutely no resolution. I have consulted with legal counsel and will be holding Dodge Ram liable if there is an accident since I am receiving no satisfaction either as a part of the insurance coverage or the recall. I need to travel back to Montana in 2 weeks and believe there must be parts available some where that can be shipped to Phoenix to resolve this very dangerous issue.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to our attention.
Our records show that you have contacted us by telephone and we are reviewing your concern. We have updated your file to reflect the latest information you provided in the email message.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
*****SEE CAIR [redacted]8*****
I was told a supervisor by the name of Patricia from customer care would contact me yesterday. No call so obviously no concern on the part of customer service. [redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Ram Assistance Center.

We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to our attention.
Our records show that 2 attempts were made to contact you with regards to your concern. One attempt was made on February 25, 2014 at 3:36 PM, and one attempt was made on February 26, 2014 at 11:37 AM, both attempts resulted in no answer.
If you are still requesting a Supervisor call we recommend that you call Ram Customer Assistance at 1-866-726-4636.
We apologize for the inconvenience.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	AG[redacted]	***Open Date***	02/25/2014	***Built Date***	02/18/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	04/17/2010	***Mileage***	90,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	BONHAM TX [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	The customer is seeking reimbursement for the N49 recall repair.

POSTMARK DATE: 021214; DATE RECEIVED: 021914
Confirm name and address matches COIN & HPIMS: No
Any open recalls: No
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: The customer is seeking reimbursement for the N49 recall repair and the invoice total and coin must be confirmed with the customer.
Reviewed previous files: None, no concern
Writer located a phone number in 411.com - [redacted].
Writer called customer at 903-460-1429. Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
Writer called customer at [redacted] but call would not go through.
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. I have attempted to contact you by phone but have been unable to do so. Please call me at 1-855-675-9291, extension 4718211 to discuss your case.
Thank you, Nancy
End of Status Update
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. I have attempted to contact by phone but have been unable to do so. We require an invoice showing a break down for the parts and labor, including part numbers and proof of payment. You can fax the documents to 1-877-768-5076. Please call me at 1-855-675-9291, extension 4718211.
Thank you, Nancy
End of Status Update
Status update provided via email to the following email address:
[redacted]
My name is Nancy, your Case Manager. This is to remind you we are waiting for your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when your are ready to send in your documents. Please call me at 1-855-675-9291, extension 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Customer called back and writer advised him we needed an invoice with more information and proof of payment. Customer said he paid by Cash. Customer is going to call the IRF and see if he will fax another invoice with more of a break down for parts and labor. Customer gave writer

updated phone number - [redacted].
Documents have not been received.
Customer called wrong extension - 4718221. Writer transferred call to correct extensio - 4718211. Writer advised customer to leave a message and if he wanted to, he could re-fax documents. Customer stated he faxed them on Thursday for Nancy. Customer will leave message.
04/07/14 9:41 am Customer left a voice mail message stating he had faxed the information on Thursday but if we do not receive it to call him at [redacted] and he can fax it again.
04/08/14 9:30 am Customer left a voice mail message for a call back.
Writer called customer at [redacted] and asked him if he could refax his information as we have not received the documents he sent.
POSTMARK DATE: 041014; DATE RECEIVED: 041014
Writer called IRF at 903-496-7737 for proof of payment but no one answered.
Writer spoke to Ted at IRF at 903-496-7737 and asked him if customer paid and the amount he paid. Ted said he would check with Brady, owner and call writer back with information.
Ted from Brady s called back and said he spoke to Brady, the owner and confirmed that customer paid the $780.00 in full for the repair when customer s tie rods broke.
N49 RECALL Left Tie rod
****
Customer submitted request for reimbursement for recall N49 for the left tie rod.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: See lines 61-63
Date of Repair:01/17/14
Invoice #:000
Parts & Labor $715.00
Misc. Charges $65.00 - Alignment
Tax $0.00
Total $780.00
Writer is submitting check for approval in the amount of $780.00.
Writer is using address provided on paperwork received with reimbursement documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A0	8G[redacted]	***Open Date***	02/25/2014	***Built Date***	11/23/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/26/2008	***Mileage***	179,785	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60161	LITHIA CHRYSLER JEEP DODGE OF	GREAT FALLS		
Dealer Address	4025 10TH AVE SOUTH				
Dealer City	GREAT FALLS	***Dealer State***	MT	***Dealer Zip***	59405

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	VALIER MT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	TIE RODS
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 021214; DATE RECEIVED: 021914
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, N62
Name of person writing in: [redacted]
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): $408.10
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts prior to the one customer is seeking reimbursement for in order to be entitled to reimbursement.
Customer should have the vehicle inspected to see if MOPAR replacement parts were installed during this repair and dealer will determine if a repair is necessary under the N62 recall.
Unless customer can provide a repair invoice showing prior service N62 recall reimbursement does not apply to their vehicle and reimbursement will be denied.
Writer contacted customer at[redacted] was the wrong number.
Writer contacted customer at[redacted]1 and left a message to contact CCAC back with the CAIR number and the next available agent will be happy to assist him.
****NEXT AGENT****
When the customer calls back, please advised him that the OEM part which is the factory part, on the vehicle is not the one that is being recalled. The part that is being recalled is the MOPAR service parts, which are the MOPAR replacement parts. So unless he has documentation that he s had the MOPAR replacement part replaced, we will not be able to reimburse him.
Writer contacted customer [redacted] but customer was unavailable.
Writer left a message to contact CCAC back with the CAIR number and the next available agent will be happy to assist him.
Customer called back in seeking information on case[redacted] Writer

advised that reimbursement was denied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	AG[redacted]	***Open Date***	02/25/2014	***Built Date***	12/15/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	12/31/2009	***Mileage***	80,850	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43469	JOHNSON DODGE			
Dealer Address	1210 HWY 39 NORTH				
Dealer City	MERIDIAN	***Dealer State***	MS	***Dealer Zip***	39302

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MORRIS AL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer stated that the links are broken due to tie rod snapped

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his vehicle is at the dealership waiting on parts to complete the repair. Customer stated that he was driving and the tie rod snapped, damaging the links as well. Customer stated that he was advised that the parts for the links will not be available until March 10.
Customer stated that he wants his vehicle repaired today as he needs to pull a trailer home. Customer stated that the part should be taken from another vehicle and his vehicle repaired today.
Briefly summarize what the customer is expecting: Customer wants his vehicle repaired today.
Agent called dealership 43469 and spoke with Brittany (service advisor) who did confirm that the part 68055439AA has been on order and will be delivered to the dealership by March 10. Agent was advised by Brittany that the part was VOR, and should be available by March 10. Agent advised the customer that the part has been ordered and unfortunately the part will not be available until March 10. Agent did inform the customer that a part from another vehicle can not be removed and placed on his vehicle.
contacted supervisor and supervisor was willing to take call
Customer called seeking part expedition or tow to his dealer in AL as they can get part sooner. TI advised will forward case for review and apologized for experience.
Customer calling to speak to supervisor Bill to get an update on his case. Writer advised customer would document his request to speak to the supervisor.
REQUEST FOR SPECIAL HANDLING
Reason for special handling request: Transient customer requires parts/part delay
What customer is expecting: Expedited shipment of parts
Customer s preferred method of contact: Phone
Customer phone [redacted](Customer callback number provided to Roadside; prior agents did not gather contact number for transient customer)
Dealer code (if applicable): 43469
Dealer personnel involved (if applicable): SA Brittany

PART DETAILS
Part #: 68055439AA
Part Description:
Order #: 02212C
Is customer in rental? No
Is the vehicle off road? Yes
Order type: Special Handling
Assigned case to 96W for Special Handling
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68055439AA,Order#02212C,OMC#26288711
on 2014-02-27 @ 08:24
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as invoiced-PDC.
ETA for part is 3/10/14.
**********END OF UPDATE **********
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 2/27/14
PART NUMBER: 68055439AA
PART DESCRIPTION: TIE RODS
ORDER NUMBER: 02212C
NUMBER OF DEALERS WITH PART:
CUSTOMER IN RENTAL (Y OR N): N
WHO AUTHORIZED RENTAL: N/A
HOW MANY DAYS IN RENTAL: N/A
ASSIGN TO: CG1016
**********END OF TRIAGE**********
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as part #68055439AA.
ETA for part is 2/24/14.
**********END OF UPDATE **********
CM contacted PA Gary in regards to part arrival. PA stated part has not arrived yet. CM acknowledged and thanked PA for efforts.
CM left voice mail for customer in regards to part status. CM stated the part was shipped but there is no firm ETA at this time. CM stated will keep customer updated weekly. CM left contact information and thanked customer for choosing RAM.
Customer is contacting Chrysler because he would like to speak to a supervisor. Customer states that he wants a supervisor call back by 3 pm today or else he would be calling back. Agent advised the customer the part has been shipped and the agent would not be able to provide a supervisor call by 3 pm today. Customer disconnected the line.
****** START OF SUPPORT ESCALATION by T3959JB******
**** Update from Expediting Team for ****
Part#68055439AA,Order#02212C,OMC#26288711
68055439AA-Per Nick in Parts Dpt at Johnson DOdge, they received 2pcs of part no. 68055439aa from 3189..
****** END OF SUPPORT ESCALATION ****** by T3959JB
OMC# 26288711Order# 02212C FOR PN: 68055439AA IS RESOLVED
CM contacted dealer to find out if vehicle has been repaired. CM spoke with PA Jeff. Jeff stated that part has arrived. Cm was transferred to service. SA Ashlyn that the repairs have been completed.
CM contacted customer to confirm repairs. Cm left message

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	02/25/2014	***Built Date***	05/13/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	08/01/2011	***Mileage***	56,680	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67092	HOLZHAUER AUTO&TRK SLS IN			
Dealer Address	17933 HOLZHAUER AUTOMALL DR				
Dealer City	NASHVILLE	***Dealer State***	IL	***Dealer Zip***	62263

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BARTELSO IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Corporate - Reimbursement - Default - Default - Default	N49 recall
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	WINDSHIELD WASHER FLUID RESERVOIR

Briefly summarize why the customer is contacting Chrysler:
Customer stated that they received the recall notice for recall #n49.
Customer stated he his tie rod has broken this past week and had to be replaced.
Customer is seeking to be reimbursed for the repair.
Agent advised customer that the recall #n49 is on a mopar serivce part for the steering linkeage assembly and not the OEM part.
Agent advised if that had not had this part replaced previously then they would not be entitled for reimbursement.
Customer stated that would need to find out , that they were not sure.
Agent advised customer is the are able to confirm a previous repair had been done before this one for the vehicle , they can call back at that time to submit a request for reimbursment.
Customer understood.
Briefly summarize what the customer is expecting:
Customer is seeking recall reimbursement information.
Survey by pass incomplete recall
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-02-27 @ 16:04
UPDATE
Customer contacted agent seeking reimbursement process. Customer states that vehicle did need to have tie rods replaced twice, would like reimbursement under the recall. Agent confirmed email address and sent document request link. Agent advised customer process is 30-60 days for reimbursement and to contact back later next week to confirm we received information.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Hi Mr[redacted],
My name is Linda, and I have received your documents regarding your 2011

DODGE RAM LARAMIE 4X4 2500 CREW CAB PICKUP, and your request for reimbursement for the N49 recall.
I do need proof of payment in order to further consider reimbursement for th repair.
I will send you a document request link in a separate email, as well as provide our fax number 1-877-768-5076. You can submit the documentation in the way that is convenient to you. As soon as I receive the proof, I will continue with the reimbursement review.
If you have any further questions or concerns, please don t hesitate in contacting me at 1-855-675-9291 ext 4718201, or simply by replying to this email.
Thank You,
Linda
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
*Waiting for documents
***** Customer Document Received *****
Customer has submitted proof of payment for having the outer tie rod end replaced (N49)
RECALL - N49 - LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: Visa[redacted]
Date of Repair: 03/07/2014
Invoice #179607
Labor $145.95
Parts $144.75
Misc. Charges $7.30
Tax $9.50
Total $307.50
Writer is submitting check for approval in the amount of $307.50
****
**Agent verified address on file matches address on invoice.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C5	6G[redacted]	***Open Date***	02/26/2014	***Built Date***	01/25/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	09/20/2006	***Mileage***	190,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43642	ELM GROVE DODGE CHRYSLER JEEP INC			
Dealer Address	2538 NATIONAL RD				
Dealer City	WHEELING	***Dealer State***	WV	***Dealer Zip***	26003

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DAVISVILLE WV [redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Wheels - Other - Unknown	one wheel cut in incident
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	replaced 2 U Joints
Product - Brakes - Pads/Shoes - Other - Front	replaced front brake pads
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	replaced tie rod end,Outer, Inner, and sleeve
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	replaced upper and lower ball joints one side
Corporate - Survey By-Pass - No Documentation - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

POSTMARK DATE: 021414; DATE RECEIVED: 022014
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, H46 N62
Name of person writing in: [redacted]
Does customer have an e-mail address: Yes, [redacted].c[redacted]
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: Yes, no concern
Invoice Total(s): $1356.27
[redacted]CASE IS RELATED TO THIS ONE. CUSTOMER REPORTS TIE ROD BROKE.
Writer acknowledges assignment, and that documents are present.
IRF CONTACT: Writer called Matheny Auto Service 304 485 7171. Writer spoke to the Owner Greg who advised it was the Left Tie rod/drivers side that separated, and it got caught between the wheel and rotor and cut the wheel all up. Owner Greg confirmed he used MOOG parts and the invoice is paid.
Customer has submitted one IRF invoice 11/25/13. Writer will document repairs.
CUSTOMER CONTACT: Writer called MR-MRS [redacted] Writer connected directly with Customer who states he had a previous repair of the Tie rods/suspension at his regular mechanics in Parkersburg. Mr. [redacted] going to call them right now as Mr. [redacted] does not keep the receipts. Mr. [redacted]s understands this recall is for replacement parts and as it stands right now Chrysler will not be reimbursing. Writer provided Case # and US CAC for contact. Writer provided Case # and advised case will close in seven days but can be accessed or re-opened as needed.
No additional documents.

No additional documents.
No additional documents.
No additonal documents.
No additional documents. By pass Please.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28L0	9G5[redacted]	***Open Date***	02/28/2014	***Built Date***	04/03/2009
Model Year	2009	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	08/01/2009	***Mileage***	84,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43084	BIG O DODGE OF GREENVILLE INC			
Dealer Address	2645 LAURENS RD				
Dealer City	GREENVILLE	***Dealer State***	SC	***Dealer Zip***	29606

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	([redacted]
	TAYLORS SC[redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Broken or Cracked - Default	Cracked transmission
Corporate - CNA Change - Default - Default - Default	Updated information
Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD -	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
transmission failure
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The recall notice on my left front tire ride said to wait to bring it in after the holidays. The failed tie rod caused my left front tire to wear improperly causing excessive vibration which led to a cracked transmission. At only 84000 the transmission case shouldn t have cracked of course the warranty doesnt cover it. The tie rod failure not only fracked my transmission it ruined my left front tire. Dodge should stand behind their trucks. They shouldnt call them heavy duty.
*****END OF CUSTOMER EMAIL*****
VIN: 3D[redacted]
Mileage: 84000
Servicing Dealer: big o dodge
Title:
First Name:[redacted]
Middle Initial:
Last Name:[redacted]
Address 1:[redacted]
Address 2:
City: taylors
State: SC
Zip:[redacted]
Email:[redacted]
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention.
The handling of your case will require a call to the dealership.
Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your

behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Reason for Dealer Contact: Customer states that the tie rod failure caused a vibration in his tire which lead to a cracked transmission. Agent sending to 86T to find out when the vehicle was last at the dealership, the last diagnosis, if the tie rod failure is related to the cracked transmission, if it was related to the recall - would it be covered, if the recalls have been completed, if the dealership has parts for the recalls, the total cost involved and if there are any pending appointments.
Dealer Code: 43084
Dealer Personnel Required: SM
Customer s Preferred Method of Contact: Phone or email
Customer Phone Number ([redacted]
Customer Phone Number ([redacted]
Customer Email address:[redacted]
Reason for assigning to Resolution Team: Dealership closed
Assigned to 86T
Agent contacted BIG O DODGE CHRYSLER JEEP (43084) at 864-288-5000 and spoke with SA Phil who stated that the known vehicle has not been to their dealership since 2010 from a previous owner.
Dear Timothy:
Thank you for contacting the Ram Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
We have been in contact with the Service Advisor, Phil, at Big O Dodge. He has advised us that your vehicle has not been to their dealership for a diagnosis.
Unfortunately, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL******
Reassigning to PG725 as customer has not completed a diagnosis.
Ref [redacted] email #293797 melissa thanks for responding to my email. I am planning to take my truck to benson dodge instead of big o dodge being that it is closer and I dont want to drive that far. I am going to make an appointment to look at my truck. Thanks Tim Wright
*****END OF CUSTOMER EMAIL*****
Dear Timothy:
Thank you for contacting the Ram Assistance Center.
We have updated your file to reflect the latest information you provided in the email message.
Please contact us back by replying to the link below or by calling our Ram Customer Assistance Center at 1-866-726-4636 once you have had a diagnosis completed on your vehicle.
Once a diagnosis has been completed, we will be able to further go over your concerns.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****

Customer called back in , the truck, the transmission is currently being diagnosed at BENSON dealership.
Customer called back in , the truck, the transmission is currently being diagnosed at BENSON dealership.
-
Agent contacted the BENSON dealership at (864) 877-0161 and left a messaage for the SM to contact RAM CAC back with diagnostic information.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
*** Next Agent ***
Confirm with the SM that :
1 what was the cause of the left tie rod cracking/breaking off at the top of the tie rod
2 does the other open recall L26 - did it cause the current issue
3 any other diagnostic information the SM can provide
****
SA Brian from Benson dealership is returning a call from a previous agent. SA states the customer s tie rod is not broken. SA states the customer came into the dealership to have the recall repair completed and to have the dealership diagnose why the check engine light was on and why the vehicle was shaking. SA states they do not have the parts available to complete the recall repair. SA states the check engine light and shake have nothing to do with the recall repair. SA states the shaking is from an issue with the transmission. Agent advised SA Brian his information would be updated.
Melissa. Benson is telling me the tie rod wasnt worn out but was recalled. I dont know why the left tire is so much worse than the right. I m thinking about taking the tie rods to an independent shop to have them inspected by someone other than dodge. The way the left tire wore its obvious theres a problem. Also the turbo wasnt working I am sure this was caused by the known emission problem dodge has had. I read all the class action lawsuits regarding this and if I encounter any issues I too will be filing a lawsuit. They cant tell me why the transmission housing only that they have never seen one do this. Just about every major component on this truck has failed. Suspension emission power train engine
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
Our records show that you have contacted us by telephone and we are currently addressing your concern. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-866-RAM-INFO (726-4636).
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Agent unable to follow 961 process as CAIR is not in agents name. Parts are delayed for the N49 recall.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.

We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	02/26/2014	***Built Date***	04/15/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	05/31/2010	***Mileage***	30,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BAKERSFIELD CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states tie rod broke while driving.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information on recall. Customer states left tie rod broke while driving. Customer states the vehicle is currently at the DLR 41198 although she is not sure if they have the parts. Customer states she would like to document a complaint. As she feels very unsafe regarding the issue as she had been driving in the hills towing a car behind the past weekend. Agent contacted local DLR to determine they have parts and the vehicle should be ready by end of business day today.
Briefly summarize what the customer is expecting: Customer is expecting to be conted by SA Angel by the end of business day today when the recall repair has been completed. Customer is also expecting to have her complaint and concerns documented on file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	7J[redacted]	***Open Date***	02/26/2014	***Built Date***	10/30/2006	
Model Year	2007	***Body***	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	02/05/2007	***Mileage***	220,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	08704	CORWIN CHRYSLER DODGE			
Dealer Address	301 SOUTH 38TH				
Dealer City	FARGO	***Dealer State***	ND	***Dealer Zip***	58107

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORPUS CHRISTI TX [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Broken tie rod caused accident.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Broken tie rod caused accident.
Product - Unknown - Unknown - Accident - Default	Vehicle crashed into the ditch when tie rod snapped.
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall information. Customer states they were in an accident caused by a tie rod end recall. Customer states no one was injured.
Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle and concerns further investigated.
Agent verified and updated COIN with phone number. Agent advised customer at this time his case will be escalated to Chrysler s special investigations team to verify if the current issue has been caused by a recall.
1. Who is calling and what is their contact information? [redacted]
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Customer was driving 35mph down a back road. Customer states he heard a loud chirp sound, then the vehicle jerked hard to the left. Customer states the vehicle continued to swerve left into the ditch. Customer states no one was injured.
3. What is the current location of the vehicle?
[redacted]
Reassigned to 82S.
****
02.27.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT: A RESIDENCE
[redacted]
Corpus Christi TX [redacted]
Per OGC Matrix, reassigned to 82T. MG17
2/27/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER 2[redacted] REQUEST EAA INSPECTION 02-27-2014 12:10
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 02-27-2014 12:10

CCRG Open Date: 02/27/2014 08:50:02
Letter Sent: Acknowledgement 02/28/2014 09:04:04
Mrs [redacted] called back. Customer stated she received a callback from somebody saying that they would tow her vehicle to the dealership and take pictures of the vehicle. Customer stated this person said he was an independent contractor. Customer also stated he asked for personnel information but it didn t seem right. Customer stated she was provided phone number, 832.595.5759 by this person. Customer wanted to verify if this is the person she should be dealing with as it all seemed a little weird to her. Agent advised customer her file would be sent off and she would hear back as soon as possible. Agent verified customers phone number [redacted].
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Reassigning case to 82S as per AC #18819.
****

Per OGC Matrix, reassigned to 82T.
3/6/14 UPDATED CCRG FILE & CASE MANAGER. PAG
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/13/14 AT 19:44:43[redacted]
Letter Sent: Denial 03/19/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	02/27/2014	***Built Date***	04/04/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	10/17/2011	***Mileage***	36,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44258	CARL GREGORY CHRYSLER JEEP DODGE			
Dealer Address	2201 VICTORY DR				
Dealer City	COLUMBUS	***Dealer State***	GA	***Dealer Zip***	31901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COVINGTON GA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Front tie rod broke
Corporate - Survey By-Pass - Dealer Call - Default - Default	transfer to service contracts
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states he has a broken tie rod end and is on the highway and is inquiring the recall.
Briefly summarize what the customer is expecting: Roadside assistance
Agent informed customer of Recall N49. Agent transferred customer to John with Roadside Assistance as customer has a Service Contract for towing assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL7	AG[redacted]	***Open Date***	02/27/2014	***Built Date***	01/22/2010	
Model Year	2010	***Body***	D28P91	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	04/10/2010	***Mileage***	60,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45274	NORTH BRANCH CHRYSLER JEEP DODGE			
Dealer Address	5660 392ND ST				
Dealer City	NORTH BRANCH	***Dealer State***	MN	***Dealer Zip***	55056

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ANOKA MN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	open recall
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	tie rod
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that the vehicle is broken down and he thinks that it has a broken tie rod. Customer stated that he contacted dealership 45274 and they advised him that they would need to inspect the vehicle before repairing and completing the open (N49) recall.
Briefly summarize what the customer is expecting: Customer called to inquire why an inspection had to be performed before doing the recall when he states that the tie rod is broken. Agent advised that the dealership is correct and that all dealerships do need to do a diagnostic (inspection) before making any repairs to the vehicle. Customer inquired if he could use any dealership, agent confirmed that he could.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	02/27/2014	***Built Date***	05/26/2011	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	06/13/2011	***Mileage***	80,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42525	WHITE DODGE INC			
Dealer Address	339 MACCORKLE AVE SW				
Dealer City	SOUTH CHARLESTON	***Dealer State***	WV	***Dealer Zip***	25303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PUNXSUTAWNEY PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Open recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:The customer said the left tie rod end fell out of his vehicle.
Briefly summarize what the customer is expecting:The customer wanted to be towed to the dealership. Agent provided the customer the number for towing. Agent contacted the dealership, the SA said there was already a broken truck on his lot. If the customer gets his vehicle towed to the dealership it will still be a couple of weeks before he can get the part to fix the vehicle. Agent advised the customer of the part availability.
Reassign for open recall with a concern.
Please close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29CX	6G[redacted]	***Open Date***	02/28/2014	***Built Date***	05/08/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/30/2006	***Mileage***	170,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]0
	THORNTON PA[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Customer seeking reimbursement for towing due to N62
Corporate - Consequential Expenses - Default - Default - Default	Customer seeking reimbursement under N62
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimbursement under N62
Product - Brakes - Pads/Shoes - Other - Front	Customer seeking reimbursement under N62
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeking reimbursement under N62
Product - Wheels and Tires - Tires - Other - Front	Customer seeking reimbursement under N62
Product - Wheels and Tires - Wheels - Other - Unknown	Customer seeking reimbursement under N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Consequential Expenses Not Covered	recall caused damage to vehicle

Customer states concern with the recall part broke while driving and the customer had to have vehilce towed to the IRF that was 40 miles away.
Customer is requesting to have recall work covered incidental damages covered and the tow covered
Agent advised that CM will make those decisions as the part was ordered through dealer the recall part will be covered. Incidental damages and tows are not usualy covered under the recall.
Agent advised customer as per Answer ID 17420
either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Customer sates is expecting all repairs to be covered
POSTMARK DATE: 022814; DATE RECEIVED: 031714
Documents attached for review
Recall L16 and H46 were both completed and had parts replaced.
RECALL - N62 - tie rod end
****

Customer submitted request for reimbursement for recall tie rod end.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: IRF invoice stamped paid
Date of Repair:09/13/2013
Invoice #:2703
Labor $957.00
Parts $1207.00
Misc. Charges $0.00
Tax $0.00
Total $2,164.00
Writer is submitting check for approval in the amount of $2,164.00
RECALL - N62 - tie rod end
****

Customer submitted request for reimbursement for recall tie rod end.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: IRF towing invoice has paid cash written on it
Date of Repair:09/11/2013
Invoice #: no invoice number
Labor $0.00
Parts $0.00
Misc. Charges $295.00 (towing)
Tax $0.00
Total $295.00
Writer is submitting check for approval in the amount of $295.00
Called towing company at 3:21 (302.528.5080) spoke to Jake (owner) who confirmed the customer paid the towing invoice by cash.
Information verified with address provided
Repair invoice states that brakes, wheel and tire had to be replaced due to tie rod braking.
Submitting check for the amount of $2,459.00.
Customer calling seeking an update on his request for reimbursement.
Agent advised customer that a check was submitted for the amount of $2,459.00.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L6	9G[redacted]	***Open Date***	02/28/2014	***Built Date***	03/11/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/30/2009	***Mileage***	91,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25056	TOM MATSON DODGE JEEP			
Dealer Address	2925 AUBURN WAY NORTH				
Dealer City	AUBURN	***Dealer State***	WA	***Dealer Zip***	98002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FEDERAL WAY WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Advised of the powertrain inspection.
Product - Wheels and Tires - Tires - Other - Front	Tire and rim wrecked from tie rod breaking.

Briefly summarize why the customer is contacting Chrysler: Customer states that he has the N49 recall on the vehicle. Customer states that the tie rod snapped on the vehicle. Customer states that the tire and rim was damaged from the tie rod breaking. Customer wants the rim and tire covered under the recall. Customer wants to know who the supplier is for the tie rods. Customer wanted to get a rental vehicle while his vehicle was being repaired.
Briefly summarize what the customer is expecting: Customer expects to have the tire and rim replaced under the recall.
Agent advised that consequential damage is not covered under the recall.
Agent advised that we do not know who the supplier is for the tie rods.
Agent advised that the policy has been that way for quite some time.
Agent advised that we do not supply rental vehicles for recall repairs.
The second reason code was put in by mistake.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL8	BG539701	***Open Date***	03/01/2014	***Built Date***	11/05/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	07/30/2011	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42080	RINGGOLD CHRYSLER DODGE JEEP			
Dealer Address	7154 NASHVILLE STREET				
Dealer City	RINGGOLD	***Dealer State***	GA	***Dealer Zip***	30736

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DALTON GA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	truck is down where are the recall parts
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer stated that the truck is down, the N49 recall is on the truck and what does Chrysler want him to do ?
-
Agent referred to AC id 24054 and advised customer , there is now a delay as a new part will be used rather than the original that was planned for the fix. The case can be sent up to SPECIAL TRACKING. The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: does not own a computer
Reassigned to 961
Customer called back today stating that the tie rod broke on his truck and what is he supposed to do. Agent asked customer if he called on Saturday. Customer stated that he sure did. Agent advised him that nothing has changed with the parts situation since then. Cusotmer asked for a rental vehicle because he uses his truck for work and needs it to tow a trailer. Agent apologized and advised the customer that he will have to find alternate transportation and towing for the vehicle. Agent offered to contact road side assistance but customer declined because it would only tow the truck to the closest dealership not to his house because he does not know how long it will be sitting for. Agent apologized and advised the customer that the previous agent did send the file up to the special tracking department and he will be notified as soon as the parts are available.
customer called back seeking rental or a tow to his house which is 4 hours away he states
agent advised customer that he would have to tow it to the nearest dlr and that chrysler would not be able to assist with the tow to his house

customer stated he was going to call an attorney
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9 6[redacted]	***Open Date***	03/01/2014	***Built Date***	10/29/2005		
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	09/28/2006	***Mileage***	76,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43882	O'HARA MOTORS INC			
Dealer Address	50 SPRING BARS ROAD				
Dealer City	FALMOUTH	***Dealer State***	MA	***Dealer Zip***	02540

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MASHPEE MA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on parts for the recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called
stating that last night the tie rod on the truck broke and while looking
into it the customers wife found their recall letter and so customer was
calling to find out what to do because the dealership advised him that
the parts are unavailable at this time. Agent advised that we are
looking into new parts to repair this recall. Customer stated that he
needed his truck and wanted to know what to do. Agent advised that she
would send the file for special tracking on the part and advised the
customer that he will be notified once the parts are available for the
repair. Customer was not happy with the results but understood.
Briefly summarize what the customer is expecting:to find out what to do
now that his truck is broken down with recall.
The part required to provide a permanent remedy for recall N62Ù
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email:[redacted]@[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7 A[redacted]	***Open Date***	03/01/2014	***Built Date***	03/11/2010		
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	10/05/2011	***Mileage***	31,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WAGNER OK [redacted]-	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking informatioin on N49 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke last night in parking lot
Corporate - CNA Change - Default - Default - Default	update customer information in COIN
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called
stating that she and her husband were in their truck in a parking lot
last night when the tie rod broke on their truck. Customer stated that
they called the dealership but were advised by the dealership that there
are no parts for the recall and customer wanted to know if it was true.
Agent advised the customer of the information from AC ID 24054. Customer
was not happy to hear that we do not have parts. Agent advised the
customer that we are working as quickly as possible to get the parts to
the dealership. Agent advised because she is so worried about the recall
agent advised that she will receive a phone call once the parts are
available that will advise her to take the vehicle to the dealership
Briefly summarize what the customer is expecting:recall parts for the N49
The part required to provide a permanent remedy for recall N49Ù
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
SA Jeff contacted AM to inquire what can be done as N-49 parts have been
requested to be returned to the parts depot. Jeff to see if aftermarket
part is available to install on vehicle. Advised Jeff the customer will
still need to return to the dealership to complete the recall when OE
parts become available.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7 AG[redacted]	***Open Date***	03/02/2014	***Built Date***	03/11/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4		
In Service Dt	10/05/2011	***Mileage***	43,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	***Dealer State***	OK	***Dealer Zip***	74361

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	POTEAU OK null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-03-02
Road Side File Created 03-02-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
E 710 ROAD 5425 S MILL ST
****
WAGONER PRYOR
OK USA OK
TOW, LEFT TIE ROD IS BROKEN VEH IS A 3500, 4WD A
DEALER CODE : 45366 ROBERTS DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A5	7G764773	***Open Date***	03/02/2014	***Built Date***	02/02/2007	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	03/31/2007	***Mileage***	93,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	56432	LINDER MOTORS INC			
Dealer Address	409 BROAD STREET				
Dealer City	NEW LONDON	***Dealer State***	CT	***Dealer Zip***	06320

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MYSTIC CT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod on driver's side broke
Corporate - Survey By-Pass - Default - Default - Default	
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states that the left tie rod on the driver s side broke and he is inquiring if he has any recalls on his vehicle that could have caused this. Agent advised the customer that they have the H46, L16, and N62 recall on their vehicle and then advised the customer to bring their vehicle to a dealership to get the recalls addressed. Customer states that they will have to get a tow to the dealership and is wondering if they will be reimbursed for the tow if the issue ended up being caused by the recall. Agent advised the customer that reimbursement does not cover any incidental or consequential effects in connection with the recall; however, at times there can be a case by case consideration if the diagnosis comes back that it was related. Agent advised the customer to give a call back if the conclusion comes back that it was recall related. Agent advised the customer that there is no guarantee that they be reimbursed. Customer understood.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for the tow to the dealership.
Please follow answer connect 23252 with process handling for N46. Reassigned to BA286 to Close as per proper process as there are no concerns with the recall.
The part required to provide a permanent remedy for recall N46 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]

Reassigned to 961
Customer is calling to state that that just spoke with their DLR and were advised that parts would not be available for the N62 recall for a couple months. Agent then advised the customer as per Answer ID 24057 that although owner letters were sent in December indicating parts were available, there is now a delay as a new part will be used rather than the original that was planned for the fix. Dealers should start receiving limited quantities of updated parts the week of April 14th. Agent then advised the customer that they will be contacted once parts are available. Customer was not satisfied. Customer requested to speak to someone who would be able to help. Agent advised the customer that this is a new development, and there would be no further assistance that anyone could offer here. Agent then again advised that the only thing to do at this point is to wait for the contact from the parts support department. Customer was not satisfied with this but understood.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49AX	7G8[redacted]	***Open Date***	03/03/2014	***Built Date***	05/18/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	11/08/2007	***Mileage***	96,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32256

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALLAHAN FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie-rod broke while towing his camper
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that while he was parking his camper in the garage his tie-rod broke this weekend. Customer stated that he was suppose to take his vehicle in this week for the N62 recall repair. Customer stated that he called roadside assistance and was advised that towing was not covered and would cost him $200 to tow to the dealership. Customer stated that the thinks the towing should be covered for the recall. Customer was not happy with having to pay for towing and did state that he will be talking to a lawyer.
Briefly summarize what the customer is expecting: Customer wants towing to be covered as his tie-rod broke.
Agent advised the customer that he did not have any warranty left and towing is not covered. Agent called dealership 45148, spoke with Cameron (service advisor), who stated that he has been in touch with the customer. Agent was advised by Cameron that he will call customer back with information on the towing company that they use and will try to get him a better cost for towing. Agent advised the customer that he will receive a call back from Cameron regarding towing. Agent was advised that customer wants a supervisor call back.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening [redacted]
Reason for request: Customer wants towing to be covered due to recall and tie-rod breaking.
CAIR assigned to: (PG725)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer is inquiring why he has not received a phone call from the supervisor. Agent informed customer the notes are document and the supervisor will call back. Customer inquired into Area Manager, agent advised customer the area managers name could be obtained thru the dealership.
called customer and left message to advise will have case escalated and once parts are available will be notified in writing..

Customer contacting again as he received a message from BR379 and was returning his call.
Agent advised the customer of lines 33-34 but customer is not looking for the part - customer is looking for a supervisor call back for his tie rod breaking and the towing charge from that occurring and that he was not happy with getting a call back regarding the wrong information.
Called customer to discuss case. Customer seeking reim for towing. tl advised towing is not part of the recall coverage. customer stated they will buy ford.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	AG166918	***Open Date***	03/03/2014	***Built Date***	04/08/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	06/18/2010	***Mileage***	65,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45100	DALLAS DODGE CHRYSLER JEEP			
Dealer Address	11550 LBJ FWY				
Dealer City	DALLAS	***Dealer State***	TX	***Dealer Zip***	75238

Owner	DEALERSHIP, MIKE	***Contact Type***	TELEPHONE
Address	109 W CHICO DR	***Home Phone***	
	GARLAND TX 75041-3404	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Caller seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broken
Corporate - Survey By-Pass - Dealer Call - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Mike from Dallas Dodge called because the customer s vehicle was towed in yesterday. Caller stated that the left tie rod had broken and punched the tire. Caller stated that he would like to know if this is something that he can complete under the recall.
Briefly summarize what the customer is expecting: Agent advised caller that this is something that he can speak to his warranty administrator and get an answer. Caller stated that this warranty clerk is new and not sure of the process. Agent provided caller with 1-888-255-2616 for the warranty hotline. Agent advised caller that as of Feb. 28 2014 the N49 recall parts are no longer available for dealer order. Agent advised caller to speak to his AM to see what can be done for the customer. Caller thanked agent.
Reassign to JE779 for dealership contact.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	7G[redacted]	***Open Date***	03/03/2014	***Built Date***	06/08/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/27/2007	***Mileage***	165,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68744	WILSON CHRY-DODGE JEEP INC			
Dealer Address	301 S CONGRESS ST				
Dealer City	WINNSBORO	***Dealer State***	SC	***Dealer Zip***	29180

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ORANGEBURG SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Information Request	REPROGRAM ECM - REGENERATION STRATEGY
Product - Air Conditioning / Heater - Blower Motor - Other - Default	customer stated his a/c is sparking and not working

Briefly summarize why the customer is contacting Chrysler: Customer called asking for more information on recalls J35 and N62. Customer stated that he replaced the ECM himself about 6 months ago. Customer also stated that his tie-rod assembly broke and he repaired it himself this weekend. Customer wanted more information to see if there was a recall for the Air Conditioner as it was sparking and now does not work.
Briefly summarize what the customer is expecting: customer wanted recall information.
Agent advised the customer of what the recalls were and also that he does not have a recall for the Air Conditioner. Agent advised the customer that the vehicle should be taken to the dealership and offered to contact the local dealership. Agent was advised that the customer will contact the dealership himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0	BG6[redacted]	***Open Date***	03/03/2014	***Built Date***	07/04/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	09/06/2011	***Mileage***	39,852	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44837	SALMON RIVER MOTORS INC			
Dealer Address	1065 S CHALLIS ST				
Dealer City	SALMON	***Dealer State***	ID	***Dealer Zip***	83467

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNTAIN CENTER CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking towing for recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the tire rod on her vehicle has broken and she is going to have to have the vehicle towed to the nearest dealership.
Briefly summarize what the customer is expecting:Customer is seeking towing coverage.
Agent advised the customer that the towing would be covered if the the component that has failed was under warranty and the left tie rod is not under warranty and our recalls do not cover towing. Agent advised the customer the recall would be completed at no cost to herself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D9	8G[redacted]	***Open Date***	03/03/2014	***Built Date***	07/23/2007	
Model Year	2008	***Body***	DH6H81	DODGE RAM 1500 MEGA CAB 4X4			
In Service Dt	01/05/2008	***Mileage***	75,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43531	POWER CHRYSLER JEEP DODGE			
Dealer Address	16406 N 26TH AVENUE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85023

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WATERBURY CT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler stating that they were driving down the road when their tire rod snapped. Customer states that he had repaired it himself so he could drive it home. Customer inquiring if his vehicle was apart of the recall. Customer also wanted agent to contact over to Modern Motors Dodge in Thomaston, CT.
Briefly summarize what the customer is expecting: customer is expecting an answer to his inquiry for a recall on his make and model of his vehicle.
Agent advised customer of two recalls on his VIN, N62 - LEFT OUTER TIE ROD ASSEMBLY, and H46 - STEERING LINKAGE. Agent called over to Mordern Motors Dodge in Thomaston, CT and linked customer with Service Manager to set up an appointment.
Briefly summarize why the customer is contacting Chrysler:
Customer states he contacted the dealership who claimed that the recall doesn t apply to his vehicle. Agent informed the customer that the recall applies to vehicles that had a Mopar service parts steering linkage may have been installed during a prior service appointment. Customer understood. Agent referred him back to the dealership if he is having any other issues with the vehicle.
Briefly summarize what the customer is expecting:
Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6[redacted]	***Open Date***	03/03/2014	***Built Date***	05/17/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/05/2006	***Mileage***	105,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43347	TOM ADDIS DODGE INC			
Dealer Address	314 W CLAYTON AVE				
Dealer City	COEUR D ALENE	***Dealer State***	ID	***Dealer Zip***	83815

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HAYDEN ID [redacted]	***Country***	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	called dealer to find out status of part
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called for information on recall
Product - Steering - Steering Wheel / Column - Defective - Default	customer is unable to steer and control vehicle
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer calls in reference to a recall on their vehicle.
Customer is upset because part is unavailable , and just recently within the hour he was backing out of his driveway and states that his tie rod ball stud snapped off. Customers vehicle is not driveable.
Agent informed customer to bring vehicle to closest dealership to get an inspection, diagnosis to be sure that this problem is related to the recall.
Agent informed customer that cost for service in relation to the recall will be at not cost to the customer.
Agent contacted dealership Midway Dodge Jeep Chrysler Dealer, spoke with Zack SM, informed him of the situation and transferred the customer to dealership.
Customer will be bringing his vehicle into dealership this evening.
Dealer states that once inspection is completed, and repairs fall under recall, towing expences may be covered.
Customer was also advised from dealer that because part is unavailable dealership will place in the meantime an aftermarket part for the vehicle to be drivable.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance for towing as well as a potential rental vehicle or replacement part to be able to drive.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]

Customer email address for case updates: [redacted]
Reassigned to 961
Customer contacting back in regards to the recall N62. Customer looking to submit for reimbursement as they have broken down twice for this issue. Agent provided mailing address and advised Customer that it is not a guarantee that the Customer will be reimbursed. Customer understood. Agent then advised Customer that the case has been sent up for special tracking and the customer will be notified when the part is available. Customer thanked Agent and ended call.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	03/04/2014	***Built Date***	02/17/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/29/2006	***Mileage***	130,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STATESVILLE [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customers new tie rods broke
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that his tie rods broke with this recall replacement parts. Agent stated that there are no recall parts coming out and can send this case up to our special tracking team and can be informed when these parts are available. Agent called over to the dealership and was advised that they can order these parts to fix this problem. Agent stated that they can order and repair the vehicle if these parts are the same as what needs to be repaired on the recall.
Briefly summarize what the customer is expecting: To have this truck fixed.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Caller is SM Brandon from DC 45489 called stating that the customer really needs his vehicle back and the dealership does have the parts so he is wondering if this repair will be covered under recall warranty. SM states that the vehicle was inspected and deemed alright and then the tie rod broke. SM needs to know whether he can use recall parts as the recall is already listed as completed. Agent suggested that SM speak with the warranty hotline to see how to proceed with this matter. Agent provided phone number and then transferred SM to Warranty Hotline: 1- 888-255-2616.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 01/06/2014 COMPLETE
SM Brandon called to advise that the N62 recall part will not physically fit the vehicle. The part you replace is not the part needed. The DLR inspected that the vehicle had Part A and deemed it was safe and sent him away. If the vehicle had part B it would ve been replaced. Part B that is part of the recall N62 looks different and will physically not fit on the truck. Part A that was deemed safe broke so the N62 part is not needed. SM Brandon has the repair part in stock and can put on but he needs to know if Chrsyler will then pay for the part and labour. SM Brandon cannot use the recall part because it s not part of the recall. The writer found that the customer did not meet the parameters for cost assistance

130,000.
SM Brandon can be reached at 704-924-7070 ext 442.
Customer called in stating that he called in last night and was under the impression that his right side tie rod would be covered for because of the issue. Customer stated he has talked to his dealership and they have told him the recall is only for the left not the right and that he would have to pay. Writer talked to TL about issue and was advised to contact SM at dealership to advice if they are having issues with parts for the recall not fitting to contact their district manager. Writer contacted and left a voice message. Writer advised customer that Chrysler at this time cannot look into cost assistance for customer for the right side tie rod. Customer stated he was not happy and will say so on face book. Call ended.
*** Below message was sent to customer ***
Email:[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email:[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5 A[redacted]	***Open Date***	03/04/2014	***Built Date***	03/03/2010		
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	06/07/2010	***Mileage***	81,057	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	***Dealer State***	TX	***Dealer Zip***	78411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORPUS CHRISTI TX [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown

per dlr wam ms barbara rogers...'towed in yesterday...tie rod broke..caused collateral damage..cg put a stop on replacing the n49 (campaign)..no clue when the new ones will be out..old campaign parts in stock but was told to quit using them...need to know what to do to get owner back on road...customer needs rental/no csc'...per vip owner has open campaign n49..am ok 5 days initially of rental so that STAR then TA sdr2 could be consulted in regards to the aforementioned...am will review & handle requests based on merit...wam stated dlr recvd ltr from cg in regards to line(s) 3-4...am contacted keith gokey @ mopar, '@ this moment 3/4/14 @ 11:39 am I cannot give an update...there will be a follow through dmail providing info'

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	03/04/2014	***Built Date***	03/05/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/06/2008	***Mileage***	131,522	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67323	STEPHENS AUTO CENTER			
Dealer Address	104 STEPHENS DR				
Dealer City	DANVILLE	***Dealer State***	WV	***Dealer Zip***	25053

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARTS WV[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer states tie rod broke on vehicle.
Product - Unknown - Unknown - Accident - Default	Customer states tie rod broke on vehicle.
Recall - N49: LEFT TIE ROD - Information Request	Customer states tie rod broke on vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tierod broke due to recall N49.
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information?
[redacted]
Preferred: Before 6PM -[redacted]
Alternate: After 6 PM [redacted]
2. What happened?
Customer states the tie rod broke while driving and vehicle went into a ditch. Customer states he was in the hospital due to accident.
3. What is the current location of the vehicle?
Customer states vehicle is at an IRF: W&A Auto in Harts, WV
Per AC18819, you are required to provide complete address for vehicle location.
Agent contacted customer, no answer and voice mail. Agent left voicemail with CAIR# requesting customer contact RAM with current location of vehicle including name of IRF and address.
Steves Auto
104 Stephens Dr
Danville, WV 25053
(304) 369-2411
Customer contacted us and provided the Vehicle Location so case can be further escalated to the Special Investigations Department
****

Per OGC Matrix, reassigned to 82T.
3/10/14 ASSIGNED TO MJK32. PAG
CAIR NUMBER 2[redacted]6 REQUEST EAA INSPECTION 03-10-2014 14:50
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 03-10-2014 14:51
CCRG Open Date: 03/10/2014 14:06:42
Letter Sent: Acknowledgement 03/11/2014 10:15:44
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/13/14 AT 13:12:12[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	03/04/2014	***Built Date***	12/11/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/20/2005	***Mileage***	366,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SOUTH SETAUKET NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking infomration about completeing recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer is contacting Chrysler recall in regards to having a recall completed on the vehicle.
Briefly summarize what the customer is expecting: seeking assistance in completing a recall.
Customer states that the vehicle is currently off the road due to the left tie rod broke.
Agent contacted the DLR 68594 and spoke to SA Frank who informed the writer that the customer is currently on the top of the list to have the repairs completed.
Agent asked if there is an ETA for the parts to arrive. SA Frank advised writer that unfortunately there is not ETA as to when the part should be arriving.
Customer asked why the parts are taking so long and where are the parts coming from.
Agent advised the customer to contact NHTSA and they would have more information about the recall.
Agent advised customer about the information SA Frank advised writer
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer is calling back to get a case update.
Agent advised customer that the parts are still not available but that he will be contacted by the dealership when they are available.

*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	03/04/2014	***Built Date***	02/12/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	03/31/2010	***Mileage***	68,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HUTCHINSON KS[redacted]	***Country***	UNITED STATES

Corporate - Consequential Expenses - Default - Default - Default	Alignment
Recall - N49: LEFT TIE ROD - Reimbursement	Customer states he had recall N49 completed by IRF
Corporate - Roadside Services - Default - Default - Default	Towing
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states the left tie rod broke in his vehicle yesterday while driving. Customer states he took vehicle to IRF for repair. Customer states IRF told him about recall N49 for this concern.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for completion of recall N49. Agent provided customer with mail in reimbursement process and requirements as per Answer ID 17420. Customer will be mailing in required documents for reimbursement consideration.
CUSTOMER CONTACT [redacted] Agent attempted to call the customer, No answer. Agent left message stating that she has not yet received the documents in their reimbursement request. If the documents have not yet been sent in to please send them in by fax to: 877-768-5076 or mail: PO BOX 21- 8004 Auburn hills MI 48321. Agent stated if the documents do not arrive in the next 2 days the case will be temporarily be closed until the documents arrive. Once the documents do arrive the case will be re-opened and the reimbursement request will continue.
POSTMARK DATE: 031414; DATE RECEIVED: 031914
DOCUMENTS REVIEWED
Customer sent in 3 invoices, an invoice showing the tie rod was replaced (outer left), an alignment was completed, and the towing bill paid in cash. Customer has PoP for other invoices.
-
Midas 046016
date: 03/04/14
Miles: 69,254
Installed left outer Moog tie rod
ES800532- $160.99
Labor: 115.20
Misc: 15.78
tax: 23.07
Total: 315.04
Paid credit card balance due $0.00

Anderson Alignment
99111

date: 03/04/14
set toe
36.50
Tax: 3.07
Total: 39.57
PoP Master card Slip.
---
towing 104936
Don Car care
620-669-8178
03/03/
towed to Midas
Paid Cash
70.00
Need to confirm.
TOWING IRF Don Car Care CONTACT 620-669-8178: Agent called and spoke to Molly. Molly took the date and the invoice number and looked up the customers information to confirm payment. Molly returned to the phone and confirmed the customer did pay in cash.
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Paid credit card balance due $0.00
Date of Repair:03/04/14
Invoice #:Midas 046016
Labor $115.20
Parts $160.99
Misc. Charges $15.78
Tax $23.07
Total $315.04

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: PoP Master card Slip.
Date of Repair: 03/04/14
Invoice #:99111
Labor $36.50
Parts $0.00
Misc. Charges $0.00
Tax $3.07
Total $39.57

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: IRF confirmed Cash
Date of Repair: 03/03/14
Invoice #: 104936
Labor $70.00
Parts $0.00
Misc. Charges $0.00
Tax $0.00
Total $70.00
Total Invoices: 315.04 + 39.57 + 70.00= 424.61
Writer is submitting check for approval in the amount of $424.61
Address confirmation: Customers envolope states:
[redacted]
HUTCHINSON , KS-[redacted]
Requested mailing address on letter:
[redacted]
Andover, Ks [redacted]
Email as well [redacted]
CUSTOMER CONTACT [redacted]: Agent called the customer and asked what the proper mailing address needs to be for him and which one does the check need to be sent to. Customer stated that he would like the check to be mailed to the Hutchinson address but he would like his actual mailing address for his vehicle to be the south putter. Agent stated she will make the changes. Agent stated she is able to do a full reimbursement.

Customer happy and asked about the letter he just received in the mail. Agent stated the letter is advising that he will need to still get this recall completed once the parts do arrive. Customer thanked agent.
****

CHECK APPROVED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG5[redacted]	***Open Date***	03/05/2014	***Built Date***	09/22/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	11/12/2010	***Mileage***	63,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68794	GLEN DALE MOTOR COMPANY			
Dealer Address	1502 WHEELING AVE				
Dealer City	GLEN DALE	***Dealer State***	WV	***Dealer Zip***	26038

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLEN DALE WV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	backordered parts
Corporate - CNA Change - Default - Default - Default	updated phone numbers and email address
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as his left tie rod broke for the second time.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance from Chrysler for labour and towing costs.
Customer states his second left tie rod broke and the parts are not available. Customer states he bought a Moog part to repair his work vehicle until the backordered parts are available. Customer would like the dealership to install the part for him at no cost to customer as it was a recall issue. Dealership advised customer if they were to replace the left tie rod with the Moog part customer purchased, customer would have to pay for the towing and labour. Dealership advised customer to have the recalled part installed until the backordered part comes in and the towing and labour would be cover. Customer does not feel comfortable having a recalled part installed on vehicle as he has already had 2 left tie rod break on him. Agent called dealership to confirm; dealership confirmed information provided by customer. Customer is having to rent a vehicle until this is resolved.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF)dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)yes
If a CDJ dealer has diagnosed, what is the dealer name or code?68794
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW: 27,000 miles
MVP: None
Ownership history: 2 new 0 used
Status update provided via email to the following email address:
[redacted]
My name is Taylor and I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Your case number is: [redacted]
My contact information: 800.763.8422 EXT 66015
My hours in the office: 10:00-6:30pm EST Monday-Friday.
I will review your case and contact you by the end of business today.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] message.
Status update provided via email to the following email address: [redacted],
Good evening. My name is Chelsea contacting you on behalf of your Case Manager Taylor. We are attempting to contact you in regards to your case you have open. Please contact us at 800-763-8422 ext 66015. We will be making a follow up call on 3/10.
Have a wonderful weekend.
End of Status Update
Caller Mr Tasker requesting to speak with Case Manager
Case manager not available, nic LH700
66023 took the call.
Customer called and stated the recall on the left front tie rod end. Customer was towed in on Wednesday to dealer. Customer stated that he would need towing and labor reimburse, dealer stated he has the same recall part and not an upgraded part so will not do the repair. CM to contact dealer to find out if this is the part he has and when the new part will come in. Customer wants call back today due to a work truck and holding up customers. Cell number [redacted] back today.
CM contact dealer GLEN DALE MOTOR COMPANY 304-845-6750 Dave SM to see what he knows about the tie rod issue and the customer. Dave stated he know nothing about the issue and would need to transfer to the GM Mike stated that there is no ETA on part for new recall part. Dealer has old part Customer ordered Moog part.
CM contact customer to inform that we will reimburse him for the repair when he has it done and towing cost. CM will follow up on 3/18 to verify repair and sent link for documents. Customer was informed to go back to dealer when new parts come in.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-11 @ 09:28
***** Customer Document Received *****
Customer Document Reviewed.
Writer reviewed documents, Tow was $50.00 Parts was $37.97 and labor was $175.81 total being $261.78.
Writer will contact customer.
Writer contacted customer at [redacted], writer stated that customer would be reimbursed for the repairs. Customer agreed and verified name and address.
Correction to line 75 $263.78
What has the customer requested? Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number. N49
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair. 63839
Enter the Date when the repairs were completed. 3-11-14
What is the total cost of the Parts to be reimbursed? $87.97
What is the total cost of the Labor to be reimbursed? $175.81
What is the total tax to be reimbursed? $0.00
What is the total amount being reimbursed? $263.78
[redacted],
GLEN DALE , WV-[redacted]
Check reveiwed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	03/05/2014	***Built Date***	10/27/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	12/27/2010	***Mileage***	65,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45083	MAC HAIK DODGE			
Dealer Address	3207 SOUTH GENERAL BRUCE DRIVE				
Dealer City	TEMPLE	***Dealer State***	TX	***Dealer Zip***	76504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELTON TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Open recall
Corporate - CNA Change - Default - Default - Default	Update coin
Corporate - Survey By-Pass - Default - Default - Default	

Customer calls seeking recall information. Advised the customer of incomplete recall recall (N49)Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. -- Caller stated that the left tie rod broke on his vehicle and caller states that the vehicle is currently at Dealer Code: 63- 45083 Dealer Name : MAC HAIK DODGE CHRYSLER JEEP to have this issue addressed, however recall parts are currently not available.
**
Agent also updated personal information.
Survey Bypass - No Repair added
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
*
Customer seeking immediate resolution to parts shortage. Customer vehicle is down due to recall part breakage. Agent spoke with SA John at dlr 45083 - MAC HAIK DODGE CHRYSLER JEEP (254-773-4556) who advised there are no parts available to repair customer vehicle. SA advised customer in rental vehicle via MVP Max Care SC #35364160. SA John advises the dealership has been been told by area rep parts for recall N49 and N62 will not be available until sometime in May.
*
Customer will require rental assistance and coverage of MVP SC deductable*
Customer requires equal rental vehicle to replace the same one that is in for repair.
Who has possession of the vehicle? dealer
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code?
45083 - MAC HAIK DODGE CHRYSLER JEEP (254-773-4556)
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is:[redacted]
Preferred Afternoon/Evening call back number is:[redacted]
Customer email address for case updates:[redacted]

Reassigned to: 88F
Status update provided via email to the following email address:
[redacted]
Hello this is Adrienne with Dodge Customer Care. We will be escalating your case for Special Tracking until the part becomes available. They will follow up with you every 30 days until the part becomes available. Thank you and have a great day.
End of Status Update
The part required to provide a permanent remedy for recall N49 and N62 is currently not available. Advised customer that their case will be assigned for special tracking until the part becomes available. Advised customer that an email will be sent every 30 days, until second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	03/05/2014	***Built Date***	04/27/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	05/28/2010	***Mileage***	139,584	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93726

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FRESNO CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	tie rod has broken again

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he had the tie road on the vehicle replaced before receiving the recall notice and now that part has broken as well and customers vehicle will need to have the tie rod repaired again.
Briefly summarize what the customer is expecting: Customer is seeking to be provided with a rental vehicle as this is his work truck.
Agent went to place customer on hold and the call dropped and another call came through agents phone before agent had a chance to call customer back.
The customer called back for assistence. The agent determined the customer did have a service contract to cover towing and rental although the customer did not feel he should have to cover the tow and rental because of a breakdone due to a recall issue. The dealership did agree to work with the customer within the parameters of the service contract to get a truck for him to use in his business. The agent called to roadside assistence to tow the vehicle to the dealership as it was broke down at the customers clients driveway. The customer is a contractor and needs a truck.
The customer is concerned that he will need a truck until his vehicle is repaired and he does not see why tCustomer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is : [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:[redacted]
Who has possession of the vehicle? The dealership
Has the vehicle been diagnosed by a CDJ dealer not yet
If a CDJ dealer has diagnosed, what is the dealer name or code 65940
FRESNO CHRYSLER DODGE JEEP RAM 559-431-4000
Reassigned to 88F
he service contract should cover what is a product defect which he feels chrysler should pay for.
******
Customer called to advise tie rod has broken and vehicle has been towed to Fresno Chrysler (65940). Agent provided customer with information in AC 24054. Agent spoke with Parts Manager, Tom and was advised he does

not currently have an AM. Tom states that he has three new of the old parts and wants corporate permission to use and then have him come back when new part arrives. Agent advised he would need to speak with Business Center. Agent went back to advise customer that currently new part being sent to dealerships and SM, Wendy Baker was on phone. Wendy was very rude and advised they will make a decision to help their customer and hung up.
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOOW of 3/36 by 3 years, 10 months and 103,584 miles
1Chrysler vehicles in household, 1 used
MVP Contracts = PPW100N, CM7100N
65940 s Parts Manager Tom called to speak with LM1171. Writer transferred call to x66376.
Writer received call from SA Tom. SA verified mileage at 139584 and repairs are in progress and are being covered under the N49 recall. SA informed customer was charged approximately $80.00 for towing and the customer has SC which covers towing for up to $100.00. Writer informed will look into issue further and needs receipt from customer. SA advised customer stated receipt wasn t given and customer spoke with Chrysler and is awaiting receipt from Chrysler. SA verified customer in rental and rental costs are being covered. SA advised estimated date for completion of repairs is today 3/6/14. Writer advised follow-up with customer.
Writer contacted customer. Customer advised total charges of tow at $69.00. Customer claims SC number was given to Roadside personnel and was informed SC was not on file. Customer advised should be receiving receipt via mail. Writer inquired to SC number customer has in possession. Customer states information is in vehicle and is currently away from vehicle. Writer advised customer to call CAC at ext 66376 once he has SC number. Customer stated will call back with information.
Customer calls to speak with their Case Manager.
Transferred the customer to LM1171 at ext 66376.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
Here is the roadside reimbursement information I advised I would be sending you,
Chrysler Roadside Assistance at 1-800-521-2779.
Please include the following information on your request for reimbursement per the terms of your Roadside Assistance.
A valid original receipt of payment from the tow or repair facility for the services rendered
The Chrysler Roadside Assistance authorization number.
A valid Mopar Vehicle Protection contract number.
Vehicle Identification Number (VIN)
Chrysler Group LLC, Roadside Assistance
Attn: Claims Department
P.O. Box 9145
Medford, MA 02155
Fax: (781)395-6706
Please allow 30 days for processing the request.
For towing reimbursement covered by MVP mail to:
Mopar Vehicle Protection
P.O. Box 2700
Troy Mi, 48007-2700
End of Status Update
Writer received call from customer verifying SC number as 36320139.
Writer informed SC number was correct and customer could contact Chrysler Roadside Assistance for reimbursement. Writer advised would send customer information for reimbursement via email. Customer verified email address as [redacted]. Writer informed customer of follow-up with repairs on Monday 3/10/14. Writer sent email.
CONTACT UPDATE - 1st Contact attempt, per lines 92-97
Writer contacted dealer and left message for SA Tom.
Status update provided via email to the following email address:
[redacted]
At this time we are waiting to hear back from our dealership regarding your repairs. We will be contacting you no later than Wednesday 3/12/14.
Thank you.
End of Status Update
Writer contacted Dealer and spoke with SM Wendy. SM informed repairs were

completed and vehicle was picked up Friday 3/7/14.
Writer contacted customer. Customer verified repairs were done to satisfaction but was awaiting tire rod under recall. Customer informed still awaiting receipt from roadside and will contact Chrysler Roadside assistance when receipt is received. Customer stated dealership offered excellent service. Writer informed case would be closed and to call RAM if questions or concerns arise in the future.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	03/05/2014	***Built Date***	10/27/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	11/29/2010	***Mileage***	35,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43173	DODGE COUNTRY, LTD.			
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY				
Dealer City	KILLEEN	***Dealer State***	TX	***Dealer Zip***	76542

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARKER HEIGHTS TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states his tie rod broke
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting in regards to information on recall N49 because his tie rod broke on his driveway.
Briefly summarize what the customer is expecting: Customer expecting recall information.
Agent advised customer that the parts are on restriction and are unavailable at this time.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	03/05/2014	***Built Date***	05/05/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/18/2011	***Mileage***	66,200	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ASHEBORO NC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	advised incomplete recall
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	customer states tie rod broken
Corporate - CNA Change - Default - Default - Default	updated customer's phone numbers and email address

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on warranty. Customer states this is second time tie rods have broke. Agent advised incomplete recall N49. Agent provided information AC 24054. Customer is from NC and currently has a crew of six in CA for the month of March. This is their only means of transportation. Agent advised customer has first day rental for three days at $45 per day through Service Contract. Vehicle has been towed to Scott Robinson Chrysler (60557). Agent advised vehicle will need to be diagnosed. Customer will call back to see if Chrysler will provide rental after the three days if dealership does not have loaners. Agent provided CAIR.
Briefly summarize what the customer is expecting: Customer looking for warranty and recall information and rental vehicle. Customer is away from his home area and has no access to another vehicle.
Will stated that 60557 SCOTT ROBINSON CHRYSLER DODGE 310-542-0900 advised that the vehicle needs to be towed to another dealership (43012 CERRITOS DODGE INC 562-402-5335). Caller wanted to know if the towing would be covered. Caller stated and confirmed that the caller had the correct information to contact MVP roadside assistance.
Writer found an active MVP MAXIMUM CARE FOR COMMERCIAL TRUCK with towing allowance of up to $100.00 showing. Writer advised the caller that of the provisions of the service contract. Writer advised the caller that if the issue is found to be involved with the N49 recall, then the caller may submit for possible reimbursement.
Caller asked if it was possible to get rental assistance beyond the three days offered by the service contract.
Writer found two CJDR vehicles showing associated with the owner. Writer found the customer to be listed as the first owner. Writer provided the customer with the phone number (800) 521-9922 for the MVP - Customer Assistance Center. Writer advised the caller to contact CAC once the vehicle has been diagnosed and rental assistance can be investigated.
The customer contacted Chrysler CAC seeking reimbursement information. Agent -after reviewing SC CAIR- advised customer how to submit and the address they need to submit their request to. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLXAG[redacted]	***Open Date***	03/06/2014	***Built Date***	03/16/2010		
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	10/19/2010	***Mileage***	115,198	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44409	RANDALL DODGE CHRYSLER JEEP			
Dealer Address	419 US HIGHWAY 79 S				
Dealer City	HENDERSON	***Dealer State***	TX	***Dealer Zip***	75654

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GRAND CANE LA [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer seeking reimburessment for left tie rod repair
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Consequential Expenses - Default - Default - Default	Towing reimbursement
Corporate - Reimbursement - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer called saying that vehicle left tie rod failed while vehicle was in motion. There were no injuries and the vehicle was taken to a non-chrysler parts provider to have the rod fixed. Customer is now seeking for reimbursement on this repair and part as they are related to the N49 recall.
Briefly summarize what the customer is expecting: Customer is looking for information on getting reimbursement.
Agent advised: Agent informed customer that her part does possibly under the recall related work as there has been recall work performed on the vehicles tie rod before. Agent provided a list of all related materials and address to mail the paperwork to file for reimburesement.
Status update provided via email to the following email address:
b[redacted]
Good Afternoon,
I am Jenna your case manager. I have not yet received your documents for your reimbursement request. You may mail in your documents to PO Box 21-8004 Auburn Hills MI 48321 or fax 877-768-5076. I will be temporarily closing your case with in 2 days until your documents arrive.
Thank-you
Jenna.
End of Status Update
POSTMARK DATE: 030614; DATE RECEIVED: 031814
Documents attached for review.
DOCUMENTS REVIEWED
Customer sent in an invoice from a Chrysler dealership showing that his vehicle was towed in for broken left tie rod. Dealership installed Moog Parts in Job 1. Job 2 stated customer N49 no parts available no repair. Customer was charged $216.61
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.

Recall applies to customer s vehicle:yes
Customer s proof of payment is: Visa Statement
Date of Repair: 03/05/14
Invoice #:chcs75217
Labor $150.75
Parts $58.99
Misc. Charges $ 2.00
Tax $4.87
Total $216.61
Writer is submitting check for approval in the amount of $216.61
IRF CONTACT Scott Hammett 903-657-4683: Agent called the IRF to confirmed the towing was paid for in full. Agent spoke to vickey and looked the invoice up by the Invoice number and confirmed customer name and confirmed paid in full.
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: credit card IRF confirmed
Date of Repair: 03/05/14
Invoice #:54540
Labor $65.00
Parts $0.00
Misc. Charges $0.00
Tax $0.00
Total $65.00
Writer is submitting check for approval in the amount of $ 65.00
Writer is submitting check for approval in the amount of $ 281.61
Agent will be reimbursing the full customer requested amount. Agent will sent direct check.
Agent confirmed mailing address.
****
Check approved
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	03/06/2014	***Built Date***	01/13/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/20/2010	***Mileage***	170,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68808	AUTO PARK EAST INC			
Dealer Address	5310 ROLESVILLE RD				
Dealer City	WENDELL	***Dealer State***	NC	***Dealer Zip***	27591

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RALEIGH NC [redacted]0	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer stated that the tie-rod snapped
Corporate - Survey By-Pass - Default - Default - Default	referred customer to blue and white booklet.

Briefly summarize why the customer is contacting Chrysler: Customer stated the recall N49 tie-rod snapped while he was driving. Customer stated that he was only driving 5 miles per hr. Customer stated the he is loosing substantial amounts of money while waiting for this repair. Customer stated that the vehicle was towed to dealership 44939. Customer stated that he does not understand why the parts for this recall are taking so long to order as this can cause an accident when the tie-rod snaps. Customer stated that he has contacted a lawyer due to the multiple issues with his vehicle.
Briefly summarize what the customer is expecting: Customer wants his vehicle repaired in a timely manner so he is not loosing money while he can not work.
Agent advised the customer that we are not responsible for the ordering and delivery of the parts to the dealership. Agent apologized for the part taking so long to be delivered and for the tie-rod breaking. Agent advised the customer that we need to contact the dealership to gain the information on what was the issue with his vehicle. Agent was advised by the customer that he wishes a call back as soon as the dealership has been contacted.
re-assign to 86T
Customer states that his tie rods snapped while he was driving. Customer would like an update on case. Customer states that the previous agent was supposed to call the DLR. Agent told customer that the previous agent has not contacted the DLR yet so we will call the DLR; customer agreed. Agent called 68808 and spoke to SM Jerry; he states that parts are not available and that the vehicle is off the road. SM Jerry states that they have received a tie rod part and has contacted his DSM to see if it would be possible to put the part on the vehicle. SM Jerry states that since this is an emergency, it would be possible. SM Jerry asked agent if the customer would have to pay for the towing, or the customer. Agent told SM Jerry that the customer would have to pay for the towing. Agent told customer that the DLR has the part available and that they will repair the vehicle by tomorrow. Customer got really upset because he states that he could ve been killed. Customer states that he is going

to contact his lawyer. Agent advised the customer that if he has contacted his lawyer, it is his choice. Agent told customer to continue working with the DLR as they are trying their best to repair vehicle. Customer wants to know why the parts were on restriction. Agent told customer that the parts are on restriction to make sure that the DLR s can order their fair share. Customer got really angry and requested a supervisor. Agent told customer that the supervisor has the same information that we do and that she is going to advise him to continue working with the DLR. Customer states that he would like to speak to the supervisor to see if she would tell him if he should contact the lawyer for lemon law. Agent told customer that if he is seeking lemon law, we would have referred him to his blue and white booklet; customer disconnected the call.
REASSIGNED TO PC739 FOR SURVEY BYPASS; referred customer to blue and white booklet.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	03/06/2014	***Built Date***	10/05/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/23/2005	***Mileage***	13,400	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	63370	SPENCER AUTO SALES INC			
Dealer Address	46 EAST 200 SOUTH				
Dealer City	HEBER CITY	***Dealer State***	UT	***Dealer Zip***	84032

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HEBER CITY UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised customer that he has a left tie rod recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod is broke
Corporate - CNA Change - Default - Default - Default	Updated customer contact information

Briefly summarize why the customer is contacting Chrysler: Customer has called because his right tie rod has broke. Customer wanted to seek recall information.
Briefly summarize what the customer is expecting: Agent advised the customer that she is sorry but the recall is the left tie rod recall.
Customer states he had his vehicle towed to the nearest repair station as the Dodge dealership was closed. Customer states he will be taking his vehicle to the Dodge dealership to have his left tie rod inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	03/07/2014	***Built Date***	03/25/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	05/14/2011	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60003	MIDWAY CHRYSLER JEEP			
Dealer Address	N 550 ALBERTA				
Dealer City	POST FALLS	***Dealer State***	ID	***Dealer Zip***	83854

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLARK FORK ID[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	Customer requesting towing to a dealer to complete recall
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer states tie rod stud fractured as stated in recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle is off site and the tie rod had fractured there as it states in recall N49. Customer states they would like to get assistance in arranging a tow to a dealer to have the recall completed.
Briefly summarize what the customer is expecting: Assistance in arranging a tow to the nearest CDJR dealership to complete the recall.
Agent advised customer that at this time the recall N49 is not available to be completed, as per ID: 24054, as the part that was previously being used to repair the issue is being swapped with a different part. Agent advised customer that any tows due to a recall concern will be at their cost; however they can file for possible reimbursement at the time this recall is available to be completed.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.

We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	03/07/2014	***Built Date***	03/25/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	09/06/2010	***Mileage***	42,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42366	20TH CENTURY CHRYSLER			
Dealer Address	1090 FORD WAY				
Dealer City	BLACKFOOT	***Dealer State***	ID	***Dealer Zip***	83221

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLACKFOOT ID[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	left tie rod
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	left tie rod end
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding their vehicle. Customer stated that the left tie rod busted and his left wheel seized up in his driveway rougly a week ago. Customer stated that the vehicle is still at the dealership and would like to know whats going on.
Briefly summarize what the customer is expecting: Customer would like to know what g going on with the vehicle. Agent contacted the dealership at 20th Century Chrysler Jeep Dodge 42366 phone number 2087851900 and spoke with Shane. Shane stated that they are waiting on a part for the N49 recall which is backordered. Shane stated that the N49 recall part would complete both recalls L16 and N49 Shane stated that they made an order on 01/10/2014. Agent then asked for the part number, Shane did not have it so transferred the call to Pam at parts. Pam stated that when they make an order Chrysler would turn around and cancel them. Agent advised that this is because a new part is being made for the recall. Agent then relayed the infomation to the customer. Agent apologized for the delay and advised that we would put them under special tracking to be notified by email of updates regarding part availability.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case [redacted]
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler:the tie rod is broke and has been at the dealership for 2 weeks waiting for the parts.
Briefly summarize what the customer is expecting:to get the parts to repair the vehicle.
Agent put owner on hold to research and owner disconnected.

Customer states that his tie rod is broken and he is waiting on the part.
Customer states that he would like to have the recall completed.
Agent advised as per Answer ID 24054
Although owner letters were sent in December indicating parts were
available, there is now a delay as a new part will be used rather than
the original that was planned for the fix.
Agent advised customer that he is on special tracking.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG[redacted]	***Open Date***	03/07/2014	***Built Date***	01/21/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	10/30/2010	***Mileage***	57,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OLATHE KS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking completion of the N49 recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that she has been waiting months to have the N49 recall completed on her vehicle. Customer stated that the vehicle is off road as the left tie rod ball stud has fractured. Customer stated that she was told at the dealership that the original N49 part will be replaced on the vehicle as an interim repair until the recall parts become available. Customer stated she does not believe this is safe for her children. Customer stated that she contacted her states attorney and was advised to contact us in regards to buyback.
Briefly summarize what the customer is expecting: Customer is seeking to have the N49 recall completed on the vehicle.
Agent advised the customer we do not have a program for buyback in regards to a recall. Agent contacted SA Jeff from OLATHE DODGE CHRYSLER JEEP #45290 who stated that the original style steering linkage will be placed on the vehicle until they receive the new recall repair parts for the N49. Agent advised the customer that the letter sent out to our dealerships states that if the vehicle is inspected and found to have the original style steering linkage that the vehicles may be returned to customers and are not included in the recall. Agent advised the customer that this is the part being placed on the vehicle as an interim repair and is completely safe as it has not been recalled. Agent advised the customer that we are working hard to get the parts available and will be forwarding their case for special handling in regards to the parts needed to permanently repair the vehicle.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates [redacted]
Reassigned to 961

*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	03/07/2014	***Built Date***	11/11/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/07/2011	***Mileage***	30,740	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60193	NORTHSIDE CHRYSLER JEEP DODGE, LLC			
Dealer Address	812 NORTHSIDE DR				
Dealer City	SUMMERSVILLE	***Dealer State***	WV	***Dealer Zip***	26651

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HICO WV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Complaint Contact - Default - Default - Default	vehicle complaint
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has a complaint about his vehicle. Customer states that he is concerned that the tie rod might break; customer states that he owns a trailer which he tows and knows he has no confidence in driving the vehicle because of past experiences with his previous vehicle. Agent informed customer that she would assign this case for special tracking until the part is available.
Briefly summarize what the customer is expecting: Customer wants to issue a complaint about the vehicle.
The part required to provide a permanent remedy for recall N49) is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
Agent re-advised customer of recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	03/07/2014	***Built Date***	02/14/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	07/15/2012	***Mileage***	18,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RED BLUFF CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	DLR calling about recall
Corporate - Survey By-Pass - Dealer Call - Default - Default	

Briefly summarize why the customer is contacting Chrysler: DLR calling because the vehicle is being towed into DLR because the tie rod broke at a car wash
Briefly summarize what the customer is expecting: DLR is expecting information on what to tell customer.
Service Advisor Tammy was calling in because this customer was leaving for vacation and their tie rod broke. Tammy states the vehicle is being towed over now to the DLR to have it repaired. Tammy states that the customer is requesting a loaner or rental to use on their vacation.
Writer advised Tammy that we need to know for sure that it is the tie rod that broke on the vehicle and part of the N49 recall.
reassigned to df314 for survey by-pass DLR call
Customer contacting in regards to getting vehicle towed away due to the fact the tie rod broke. Customer seeking rental because her vehicle is not drivable.
Agent advised customer it would need to be at the dealership so they can diagnose the vehicle to deem it was the tie rod that broke and it part of the recall. Agent advised customer that we could not offer rental at this time because there is no rental on recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	03/07/2014	***Built Date***	11/20/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/05/2011	***Mileage***	39,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	***Dealer State***	WA	***Dealer Zip***	98204

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOTHELL WA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	inquiry on recall

Briefly summarize why the customer is contacting Chrysler: The customer called because the tie rod broke in his vehicle and wishes an immediate rental. The customer said he went in 2 months ago to get the recall done and we did not have the parts and he should not be penalized for our failure to provide.
Briefly summarize what the customer is expecting: The customer expects to get a rental immediately.
The agent advised the customer that the case would be escalated to a case manager and he would get a call back within one business day. The customr became irate and demanded to speak to a manager or someone higher up to get a vehicle immediately. The agent advised the customer he could get an enterprise rental and we could consider reimbursement later which did not satisfy him.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? dealership
Has the vehicle been diagnosed by a CDJ dealer
If a CDJ dealer has diagnosed, what is the dealer name or code 60337
RAIRDON S CHRYSLER JEEP DODGE OF 425-821-1777
Reassigned to 88F
AV855 - this is to be assigned to your supervisor!
Customer is contacting Chrysler seeking to get a rental vehicle. Customer states that he would like to speak with a supervisor. Agent advised customer that agent would be able to request a supervisor call back. Customer states that he would just like to get approved for a rental. Agent advised customer that the case will be sent up for a supervisor call back. Agent advised customer that agent would seek for further rental information for the weekend. Agent advised customer that rental will not be granted for the weekend. Customer is upset with Chrysler decision and states that the recall is not the customer s problem and that Chrysler should be helping with rental since Chrysler can not provide the part to repair. Customer is seeking to speak to a Supervisor live. Agent advised customer that he would not be able to receive a live

supervisor call. Customer stated that this has nothing to do with agent but that his issue is with Chrysler. Customer states that he will stay on the line all day to get a supervisor. Agent transferred customer to Supervisor to take live call.
*** Supervisor callback ***
Customer states his truck has broken down and he towed it to 67847 this morning. They advised they are unable to get the vehicle looked at until Monday. They did a visual inspection and they state it is from the recall, however they cant do a full diagnosis or determine how much other damage is on the vehicle. Customer is seeking a rental over the weekend
Supervisor left a message for the SM - Brian Crosby at 425-551-5420 (number provided by the customer). Advised the customer we are unable to provide a rental until further research has been done from the dealer to determine the failure
Customer would like to be reached [redacted]
NOTE - had to disconnect the call with the customer who refused to wait until the dealer had returned the call
Customer seeking immediate rental assistance. Agent reviewed case file with Supervisor NS748. Agent returned to speak with customer and line had been released.
Customer called back in and the agent explained we need to wait until the dealership has done a diagnosis before we could even consider a rental.
Agent called over to the dealership and talked to Rick in service. The SA confirmed everyone was on lunch, and the dealership still had 2 more hours to possibly look at the vehicle. The SA said if they can t look at it today, it would be monday instead. Agent let the customer know this information and said if he hears back from the dealership to call and let us know.
Supervisor left a message for the SM - Brian Crosby at 425-551-5420 requesting a callback
Spoke with the Service Advisor Brian at 67847. He verified the tie rod has broken as a result of the recall. Dealer says they are going to order a factory tie rod so they can get him back on the road until the new recall parts come. The Service Advisor indicated the SM called the DM and that s what was the next step for this. The SM will not provide a rental vehicle for this customer.
Customer called back seeking an update on his rental request.
Agent spoke with CM NS748 who stated he is waiting on a reply regarding the issue and will contact the customer when it becomes available.
Agent advised customer that we have received the updated information from the dlr regarding the repairs and we are waiting on a reply for rental, CM will be in touch when answer becomes available.
Per DCP15 - Will reimburse $40 per day for a Chrysler vehicle rental
Spoke with the customer and advised we would offer a rental reimbursement for up to $40 per day for a Chrysler vehicle, until the dealer can get the truck back on the road.
Spoke with the Service Advisor Brian at 67847. They are working on the vehicle and hope it will be completed tomorrow.
Left a message for the Service Advisor Brian at 67847 to contact back regarding this customers vehicle
Brian from 67847 left a voicemail advising the temporary repairs to the vehicle are completed and the customer has picked up the vehicle
Contacted the customer at [redacted] who advised they never ended up taking the rental vehicle, and they will wait for the updated recall part. The vehicle has been temporarily repaired for now

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	7G[redacted]	***Open Date***	03/07/2014	***Built Date***	03/29/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/08/2007	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	REAGAN TX [redacted]0	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Tie rod assembly fell apart on the side of the road
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s vehicle fell apart on the side of the road. Customer said that the left tie rod assembly broke and the vehicle almost flipped over.
Briefly summarize what the customer is expecting: Agent apologized that the customer had to experience this concern. Agent called over to Lithia Chrysler first and talked to Ron (service manager). The SM said that the customer would need to tow it to the dealership before they could order parts accordingly. Agent called over to Allen Samuels and talked to Jimmy in service. The SA explained that they had helped another customer in a similar situation. The SA said that the customer would be responsible to get the vehicle towed there, the dealership would put the customer into a rental and the customer would submit his receipts for reimbursement. Agent informed the customer of this information and gave the customer the dealership s number. Customer was going to call and confirm himself. Agent said she would document the concern.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is no phone
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: no email
Reassigned to 961
Writer contacted (Allen Samuels 45456) and spoke with (SA Jimmy).
(SA Jimmy) stated part information for order is as follows:
Part #: CBUEN491AA
Part Description: Tie rod assembly
Order #:
ETA:
Is customer in rental? no
If yes, who authorized rental?
Is the vehicle off road? yes
Order type: VORÙ
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to 88FÙ for handling.
*** Below is the System closure Narrative*

Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS19D2	7G[redacted]	***Open Date***	03/07/2014	***Built Date***	09/05/2006	
Model Year	2007	***Body***	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB			
In Service Dt	04/06/2007	***Mileage***	140,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43783	RAMEY MOTORS INCORPORATED			
Dealer Address	160 FRAZIER DRIVE				
Dealer City	PRINCETON	***Dealer State***	WV	***Dealer Zip***	24740

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PRINCETON WV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	advised the customer of the recall

Briefly summarize why the customer is contacting Chrysler: The customer called because his vehicle was out of commission. The left tie rod had fractured and he was calling to get cost assistance on the vehicle s towing so the DLR could diagnose if it was because of the recall. The writer advised that there was no towing coverage on the vehicle. The customer will have to pay out of pocket for the towing and get it to the DLR so that the customer could get it diagnosed.
Briefly summarize what the customer is expecting: Customer is expecting to complete the recall as quickly as he could so they can use the truck again. The customer will call with the case number when it is at the DLR for repair so Chrysler can work with the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL2	AG[redacted]	***Open Date***	03/08/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/05/2010	***Mileage***	50,353	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25034	DISHMAN DODGE			
Dealer Address	EAST 7700 SPRAGUE AVENUE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LIBERTY LAKE WA [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer does not meet matrix
Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he is two hours from home and broken down because the tie rod gave out on the front end of the vehicle.
Briefly summarize what the customer is expecting: Customer is seeking that a rental vehicle be sent to him right now.
Agent advised customer that agent would not be able to approve a rental vehicle be sent to customer. Customer states that no one made him aware of the incomplete N49 recall on this vehicle. Agent advised it appears there was a notice mailed in December 2013. Customer stated he is very mad and angry about this situation because had he been driving when this happened he would have gotten into a head on collision.
Customer has requested Supervisor callback
Preferred daytime [redacted]
Preferred evening
Reason for request: Customer is angry because tie rod on vehicle went out and he is two hours away from home. Customer wants a rental vehicle sent to him and states he has an extended warranty that includes rental but is angry that agent does not have access to that warranty and is not able to send him a rental vehicle.
CAIR assigned to: (PC739)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer wishes to have his front end replaced because he states it was ruined because of this recall issue. Agent advised customer of his scheduled supervisor callback request.
*****Supervisor*****
Supervisor contacted customer at [redacted] and customer stated his whole front end broke. Customer stated his third party SC gave him a rental vehicle. Supervisor apologized and advised customer he would need to continue to work with the SM. Supervsior also advised customer we will send this CAIR upto special tracking.
Please follow AC 23917 for proper process.
The part required to provide a permanent remedy for recall N49Ù is currently not available.

Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email:[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL2	AG[redacted]	***Open Date***	03/09/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/05/2010	***Mileage***	50,353	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25034	DISHMAN DODGE			
Dealer Address	EAST 7700 SPRAGUE AVENUE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99212

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	LIBERTY LAKE WA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2014-03-09
Road Side File Created 03-09-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
WA-20 EAST 7700 SPRAGUE AVENUE
KIRCHAN RD
CUSICK SPOKANE
WA USA WA
LEFT TIE ROD BROKE, DAMAGED WHOLE FRONT END // LOC
DEALER CODE : 25034 DISHMAN DODGE RAM CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28D0	8G[redacted]	***Open Date***	03/10/2014	***Built Date***	06/05/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/31/2007	***Mileage***	52,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	91092	CHRYSLER LLC			
Dealer Address	CORP. PRE-VOL				
Dealer City	DETROIT	***Dealer State***	MI	***Dealer Zip***	48231

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WICHITA KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer wanting recall and reimbursement information
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that his vehicle has recall N62 LEFT OUTER TIE ROD ASSEMBLY . Customer is stating that his has broken and he is being advised by the dealership that they can not get him a part for a while . Customer is seeking reimbursement if he gets it repaired . Agent advised customer that if he does get his vehicle repaired to keep all his related receipts and call us back and we can look into reimbursement at that time . Agent provided case number .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]1
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: decline
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	03/10/2014	***Built Date***	09/09/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	10/31/2010	***Mileage***	29,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EAST HELENA MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	left tie rod
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	tie rod replaced

Customer states that he had the tie rod break and repaired it himself about two weeks before Christmas. Customer states that he has not heard back in regards to reimbursement. Customer states that he took the invoice into the dealership and they were suppose to send it in for him. Writer advised that there is no documentation attached to customer s VIN for tie rod repair. Writer offered to provide customer with mailing address. Customer states that he has the mailing address written down. Customer states that he will contact dealership first and speak with them to verify if they had sent in documentation first before he submits.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	03/10/2014	***Built Date***	05/05/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/18/2011	***Mileage***	66,262	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63570	M & L MOTOR CO INC			
Dealer Address	406 PIEDMONT DRIVE				
Dealer City	LEXINGTON	***Dealer State***	NC	***Dealer Zip***	27295

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ASHEBORO NC [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broken Vehicle inoperable
Recall - N49: LEFT TIE ROD -	unable to obtain parts

Briefly summarize why the customer is contacting Chrysler: Dealer called because parts were on backorder, service stated that he cannot get the part needed to complete the recall, however he can get the original parts needed to fix the vehicle, however the customer is not covered under warranty.
Briefly summarize what the customer is expecting: Expecting assistance to get the part to fix the vehicle
Agent advised dealer that the customer is within perameters to qualify for D-12-27 if they were willign to extend that to the customer to pay for the part not covered under warranty.
Dealer agreed to extend this to the customer so that they can get their vehicle back on the road
Briefly summarize why the customer is contacting Chrysler:
Customer called in and stated that he has been in a rental vehicle since 03/06/2014 due to the issue with the N49 recall on his vehicle. Customer stated that he had been advised that dealership 26842 would be assisting with the rental extension as he was currently transient in CA. Customer stated that he has not heard anything back from the dealership regarding the situation and was seeking confirmation regarding the rental coverage.
Briefly summarize what the customer is expecting:
Customer is seeking confirmation regarding the rental from dealership 26842.
Agent reviewed case [redacted] and found that SM Louis stated that the dealership would be assisting with rental in lines 74-78. Agent advised the customer of this information. Customer stated that he has been trying to reach someone at the dealership all day but has not received a call back yet to provide him with additional information. Agent advised the customer that they would contact the SM in regards to the rental.
Agent contacted dealership 26842 and requested to speak with the SM. Agent was transferred to voicemail twice. Agent left a message requesting that the SM contact the customer in regards to following up with the customer s inquiry about rental.
Agent advised the customer that a message had been left for the SM to contact the customer regarding the rental. Customer stated that he would continue working with the dealer regarding the rental.

Dealer called CAC wanting to add the steering wheel damper into the goodwill and needs a written approval or somthing to ensure that she will get reimbursed. Writer read up on the case and noticed that the customers repair is being covered by the D-12-27 bulletin so cost assistance has already been supplied by her dealership so know more can be approved. Dealer upset stating that Chrysler has to pay because the tie-rod after breaking hit the steering damper breaking that and she needs CAC to approve it because if she tries to send in for reimbursement it will be rejected due to it being consequential damage. Writer advised the dealer that CAC follows the same logic and that if she wants an exception she would need to speak with her business center. dealer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A1	7G[redacted]	***Open Date***	03/10/2014	***Built Date***	06/11/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	07/31/2007	***Mileage***	148,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43594	GRESHAM DODGE INC			
Dealer Address	855 E BURNSIDE				
Dealer City	GRESHAM	***Dealer State***	OR	***Dealer Zip***	97030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LA CENTER WA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	information for the N62 recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Writer verified the customer s address to be correct updated the phone number.
******
Briefly summarize why the customer is contacting Chrysler: Customer s husband[redacted] received a recall notice and the dealership stated the parts are on back order. Customer s husband stated he is on the road and will not be home for six weeks. Customer s husband stated he called the dealership and they suggested the parts are on back order and will call as they become available. Customer s husband stated this is for a tie rod than may break under driving conditions.
Briefly summarize what the customer is expecting: Customer s husband seeking information.
Writer located the N62 recall is attached to this vehicle - N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located the H46 recall is attached to this vehicle with no parts replaced.
Writer advised the customer this recall is not a Chrysler recall for the original equipment, this recall is by Mopar for a replacement service part, the dealership will inspect the vehicle to see if the steering linkage is installed with u bolts, this is the part being recalled as it could cause the tie rod to break and if so they will replace the part free of charge.
Customer s husband stated he has not had a prior repair. Writer advised if the dealership has to change the parts the parts are not available at this time. Customer s husband stated he understood this is just an inspection first.
Writer advised this to be correct.
Writer will reassign for the addition of a survey by pass as the customer did not have the vehicle to the dealership to see if the N62 was applicable and there are no parts available at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	5G[redacted]	***Open Date***	03/10/2014	***Built Date***	02/04/2005	
Model Year	2005	***Body***	DH7L42	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	03/09/2005	***Mileage***	145,955	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	49989	EDENTON MOTORS INC			
Dealer Address	P O BOX 2174				
Dealer City	BALTIMORE	***Dealer State***	MD	***Dealer Zip***	21203

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUCSON AZ[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer has had tie rods replaced.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursment for N62 Recall repair

****** Below Customer Contacted for Documentation Request ******
[redacted]
Briefly summarize why the customer is contacting Chrysler:Customer states the tie rod end broke on vehicle and they had it replaced at an out of state dealership. Customer states they have all documentation and receipts related to the repair.
Briefly summarize what the customer is expecting:Customer seeking reimbursement for N62 recall.
Agent advised that recall N62 was a MOPAR steering linkage part and did not provider coverage for replacement of factory parts. Agent asked customer if a previous repair had been completed to the steering linkage assembly, prior to this repair. Customer stated they did not know, this is a work truck, registered to a business. Agent reviewed past claim history for the vehicle and was unable to locate a previous repair to the steering linkage assembly.
Agent provided customer with document request link and advised that once the documents are received the case will be escalated to a case manager, who will review the reimbursement request and render a decision.
***** Customer Document Received *****
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall.
This recall is for a MOPAR 'replacement part'.
The vehicle had to have been in for service and had the steering linkage replaced with MOPAR service parts prior to the one customer is seeking reimbursement for in order to be entitled to reimbursement.
Customer should have the vehicle inspected to see if MOPAR replacement parts were installed during this repair and dealer will determine if a repair is necessary under the N62 recall.
Unless customer can provide a repair invoice showing prior service N62 recall reimbursement does not apply to their vehicle and reimbursement will be denied.
Agent contacted customer at: [redacted]. Agent provided case number and contact number for Ram CAC and invited the customer to contact Ram customer care for additonal assistance.
**********Next Agent**********
When customer returns call, please advise them that the N62 Recall is a MOPAR recall repair and covers a replacement MOPAR steering linkage part that would have been installed in the customer s vehicle in a previous

repair to the steering linkage subassembly. Recall N62 does not cover the replacement of factory installed parts. Agent searched all previous repair claim history pertaining to the customer s vehicle and was unable to locate a previous repair to the steering linkage subassembly, where the replacement MOPAR steering linkage part would have been installed. The repair would have had to be completed prior to what has been submitted for this reimbursement request. Unless customer can provide documentation of a previous repair, performed where the MOPAR steering linkage part, the subject of the N62 Recall was installed, Chrysler will not participate in this reimbursement request. Advise the customer that they should still get their vehicle to their authorized Chrysler dealership in order to make sure they have not had this MOPAR replacement part installed during the submitted repair, and to complete the N62 recall repair, as it is still showing as incomplete.
Status update provided via email to the following email address:
c[redacted]
N62 Recall is a MOPAR recall repair and covers a replacement MOPAR steering linkage part that would have been installed in the customer s vehicle in a previous repair to the steering linkage subassembly. Recall N62 does not cover the replacement of factory installed parts. Agent searched all previous repair claim history pertaining to the customer s vehicle and was unable to locate a previous repair to the steering linkage subassembly, where the replacement MOPAR steering linkage part would have been installed. The repair would have had to be completed prior to what has been submitted for this reimbursement request. Unless customer can provide documentation of a previous repair, performed where the MOPAR steering linkage part, the subject of the N62 Recall was installed, Chrysler will not participate in this reimbursement request. Advise the customer that they should still get their vehicle to their authorized Chrysler dealership in order to make sure they have not had this MOPAR replacement part installed during the submitted repair, and to complete the N62 recall repair, as it is still showing as incomplete.
End of Status Update
Agent contacted customer [redacted]. Agent advised per lines 55-70. Customer was not happy but stated they understand. Customer requested decision by e-mail as this is a work truck and this is required to placate the customer s boss. Agent sent via Customer message link.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	7G[redacted]	***Open Date***	03/10/2014	***Built Date***	03/30/2007	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	10/27/2007	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42013	WEAVER MOTORS INC OF KIRBYVILLE			
Dealer Address	603 SOUTH MARGARET				
Dealer City	KIRBYVILLE	***Dealer State***	TX	***Dealer Zip***	75956

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DERIDDER LA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	The customer states his tie rods broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	The customer would like the recall completed
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer states his tie rods broke.
Briefly summarize what the customer is expecting: The customer states that his vehicle was in the ditch because his tie rods broke. He states he had it towed. The customer would like this recall repair completed.
The agent advised the vehicle must be at a DLR with a diagnosis. The agent advised that once the vehicle has had the diagnosis, if there are any further issues to call us back. The agent gave the cair number. The customer requested a supervisor but the agent advised they would not have any further information. The customer still wanted a supervisor call. The agent advised it would be a one business day call back. The customer stated he would keep calling back until he reached a supervisor.
The agent also called the DLR (42013) but the office was closed so the agent advised the customer to set up an appointment for a diagnosis.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Recall N62
CAIR assigned to: PC739
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Briefly summarize why the customer is contacting Chrysler: Customer called in and wanted to speak to a supervisor. Writer informed him that the request has been sent by Tina. Customer stated he knew but wants one now. Customer is going to keep calling in till he speaks to a supervisor.
Briefly summarize what the customer is expecting: To speak to a supervisor.
Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle is currently stuck on the side of the road due to the tie rod breaking. Customer states he is going to keep calling back until someone gets him a supervisor.
Briefly summarize what the customer is expecting: Customer seeks a supervisor right now.
Agent advises that the vehicle must be towed to a Chrysler dealership to

verify whether or not the N62 recalled component is on the vehicle.
-
Agent advised consequential cost are not covered and stated in the warranty manual.
Agent advised the supervisor call is a one business day call back.
Customer states he will keep calling back.
****UCONNECT CASE MANAGEMENT****
Agent contacted the writer about the UConnect screen being frozen even after a soft reset and power cycle. Agent states that there are no dealerships in the area that are open. Writer advised the agent that Roadside Assistance may be able to help as we are unable to advise the customer to disconnect the battery. Agent stated that they would relay this to the customer, thanked writer and ended call.
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding speaking to supervisor
Briefly summarize what the customer is expecting: Customer is seeking to speak to supervisor
Agent advised that case has been escalated and will receive a call back in one business day
Customer called for information on the N62 recall. Agent stated AC ID 24057. Agent stated his case will be escalated to another department. Customer understood and disconnected.
Disregard lines 41-53
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler: Customer states he is calling back until he speaks to a supervisor.
Briefly summarize what the customer is expecting: Customer seeks a supervisor.
Agent advised a 1 day call back has been placed.
Customer states that has been calling for 3 hours and will not stop till a manager does take customer call
Customer seeks supervisor call
Agent advised as per lines 69-73
Customer stated that will continue to call until a call is put through and for agent to please ask at least if a manager is able to take call
Agent advised will seek an answer and transferred call to supervisor
*****Supervisor******
RO188 spoke with the customer about his recall concern. The customer claims he never had the H46 recall completed. RO188 advised the customer that the recall was an inspection. The customer was not happy with the resolution. RO188 advised the customer that a diagnosis would need to be completed before anything could be determined,
****
Customer contacting Chrysler because they state they need some sort of resolution because no one was able to assist them. Agent apologized to customer and reviewed file. Agent probed customer to see if they have gone to dealer, customer declined and advised they are walking. Customer would like to know why we have a factory part that was manfufactured or designed incorrectly. Agent explained to customer that both the N62 and H46 recalls are on Mopar service replacement parts which is why for the N62 recall they need an inspection first. Customer became upset and asked if they could speak with someone who knows what the fault in design is or if we are ISO certified. Customer requested corporate phone number, agent explained we do not have one and offered address. Customer declined. Customer requesting supervisor. Agent explained it is a one business day call back. Customer upset. Agent explained they will give the case to supervisor. Agent provided TL BR379 with case number for contact.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:

Reason for request: upset that vehicle has recall and no part
CAIR assigned to: BR379
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer called in and wanted to speak with a supervisor about their vehicle.
Agent advised customer that they will recieve a callback within 24 hours from a case manager/supervisor.
Called customer and left message to advise cannot assist in any expenses except replacement of failed components once parts are made available to the dealer.
Cusotmer is calling back wnating to speak with supervisor.
Agent transferred customer to BR379
tl advised customer to wait for second letters.. Customer appreciated callback.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C3	6G[redacted]	***Open Date***	03/10/2014	***Built Date***	05/19/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/01/2006	***Mileage***	22,100	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LIBERTY HILL TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer stated he has been on the waiting list some time for the recall on his vehicle.
-
Briefly summarize what the customer is expecting: Customer is seeking recall information. Customer is concerned that there is no problem getting after market parts for the repair and now the Chrysler repair is being pushed back again.
-
Agent explained to the customer that there is now a delay as a new part will be used rather than the original that was planned for the fix. Agent apologized for the delay. Agent provided the customer with the NHTSA as another resource for his recall concerns.
-
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Vehicle is at the dealership - NYLE MAXWELL CHRYSLER DODGE JEEP (45463)
Update triggered by S01610E
POSTMARK DATE: 033114; DATE RECEIVED: 040714
Documents attached for review
*** Below message was sent to customer ***
[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]

on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
Customer is calling for the status of their reimbursement. Agent advised we would escalate the case and contact the customer once we had more information
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By-Pass
Writer verified the customer s information to match coin and envelope
******
Customer requesting reimbursement for a repair completed on the vehicle under the N62 recall
Customer sent in a repair invoice with proof of payment
Invoice - 25701 - 3/12/14 - outer left tie rod
******
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
******
Repair:The steering linkage assembly must be inspected and replaced if required.
Writer located the H46 and L16 recalls attached
H46 STEERING LINKAGE SAFETY 04/27/2009 06/19/2009 COMPLETE
L16 LEFT TIE ROD END SAFETY 09/30/2011 03/14/2012 COMPLETE
Writer located both in claims showing parts replaced
******
Writer located cair number [redacted]1 - created on 07/06/10 in which the customer had been reimbursed for a repair completed on the vehicle under the H46 recall
Invoice for this cair does not have part information to show if the parts used were Mopar.
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless an invoice can be sent showing the parts used on the prior repair invoice are Mopar parts as the N62 recall is for a replacement part and not the original equipment.
******
Writer will call - [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler reimbursement in regards to an invoice received for the 2006 Ram. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer will call - [redacted].
Writer spoke with [redacted] advising an invoice is required showing a previous repair completed on the vehicle as this recall is for a replacement service part.
[redacted] stated so there had to be a repair using a Mopar part first, then this repair this is the part on recall. Writer advised this to be correct.
Writer advised reimbursement will not be provided for this repair unless another invoice can be provided showing a repair with Mopar parts.
[redacted] stated she will speak with her husband and if another invoice can be located she will call the customer assistance number for the fax number or a doc link.
******
Writer did not receive documents or contact to advise documents have been located. Writer will close the cair.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T6	9G[redacted]	***Open Date***	03/11/2014	***Built Date***	01/20/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/16/2009	***Mileage***	75,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43480	VICTORY MOTORS OF CRAIG INC			
Dealer Address	2705 W 1ST STREET				
Dealer City	CRAIG	***Dealer State***	CO	***Dealer Zip***	81625

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MEEKER CO 8[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler:Customer called seeking assistance with recall.
Customer states that the tie rod end broke on vehicle and is seeking options.
Writer advised customer that the vehicle will have to be towed to dealer to determine if the part that broke was the recall part.
Customer states his local dealer is sixty miles away and inquiring as to who will pay for tow.
Writer advised customer that the cost of towing would be up to him but after recall has been completed he can submit his towing receipt for possible reimbursement.
Customer understood and thanked writer.
Briefly summarize what the customer is expecting:
The part required to provide a permanent remedy for recall n49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number[redacted]
Customer email address for case updates:[redacted]
Reassigned to 961
SM called AM, said customer called him after talking with Call center upset that Chrysler would not pay for tow up front and that truck would be down waiting on parts for over a month. AM rvwd CAIR with SM and advised that they advised the customer that unit needs to be diagnosed and if found that the issue is related to the recall they will consider reimbursement on the tow. Rvwd further with WAM and offered to pay on a one time basis to put an aftermarket tie rod in until the new part is available to avoid the truck being down.
SM states when he called the customer back he already had gone to Napa and put his own part in. EAB
*** Below message was sent to customer ***

Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	03/11/2014	***Built Date***	09/30/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/30/2005	***Mileage***	123,905	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41643	MERRICK DODGE CHRYSLER JEEP OF		WANTAGH	
Dealer Address	3614 SUNRISE HWY				
Dealer City	WANTAGH	***Dealer State***	NY	***Dealer Zip***	11793

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	LAKE GROVE NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Steering - Linkage - Other - Default	replaced with damper and pitman arm
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle lost whole steering due to tie rod recall and customer went across 3 lanes of traffic. Customer states he had to pay for repair and tow.
Briefly summarize what the customer is expecting: Customer seeking reimbursement
Agent provided fax number and advised to attach any receipts and repair orders applicable to repair. Agent advised this can take 30-60 days for processing.
Reassigned to 86Y
Customer states he Faxed in information for reimbursement, and is inquiring if the Fax was received.
Agent advised customer the fax has not yet been attached to his file, as it generally will come into another department and then attached to his file.
Agent advised customer to check back in 1-2 days.
POSTMARK DATE: 031214; DATE RECEIVED: 031214
******
Customer called to verify we received fax. Agent advised total on road service not clear. Customer states $135.00. Customer was traveling at 40 mph when vehicle crossed 3 lanes of traffic. Customer states if happened couple hours earlier, he would have been killed.
Agent updated email address: [redacted]
[redacted] stated that he was checking on the status of the case.
Writer advised the customer per answer id 19074 to allow up to 60 days for processing.
Customer called in because he was told by a previous agent that it would only take two weeks to be processed. Customer stated that it has almost been a month and he hasn t heard anything. Agent advised customer that it does take up to 60 days for processing and once a decision has been made some one will contact him back. Customer stated that he would like this is go faster.
******
Writer verified the customer s information to match coin and invoice

******
Customer requesting reimbursement for a repair completed on the vehicle under the N62 recall
Customer sent in a repair invoice with hand written paid in cash
Customer requesting towing - invoice sent in not legible
Invoice - 79466 - 04/10/13 - steering link with damper and pitman arm
******
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall:Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall is attached and completed - H46 STEERING LINKAGE SAFETY 04/27/2009 09/11/2009 COMPLETE
Writer located the H46 in claims showing no parts replaced
******
Writer will contact the customer to advise reimbursement will not be provided for this repair unless a repair invoice can be sent showing a prior repair to replace the steering linkage with a Mopar service part as the N62 recall is for a replacement part and not the original equipment.
******
Status update provided via email to the following email address:
[redacted]
This message is for Jo[redacted] would like to speak with you regarding the invoice received for the 2005 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number [redacted].
Thank you and have a great day!
End of Status Update
******
Begin Customer Message reviewed:
Hello Debra, I would prefer to use email for any correspondence regarding this matter. It s more efficient so please contact me with any questions or concerns you may have at this email address[redacted]. Thank you
[redacted]
End of Reviewed Customer message
******
Status update provided via email to the following email address:
[redacted]
The recall attached to the vehicle is not for the original factory components, this is a Mopar service replacment part recall, this part that may have been installed on some of the Ram trucks during a prior service appointment, in order to qualify for possible reimbursement an invoice showing a prior repair to replace the steering linkage would be required.
End of Status Update
******
no documents located.
Status update provided via email to the following email address:
[redacted]
Just checking in to see if you were able to locate a repair invoice showing a prior repair to replace the steering linkage. I do apologized I did not supply the fax number for you to send the information in the last correspondence. Fax number - 877-768-5076, please write the file number[redacted] on the page.
Thank you and have a great day!
End of Status Update
Customer is calling to speak with DW690. Agent advised the customer DW690 is currently unavailable. Agent offered to transfer the customer to DW690 s voicemail. Customer declined and stated he would email her.
******
POSTMARK DATE: 041414; DATE RECEIVED: 041414
Agent will follow up with CAIR.
******

Writer reviewed the information this is the same invoice received previously. Writer will contact the customer to advise reimbursement will not be provided for the repair as the recalled part is not installed on the vehicle.
******
Status update provided via email to the following email address:
[redacted]
The documents have arrived, they are the same as previously sent, as stated the recall is for a replacement service part an invoice is required prior to April of 2013 showing the steering linkage had been replaced. I will be closing the file at this time should an invoice be located showing a prior repair the file may be re opened for review.
Thank you and have a great day!
End of Status Update
******
Writer will reassign for the addition of a survey by pass as the customer has not responded and the correct documentation has not been received.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49AX	8G[redacted]	***Open Date***	03/11/2014	***Built Date***	01/21/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	02/19/2008	***Mileage***	90,913	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJT	DK. KHAKI PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	***Dealer State***	TX	***Dealer Zip***	78411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORP CHRISTI TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Agent advised customer of recall N62 information.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking assistance with concern.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer states he is at his ranch and he believes the tie rod on the vehicle broke. Customer states he brought vehicle to the dealer, had inspection completed and was advised vehicle did not require repairs. Customer states he contacted roadside and was advised towing to dealer would be at customer expense.
Briefly summarize what the customer is expecting: Customer seeking assistance with concern.
Agent advised customer of information for recall N62. Agent advised customer of components for recall N62 and if vehicle had original factory components vehicle would pass inspection. Agent advised customer Roadside Assistance is able to tow to the nearest dealer but coverage for tow is not available. Agent offered to contact Roadside Assistance for customer, customer declined.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C7	6G[redacted]	***Open Date***	03/11/2014	***Built Date***	05/04/2006	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/25/2006	***Mileage***	158,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARRENVILLE IL[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted Zeigler CJD
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer called as the left outer tie rod assembly part broke on his vehicle. Customer stated it will be at least one month for the part to arrive. Customer asked if there was any way Dodge could assist in the process. Agent contacted Jason PA at ZEIGLER CHRYSLER DODGE JEEP and he stated that the customer will be first on the list, but the part cannot be ordered as of today s date. Agent let the customer know this information; he asked if there was anyone else to speak with, agent stated all employees are provided the same information.
Briefly summarize what the customer is expecting:
Customer is expecting agent to order the Left outer tie rod assembly with out the part # and order #. Agent is not able to fulfill the customer s request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	03/11/2014	***Built Date***	06/15/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/30/2005	***Mileage***	144,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68655	COLEMAN MOTORS INC			
Dealer Address	510 ADDISON ST				
Dealer City	NEW BOSTON	***Dealer State***	TX	***Dealer Zip***	75570

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOPEKA KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking to confirm recall relates to left side.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer reports that his right side tie rod failed and he had to pay for the repair. Customer wanted to confirm that the recall relates to the left side.
Briefly summarize what the customer is expecting:
Customer seeking to confirm recall relates to left side tie rod.
Writer advised that the recall relates to Mopar Service Replacements only that could cause a misalignment in the left tie rod causing potential fracture, which is what the recall is preventing. Customer understands.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready

for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A7	8G[redacted]	***Open Date***	03/11/2014	***Built Date***	12/04/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/20/2008	***Mileage***	196,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68141	BILLION DODGE-CHRYSLER JEEP			
Dealer Address	1 AUTO PLAZA DR				
Dealer City	BOZEMAN	***Dealer State***	MT	***Dealer Zip***	59715

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WILSALL MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursment.

Briefly summarize why the customer is contacting Chrysler: Customer stated that his tie rod broke and that he wanted to know if he would be able to be reimbursed for the repair. Customer stated that he had to replace the tie rod a week before the tie rod broke. Customer stated that he had replaced the tie rod himself and that it was the first time that he had to replace it.
Briefly summarize what the customer is expecting: Customer is seeking information on recall reimbursement.
Agent advised customer that the recall was on MOPAR service parts and not the factory installed parts. Customer understood and inquired if he needed the steering linkage replaced as well. Agent informed customer that he would have to go to a DLR to have it inspected. Agent advised customer that if it did need to be replaced that it may not be covered under the recall since it is factory installed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T7	9G[redacted]	***Open Date***	03/11/2014	***Built Date***	04/17/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/09/2009	***Mileage***	90,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	12003	CHRYSLER LLC		FEDERAL GOVERNMENT SALES	
Dealer Address	800 CHRYSLER DR - CIMS:483-08-15				
Dealer City	AUBURN HILLS	***Dealer State***	MI	***Dealer Zip***	48326

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MONTGOMERY TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods

Briefly summarize why the customer is contacting Chrysler: Tie rod broken.
Briefly summarize what the customer is expecting: Customer called in stating that her vehicle had to have repair work done to the front and now she received a recall notice in the mail that seems to pertain to this issue. Agent advised the customer that they would have to take the vehicle to the dealership for a diagnosis to determine if the recall was the cause of her issue. Agent advised the customer of the nearest dealer for a diagnosis. Agent advised the customer that the diagnosis would be at her expense and provided the cair number for future references.
Demontrond Auto Country
888 Ih 45 South
Conroe, TX 77304
(936) 539-3181
Customer states that part kept breaking on their vehicle. Customer states she is inquiring about being reimbursed. Customer states the hub bearing broke. Customer states she is bringing it to the DLR. Customer states she just wanted to call and get case number for this. Agent advised going to the DLR she may be charged for diagnostic.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	6G[redacted]	***Open Date***	03/12/2014	***Built Date***	06/16/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/15/2007	***Mileage***	97,500	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	08585	MARSHALL MOTOR CO INC			
Dealer Address	3500 SOUTH 9TH				
Dealer City	SALINA	***Dealer State***	KS	***Dealer Zip***	67401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SYLVAN GROVE KS[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall
Corporate - CNA Change - Default - Default - Default	Agent updated customer's information
Corporate - Dealer Information - Default - Default - Default	Agent updated dealership information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated the right tie rod broke while driving today to work
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Dodge Ram stating while he was driving the right tie rod broke and the vehicle is on the side of the road. Customer stated he saw on line there was a recall for this issue, and would like to know if his vehicle is under the recall
Briefly summarize what the customer is expecting: Customer expecting information on the recall involving the right tie rod
Agent advised the customer that he does fall under the N62 & H46 recall.
Agent also advised the customer that this recall is on backorder right now.
Agent advised the customer that he would have to have the vehicle towed to the nearest dealership and have them do a diagnostic on the vehicle.
Agent researched & updated nearest dealership information
Agent offered to transfer the customer to the dealership, but he declined at this time
Customer stated he will have the vehicle towed to the dealership and he will give them a call
The part required to provide a permanent remedy for recall H46 & N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is ([redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: N/A
Reassigned to 961

*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	03/12/2014	***Built Date***	11/03/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/19/2005	***Mileage***	101,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FLOYDS KNOBS IN[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods broke

Briefly summarize why the customer is contacting Chrysler:Customer stated he was driving and hit pothole and tie rod ends broke and damaged wheel. Customer stated he received recall notice and had previously had vehicle inspected but was told vehicle did not need tie rod ends replaced. Customer stated he wanted it recorded that he had issue despite not being included in recall. Customer stated he also wanted it recorded that he was very pleased with dealership level of service and with Chrysler standing behind product because they are repairing tie rods and wheel at no charge to him. Writer called dealership and spoke to SA Angela who stated customer will have charge for brake pads and for rental vehicle. Writer returned to customer and advised him SA Angela stated they got parts today so he should have vehicle back soon. Writer thanked customer for calling.
Briefly summarize what the customer is expecting:Customer wanted to record tie rod issue and comments about dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1 B[redacted]	***Open Date***	03/12/2014	***Built Date***	11/22/2010		
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	05/13/2011	***Mileage***	37,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	QUINTON OK[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted Williams CJD
Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Customer called as the left tie rod broke on her vehicle and this is the N49 recall. Customer stated that she has been waiting since Monday 3/10/2014 for the part. Customer stated that her family is planning on moving soon, and would need a rental truck if the part is not available soon. Agent contacted Gaylin SM at Williams CJD who stated that this vehicle is on a priority and the left tie rod part should be in 3/11/14 or 3/12/14. Gaylin SM stated he was speaking with her husband and let him know this information. Agent stated to Elizabeth if she has any further concerns to contact CAC.
Briefly summarize what the customer is expecting:
Priority for the N49 recall, eta 3/12/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A0	7G[redacted]	***Open Date***	03/12/2014	***Built Date***	02/21/2007	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	06/14/2007	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	***Dealer State***	AR	***Dealer Zip***	72908

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PECULIAR MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement for parts to get recall completed

Briefly summarize why the customer is calling: Customer is calling because he states that the left tie rod has broke and he states that his vehicle is at an IRF and they have ordered the part and they state that it will be coming in tomorrow and he is seeking reimbursement for the part because he cannot wait until the part comes in at the dealership.
Briefly summarize what the customer is expecting: Customer is expecting to get reimbursement for the part.
Agent advised customer that he would not be eligible for any reimbursement because he would have to have a mopar part installed on the vehicle and the mopar part for the recall in not available at all in the country as it is on national backorder. Agent advised customer that in order to get the recall completed it has to be done at a Chrysler dealership not an IRF.
Customer contacting Chrysler stating that he s very frustrated that this part is not available. Customer stated Chrysler should be paying for the part and labor to have an after market part put on because the parts are not available. Agent advised we will not be participating in reimbursement for an after market part being put on the vehicle. Customer stated he has no other choice because he cannot wait a month for the part. Agent advised that lost time is a consequential expense and we are only liable for replacing the recall part. Agent advised at this point he can put the after market part on but he will have to pay for parts/labor and once MOPAR part becomes available he can have it replaced with that part. Customer stated he is going to contact an attorney.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ET0	AG1[redacted]	***Open Date***	03/13/2014	***Built Date***	11/30/2009	
Model Year	2010	***Body***	DJ7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	01/03/2011	***Mileage***	15,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60255	ADVENTURE CHRYSLER JEEP			
Dealer Address	36845 EUCLID AVE				
Dealer City	WILLOUGHBY	***Dealer State***	OH	***Dealer Zip***	44094

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MAYFIELD VILLAGE OH [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Changed Email Andress
Recall - N49: LEFT TIE ROD - Other	N49 LEFT TIE ROD
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling Ram to inquire about information on the N49 recall. Customer states they plow snow for a living and last night they were plowing snow when all of a sudden the left tie rod assembly broke off. Customer states they were almost killed and did not even know they had a recall on the vehicle. Customer states that they had the vehicle towed to a local mechanic (non-Chrysler) to have the tie rod repaired when their brother mentioned to them that this is a recall. Customer states that they received nothing in the mail stating they had a recall or could possibly have a recall on their vehicle. Customer states that they want reimbursement for the part they are about to put on because they need money and can t have their vehicle sitting at the dealership for three weeks.
Briefly summarize what the customer is expecting: to get reimbursement for the part they are about to put on their vehicle.
Agent advised customer that they could try to apply for reimbursement but its highly unlikely because the work that is being done is not at a Chrysler dealership and they are not getting the recall part put in.
Agent also advised that this is a very large recall and that Ram is doing their best to ensure the parts they release are Ram Tough.
Customer states their dissatisfaction and demands a manager.
Agent advises customer that any kind of manager call back is a 1 business day wait.
Customer agrees to have manager call back and disconnects.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]

Reassigned to 961
Briefly summarize why the customer is contacting Chrysler: The customer is calling because he just received a survey on the agent he worked with earlier this week. Customer stated his vehicles tie rod broke and he had the tie rod repaired at local garage. Customer states he was unable to wait until the part becomes available because he uses his vehicle for work. Customer stated he was given a mailing address for possible reimbursement by his dealership. Agent stated AC ID 17420 to the customer. Agent advised the customer to call back in a week or two for an update on his reimbursement. Customer understood and disconnected.
Briefly summarize what the customer is expecting: The customer is reimbursement for his tie rod.
*** Supervisor Callback ***
Supervisor called customer after review on survey. Supervisor left voicemail advising to call back. Supervisor can review the invoice and proof of payment for the repair that occurred at IRF. Customer can send documentation by fax. If customer calls back please give customer our fax #.
Case will be reassigned to 961.
Customer stated they wanted to know the status of the claim. Customer stated they submitted for reimbursement. Agent informed customer it has been approved and they will receive a check in the amount of $323.29.
Case number [redacted]
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	03/13/2014	***Built Date***	03/03/2011	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	05/31/2011	***Mileage***	32,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer added a phone number on file.
Recall - N49: LEFT TIE ROD - Other	Customer states that parts are not available.
Product - Wheels and Tires - Tires - Other - Unknown	Customer states that the tires are damaged as a result of the recall.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that when he was driving through the neighborhood, the tie rod ends snapped while driving home. Customer states that he was lucky he was driving in the neighborhood so there was no accident. Customer states that when the tie rods broke, the arm feel inside his wheels and now has a groove inside his wheel. Customer states that he called his mechanic and had his vehicle towed to their mechanic and had to call the cab home. Customer states that the local DLR told him that parts are not available at this time. Agent advised the customer that parts are not available. Agent apologized to the customer. Agent told customer that the customer can repair his vehicle at the IRF and submit for possible reimbursement, but there are no guarantees. Agent provided customer with the address to submit for possible reimbursement. Agent also gave customer the CAIR number. Agent advised the customer that we have documented his concerns, we review things internally.
Briefly summarize what the customer is expecting: Customer would like his vehicle repaired under the recall warranty.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Reassigned to 961
customer gave email as [redacted]
Customer calling back regarding their wheel. Customer would like to know what could be done. Agent advised that they could have the wheel repaired and once the recall is final and the parts are available to complete the recall we could look into reimbursement. Customer understood and would like to express their concern and dissatisfaction towards the situation. Agent advised that it would be notated.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014

Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D6	5G[redacted]	***Open Date***	03/13/2014	***Built Date***	12/10/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	03/25/2005	***Mileage***	120,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65258	BEMIDJI CHRYSLER CENTER LLC			
Dealer Address	755 PAUL BUNYAN DRIVE NW				
Dealer City	BEMIDJI	***Dealer State***	MN	***Dealer Zip***	56601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PUPOSKY MN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Vehicle broke down and parts fell off
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s vehicle broke down in the middle of nowhere and the customer is in the logging business. Customer wanted to know what the status was for this N62 recall.
Briefly summarize what the customer is expecting: Agent informed the customer that the parts are not available at this time and Chrysler will be issuing second letters to the customers when the parts become available. Agent said that the dealership would need to order parts accordingly after the diagnosis is done, and sign off on fixing the recall. Agent said if the dealership deems the diagnosis to be the N62 recall, the customer would only be responsible for the tow bill, and would be able to send in the receipt for possible reimbursement. Agent said she would document the concern, and offered to call the dealership. Customer said he would just call the dealership from his cell since it didn t have much battery left.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: no email
Reassigned to 961
Customer contacting CAC back to speak with NP257. Agent advised customer she does not have direct extension. Agent can deal with concern. Customer contacting CAC back as he has spoken with DLR 65258 and they said to repair part. Customer contacting back to have documented. Agent advised customer it will be documented. NP275 informed customer he can file for potential reimbursement. Agent advised customer he can not file for potential reimbursement until parts are available. But to work with dealer concerning repair as they are the ones that re technically trained. Customer has been. Agent advised at this time parts not available until mid April at the earliest.
AM has discussed the case with the dealer 65258. Customer s vehicle is stranded in the woods. Dealer has run the VIP on the vehicle, and the recall N62 DOES NOT APPLY to this vehicle. Customer stated that he needs a tie rod end and that he will install himself. For customer goodwill,

dealer and AM have agreed to reimburse the customer for the cost of the tie rod end, estimated to be $60. Dealer stated that he will cut a check to the customer, and AM has agreed to reimburse the dealer that amount. Dealer to inform the customer that this is the extent of the goodwill available for this vehicle.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers. Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL8	AG[redacted]	***Open Date***	03/13/2014	***Built Date***	01/19/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	02/17/2010	***Mileage***	84,840	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	***Dealer State***	WV	***Dealer Zip***	26301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DOROTHY NJ[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	recall information
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer stated
the recall part broke in their vehicle and because the recall part was
not available for another month they have to pay for rental vehicle.
Customer does not want to pay a months worth of rental.
Briefly summarize what the customer is expecting: Customer seeking rental
assistance.
Agent advised customer that they do not have a service contract and
recall rentals are not covered under warranty. Customer understood. Agent
advised customer there case would been sent for special tracking and they
would be notified when the part is available.
The part required to provide a permanent remedy for recall N49Ù
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: na
Reassigned to 961
Customer called stating his Tie Rod has snapped and he wants a rental.
Agent advised she could not authorize a rental, customer states he will
attempt to reach Chrysler Group LLC s President to obtain more
information about the recall.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2EL4	BG[redacted]	***Open Date***	03/13/2014	***Built Date***	09/30/2010	
Model Year	2011	***Body***	DJ7H62	DODGE RAM SLT 4X4 2500 REG CAB			
In Service Dt	10/22/2010	***Mileage***	68,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	P12	BRIGHT RED					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67484	RICE CHRY-PLYM-DODGE INC			
Dealer Address	3033 ALCOA HIGHWAY				
Dealer City	ALCOA	***Dealer State***	TN	***Dealer Zip***	37701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KNOXVILLE TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Left Outer Tie Rod Assembly
Corporate - Internet Transactions - Default - Default - Default	Recal link on MOC dashboard is not working
Corporate - CNA Change - Default - Default - Default	update customers information
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated they had the N49 recall but that parts are not available and he is mad about having to wait so long. Customer stated they are going out of town next week and they wanted to have it done already. Customer stated they can sign into MOC but when they click Recalls it gives an error message Not Connected.
Briefly summarize what the customer is expecting: Customer expects to have recall completed and to have recall link fixed on MOC.
Agent advised customer that they would be assigned to a special tracking team and be notified when the parts become available.Agent advised that the Recall link on MOC is broken at the moment and to use the contact us link instead. As per 86A
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: b[redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.

*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	03/14/2014	***Built Date***	11/05/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	10/23/2010	***Mileage***	20,128	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted] 727-0606
	PRETTY PRAIRIE KS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Existing Cair.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
recall on left tie rod ball stud
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I need help... I have been waiting for over 2 months on the part to come in. I have my name on a waiting list at 2 dealerships. They both keep saying that the part is on backorder.. and I have 28 people ahead of me that are also waiting. do you know what the hold up is on the parts?? I use my 2010 dodge diesel to pull my horse trailer. and now that the weather is getting nicer.. I will be towing more. What are the chances of me losing control because the part breaks? Then have a wreck and injuring or killing me and my horses??? This is a big concern. Can you please give me some answers??
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
You will receive an email notification as soon as parts become available.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Hayley
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL*****
Reassigned to EB460 for survey bypass, existing cair[redacted].

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	6G[redacted]	***Open Date***	03/14/2014	***Built Date***	02/11/2006	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/08/2006	***Mileage***	181,835	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42076	DENNIS CRAIN DODGE-CHRYSLER INC			
Dealer Address	HIWAY 15 SOUTH				
Dealer City	WINNSBORO	***Dealer State***	LA	***Dealer Zip***	71295

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WINNSBORO LA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Vehicle undrivable due to N62 recall failing
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his vehicle is currently undrivable after the recall part that was put in his vehicle for the N62 broke. Customer is unsure of how to get his vehicle into the dealership, and additionally states that if they re just going to put the same tie rod in, he s not sure he wants it, since it broke so soon after having the recall done.
Agent called over to dealer 42076 and spoke to SA Shawnda. Shawnda states that once he gets his vehicle in for diagnosis, they can order him another tie rod, and it would not be the same part from the recall as that part has stopped production entirely. Shawnda states they could do that repair and the customer could keep the receipts for this repair and file for reimbursement afterwards. Informed customer of this, though agent still needs to look into towing. Customer states he might be able to get a friend to tow him over there, but requests that agent look into towing in the meantime and call him back.
Briefly summarize what the customer is expecting: To be towed to the nearest dealership and have a new tie rod put on his vehicle.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Reassigned to 961
Customers vehicle is currently in the dealership, so towing request is no longer needed.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49)

or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	03/14/2014	***Built Date***	09/01/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	10/07/2010	***Mileage***	44,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68937	NAPLETON'S NORTH PALM AUTO PARK		INC	
Dealer Address	3703 NORTHLAKE BLVD				
Dealer City	LAKE PARK		***Dealer State***	FL	***Dealer Zip*** 33403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BILLINGS MT [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental extension
Recall - N49: LEFT TIE ROD - Information Request	seeking updated information

Briefly summarize why the customer is contacting Chrysler: Customer states that she had the recall N49 issued to her vehicle and the other day while driving the tie rod broke. Customer states that her vehicle has been in for repairs for approximately 10 days now. Customer states that she has had a rental truck for 5 days and only had to pay for 1 day. Customer states that she called DLR on Wednesday and the DLR is still waiting for the part to be available and is unsure when her vehicle will be completed and ready for pick up. DLR advised the customer to contact Chrysler for an extension for a rental.
Briefly summarize what the customer is expecting: Customer seeking information on rental extension.
Agent attempted to contact DLR at 561-622-0101 to speak to Holly who assisted the customer but Holly was unavailable. Agent attempted to contact DLR again to speak to SM and SM was also unavailable after trying a few times. Agent provided customer with Service Contract number to provide the number to the DLR. Agent advised customer that customer provide the number to the DLR and advise the DLR that customer spoke to Chrysler and Chrysler notified to her that the DLR is to contact the Service Contract team to seek extension for a rental. Customer understood.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Reassigned to 961
SA Holly Torres is calling to say that customer s vehicle has been in the shop for a month to get worked on because his left tie rod broke due to a recall and customer is currently in a rental and was got it from his Service contract. SA Holly had already talked to service contract and they said that he s past his 5 days rental but Holly is calling to see if he can get an extension on it until his vehicle is fixed. Agent advised

Holly that she d have to speak to service contracts and she said she did already but they will only authorize it for 5 days. Holly was requesting a case manager to call her back. Agent advised customer that a case manger wasn t assigned to her case so she asked if a supervisor could call her back.
Agent advised customer that it would be a one business day call back. She said that s fine, she just wants this resolved for the customer.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: 000-000-0000
Reason for request: SA Holly looking to get an extension for customer s rental
CAIR assigned to: (Supervisor NIC) JE779
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
**********Supervisor Call**********
Writer left vm at dealer for SA Holly. Advising that they reach out to the AM for further assistance on the extension.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	7G[redacted]	***Open Date***	03/17/2014	***Built Date***	06/23/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/27/2007	***Mileage***	180,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61884	TOM O'BRIEN CHRYSLER JEEP NORTH			
Dealer Address	4630 E 96TH STREET				
Dealer City	INDIANAPOLIS	***Dealer State***	IN	***Dealer Zip***	46240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	INDIANAPOLIS IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Dealer Delayed/Refused Appointment	recall inquiry
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: David stated that a tie rod broke a month ago and caused the vehicle to crash into a pole. Customer stated that he would like to know if there are any recalls he should have completed.
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is xxx-xxx-xxxx
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part

to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	5G[redacted]	***Open Date***	03/17/2014	***Built Date***	11/11/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/16/2005	***Mileage***	127,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45031	ALL AMERICAN CHRYSLER JEEP DODGE		OF MIDLAND	
Dealer Address	3801 W WALL ST				
Dealer City	MIDLAND	***Dealer State***	TX	***Dealer Zip***	79703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIDLAND TX [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall information

Briefly summarize why the customer is contacting Chrysler:Customer called seeking recall information.
Customer states that the right tie rod ball end broke on vehicle and is inquiring if there was any recall on that.
Customer states that the clutch fan broken twice,air conditioner needed replacing.heatercore need replacing.,
blenderdoor was replaced,right rear passenger window,horn blows at various volumes,transmission needed repair,
most repairs were before 100000 miles.
Customer states he wont purchase another dodge.
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
Briefly summarize what the customer is expecting:Customer expects recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL7	BG[redacted]	***Open Date***	03/17/2014	***Built Date***	02/10/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	03/11/2011	***Mileage***	52,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44968	WESTSTAR CHRYSLER DODGE JEEP			
Dealer Address	403 EAST I-20 FRONTAGE ROAD				
Dealer City	MONAHANS	***Dealer State***	TX	***Dealer Zip***	79756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MONAHANS TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Inquiring about parts for recall N49
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Parts not available
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he has recall N49 and when he went to go on a trip the tie rod broke in half. Customer would like satisfaction.
Agent advised that at this point there is nothing we can do to speed up the process and we can only send this to our unavailable recall parts department who will contact him once there is further information on part. Customer stated he is going to contact higher up as he is not getting any satisfaction.
Briefly summarize what the customer is expecting: Would like parts for this recall.
The part required to provide a permanent remedy for recall N49Ù is currently not available. Advised customer that their case will be assigned for special tracking until the part becomes available. Advised customer that an email will be sent when the second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Reassigned case to 961.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	7J[redacted]	***Open Date***	03/17/2014	***Built Date***	10/04/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/11/2007	***Mileage***	118,906	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60147	PORTERVILLE CJD			
Dealer Address	777 WEST OLIVE AVENUE				
Dealer City	PORTERVILLE	***Dealer State***	CA	***Dealer Zip***	93257

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DUCOR CA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states his tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states he was driving down the road when his tie rod broke. Customer states he then contacted DLR 60147 and was advised they do not have the part available to fix the vehicle and advised him to have an after market part installed on the vehicle and to seek reimbursement. Agent advised the customer we are unable to provide reimbursement for an after market part. Customer requested the agent contact DLR 60147 and advised SA Rodney of the information. Agent contacted SA Rodney and advised him we would not be able to provide reimbursement to the customer on an after market part.
Briefly summarize what the customer is expecting: Customer is seeking information on possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	03/17/2014	***Built Date***	03/16/2006	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	05/27/2006	***Mileage***	14,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA			
Dealer Address	5001 GRIZZLY COURT				
Dealer City	MISSOULA	***Dealer State***	MT	***Dealer Zip***	59802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	REPUBLIC WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Incomplete recall
Corporate - CNA Change - Default - Default - Default	Report used sale update
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer stated the left tie rod broke on the vehicle. Customer stated they contacted a DLR and was not put on a waiting list and was advised it would be 6 months. Customer stated they just purchased the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall part.
Agent advised customer that the part was on back order. Agent advised customer that the case would be sent for special tracking. Agent advised customer rentals are not provided on recall parts. Agent attempted to contact a different DLR for waiting list but DLR was closed. Agent advised customer to contact in the morning. Agent updated CNA.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: na
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL9	AG[redacted]	***Open Date***	03/17/2014	***Built Date***	02/19/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/23/2010	***Mileage***	114,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43716	JOHNSONS OF CHICKASHA INC			
Dealer Address	3121 SOUTH 4TH STREET				
Dealer City	CHICKASHA	***Dealer State***	OK	***Dealer Zip***	73018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	AMBER OK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rods are broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling about his tie rods.
Customer states that he had to replace them once already under warranty.
Customer states that the tie rods are broken again.
Briefly summarize what the customer is expecting: Customer is expecting to know what to do.
Agent advised customer that he would need to get the vehicle to the DLR so a diagnosis can be done.
Agent advised customer that a tow would be at his cost and he would be able to contact us back after the vehicle is diagnosed at the DLR.
Customer declined tow.
Reassigned to PC739 for survey by-pass; undiagnosed, possible recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	03/18/2014	***Built Date***	03/16/2006	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	05/27/2006	***Mileage***	123,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA			
Dealer Address	5001 GRIZZLY COURT				
Dealer City	MISSOULA	***Dealer State***	MT	***Dealer Zip***	59802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	REPUBLIC WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Tie rod broke.
Product - Unknown - Unknown - Accident - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

Briefly summarize why customer is calling Chrysler: Customer called in regards to the N62 recall on his vehicle. Customer stated that he was driving the vehicle with his family inside and the tie rod broke, causing a minor accident. Customer stated that he would have to have the vehicle towed and repaired as it is his only means of transportation. Customer stated that he just purchased the vehicle and was on his way home when the tie rod broke. Customer stated that he wanted to know if he would be reimbursed for his repairs and towing.
Briefly summarize what customer is expecting from Chrysler: Customer is expecting to receive recall reimbursement information. Agent advised customer that there was no guarantee that he would be reimbursed if he had the repairs done on the vehicle. Agent advised customer that they would provide him with the mailing address for reimbursement consideration but the customer stated that he would call back once he needed it. Customer stated that he would be buying parts for the repairs tomorrow.
Reassigned to 86Y.
As per Lines 14-15 the repairs are not completed, unable to complete reimbursement
Recalls need to be completed at Authroized Chrysler dealership and not directed to IRF.
Reassign back to VP239 for next steps.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
See CAIR #: [redacted] - duplicate CAIR
Reassigned to PG725 for followup
please contact customer
Unable to contact customer
Unable to contact customer

CUSTOMER CONTACT [redacted]: Agent called the customer and spoke to Margaret the customers wife. Agent asked if they have already had the repairs completed and was advised they have been completed at an independent facility. Agent asked if they know if this was the first replacement. Customer stated that they do not know because they had only owned the vehicle for 1 week. Agent explained that this recall is on the MOPAR service parts. Customer inquired as to what MOPAR was. Agent explained that MOPAR is the band of parts that Chrysler uses. Agent explained that this recall is not on the factory parts. Agent stated that to qualify for reimbursement they would need to show that they had the factory parts break and were replaced with MOPAR replacement parts and the replacement parts failed again. Customer stated that there is no way of knowing this. Customer took agent name and number in case Zach wanted to call himself for the information. Customer thanked agent for the information.
Note: Customer is PDT time- 3 Hours behind EST time. Calls to customer can be made up until 12:00 AM EST.
Reassign back to VP239- Please close case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A9	7G[redacted]	***Open Date***	03/18/2014	***Built Date***	03/29/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	04/30/2008	***Mileage***	81,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43888	BEAR CHRYSLER-DODGE-JEEP INC			
Dealer Address	1243 EAST FRONT STREET				
Dealer City	BERWICK	***Dealer State***	PA	***Dealer Zip***	18603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEWISBURG PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer stated that his right tie rod broke. Customer stated that the recall #N62 states that the left and right tie rod is to be replaced. Agent advised the customer that the dealership would first have to determine if the recall applies to his vehicle because the dealership 43888 would first inspect the vehicle for a Mopar service parts steering linkage that might have been installed during a prier service appointment. If his vehicle has the original style steering linkage then the vehicle can be immediately returned to the customer.
Briefly summarize what the customer is expecting: Recall #N62 information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	BG[redacted]	***Open Date***	03/18/2014	***Built Date***	02/22/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	05/17/2011	***Mileage***	107,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44303	WYATT ARP CHRY-DODGE INC			
Dealer Address	1550 W KINGSBURY				
Dealer City	SEGUIN	***Dealer State***	TX	***Dealer Zip***	78155

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MARION TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking information on recall parts
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the tie rod as it is broken. Customer would like a rental truck or us to repair it until the new recall parts come out.
Briefly summarize what the customer is expecting: Customer is expecting to have the truck fixed as this is a business vehicle. Agent advised customer that there is now a delay as a new part will be used rather than the original that was planned for the fix. Agent advised customer that Dealers should start receiving limited quantities of updated parts the week of April 14th. Agent advised customer that we would not be able to provide a rental vehicle nor fix the truck until the new parts becomes available.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler: Customer calling in requesting to receive information on the recall, as they were advised by the dealership that the recall replacement parts were recalled.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on how to obtain the recall part sooner than they were advised by the dealership.
Agent Advised: Agent advised customer that they spoke with an agent previously who provided them the correct information regarding the limited availability of the part. Agent then contacted the customers dealership, at dealer ID 26825, and spoke with SA Ray. Agent advised Ray

to put customer on the waiting list for her to be notified when the part becomes available. Agent advised customer of this information and she was happy.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers. Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G[redacted]	***Open Date***	03/18/2014	***Built Date***	07/01/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/02/2005	***Mileage***	155,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59578	GLENDALE DODGE LLC			
Dealer Address	1101 S BRAND BLVD				
Dealer City	GLENDALE	***Dealer State***	CA	***Dealer Zip***	91204

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LA CRESCENTA CA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	addresss and phone number given
Recall - F19: ROLL OVER VALVE HOSE - Advise Owner/Incomplete Recall	incomplete
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	incomplete
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	incomplete

Briefly summarize why the customer is contacting Chrysler:Customer is calling because he just got back from his vacation and when he jumped in his truck the left tie rod broke in his laneway
Briefly summarize what the customer is expecting:Customer expects to get number of Chrysler towing assistance. Customer also would like the name and number of closest dealership.
Agent advised: Customer was given Chrysler towing assistance phone number and offered assistance to call either the towing company or the dealership. Customer advised he can call both parties.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	6G[redacted]	***Open Date***	03/18/2014	***Built Date***	07/01/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/30/2005	***Mileage***	170,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66709	AKINS DODGE JEEP CHRYSLER			
Dealer Address	220 WEST MAY STREET				
Dealer City	WINDER	***Dealer State***	GA	***Dealer Zip***	30680

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]57
	ALBEMARLE NC [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	N62 Left outer Tie Rod Assembly
Corporate - Survey By-Pass - Default - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to an issue with the recall. Customer states that an agent named mike was going to get in touch with him to what dealer he has to take his vehicle to about the N62 recall but no one has contacted him back. Customer states the tie rod fractured and he needs the vehicle fixed.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised: The recall parts are unavailable until the week of the 14th of april, customer requested to be put in a rental, agent advised the rental follows the manufacturer s warranty and does not cover rental. Customer wants to know if he pays for the repairs at an IRF if he will be reimbursed, agent advised reimbursement might be reimbursed, customer states he wants a guarenteed reimbursement, agent advised there cannot be any guarentees. Customer demanded to speak to a superviser, agent advised there is a 1 business day callback. Customer states if he does not recieve the callback within 1 business day he will call his lawyer and sue Chrysler.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: 7[redacted]
Reason for request: Customer is very angry that the parts will not be available and he needs the vehicle fixed ASAP.
CAIR assigned to: (JE779)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Call ([redacted]): no answer / voicemail full
Supervisor Call ([redacted] spoke with MR [redacted]
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961

*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	5G[redacted]	***Open Date***	03/18/2014	***Built Date***	04/04/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/28/2005	***Mileage***	53,665	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43570	KARL KLEMENT CHRYSLER-DODGE-JEEP			
Dealer Address	500 N HIGHWAY 287				
Dealer City	DECATUR	***Dealer State***	TX	***Dealer Zip***	76234

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPRINGTOWN TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Wants to know if he will be reimbursed for repairing his vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the tie rod on his business vehicle has fractured and rendered the vehicle undrivable. Customer knows the part to fix it is currently unavailable, but he d like to know if he could have it fixed and be reimbursed later.
Briefly summarize what the customer is expecting: To be told if he will be reimbursed for recall.
Informed customer that there is no guarantee when it comes to reimbursement, as there is a process we need to follow. Customer is upset. Agent asked if customer has had his vehicle diagnosed for the fracture yet, customer says no. Informed customer that we would need to have the vehicle diagnosed by a dealership to make sure the fracture was due to the recall, first and foremost. Called DLR 43570 to reach an SM about setting up a diagnosis appointment and to discuss the possibility of putting customer on high priority when the recall comes out, as he does own 6 vehicles from our brands and needs his vehicle for his business. Could not reach SM, left case number and contact number for SM DAN to call back in with.
Next agent, if SM Dan calls in, please discuss possibility of putting customer on a high priority waiting list for the tie rod recall. Customer does not know we are looking into getting him on high priority list and just knows he will be needing a diagnosis on his vehicle.
SM Dan from KARL KLEMENT CHRYSLER called stating that this vehicle is not in their files. Agent relayed information from lines 19-25. SM states that the vehicle has not been inspected. SM states that all the parts had to be sent back to Chryslerand that there are no parts available now until April. SM reports that the customer. SM states that it would be the customer s decision if he chooses to have the repair completed with aftermarket parts at another facility.
Attempted to reach customer at primary phone number but received voicemail. Informed customer of lines 27-29.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	03/19/2014	***Built Date***	11/22/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/23/2010	***Mileage***	50,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	NEWPORT NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer verifying recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke off
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling for rental vehicle.
Briefly summarize what the customer is expecting: Customer seeking assistance with rental vehicle. Customer stated the tie rod broke off the vehicle on 03/15/2014 the vehicle is currently at the dealership for repair. Dealer advised the parts or on backorder and not available to order. Agent advised we can not provide rental assistance for recall related issues. Customer requested supervisor call back.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer requesting a rental car. Customer has N49 recall on vehicle, the tie rod broke off. Advised customer with no service contract we can not offer a rental vehicle.
CAIR assigned to: LB546
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer called back to go over the case. Customer stated he had spoken to another agent earlier and wasn t able to get anywhere. Customer stated he needs to vehicle for work and is not able to leave at the dealer for an extended period of time.
Agent called the dealer and spoke with SM Mike who confirmed the customer s vehicle is at the dealership. SM stated the vehicle requires

the recall parts to complete the repair. SM stated he was going to speak to his AM tomorrow to see if there would be a temp fix to get the vehicle back to the customer till the recall parts become available. Agent asked if it was possible to complete the L16 recall a second time so the customer could have the vehicle back. SM stated he will call to follow up on the case tomorrow once he has spoken to the AM.
****
****SUPERVISOR CONTACT****
Customer contacted at phone number [redacted]. Customer states that he called another number and problem is taken care of.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	03/19/2014	***Built Date***	02/14/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/13/2008	***Mileage***	125,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60179	QUINN CHRYSLER DODGE, LLC			
Dealer Address	3250 SE WASHINGTON BLVD				
Dealer City	BARTLESVILLE	***Dealer State***	OK	***Dealer Zip***	74006

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DELAWARE OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall part information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod
Corporate - CNA Change - Default - Default - Default	
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they received a recall notification in the mail regarding their vehicle. Customer contacted the dealership and they were advised of the limited availability of the recall part. Customer also states that their right tie rod broke, and feels as though it should be under the recall.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on how to obtain the part sooner than the dealership advised in order to complete recall.
Agent Advised: Agent contacted the customer s dealership and spoke with Krystal, who confirmed that the customer is on the waiting list for the part. Agent advised customer of this information and advised that their case will be assigned for special tracking until the part becomes available.
****
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]

Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.

Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG[redacted]	***Open Date***	03/19/2014	***Built Date***	10/14/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/28/2011	***Mileage***	36,620	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60196	MAC HAIK DODGE CHRYSLER JEEP			
Dealer Address	5255 S IH 35				
Dealer City	GEORGETOWN	***Dealer State***	TX	***Dealer Zip***	78626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AUSTIN TX [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer within parameters
Referral - Other - Default - Default - Default	referral to roadside
Corporate - Rental Vehicle - Default - Default - Default	seeking rental
Recall - N49: LEFT TIE ROD - Information Request	tie rods went on the vehicle
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called the tie rod on his truck came apart. Customer states he is sitting on the side of the road and wants to know if he can have the recall done. Customer states he called the dealership and they don t have the parts. Customer asked when they will get the part. Agent advised that as of right now we do not have the parts available. Agent advised dealers should start getting parts the week of April 14th 2014. Customer asked if he can get a rental vehicle. Agent advised we can escalate the case to our rental department as per PG725. Customer meets the matrix. Agent advised he will be contacted by the rental department when they have a decision. Agent transferred the customer to Roadside.
Briefly summarize what the customer is expecting: Tie rod repair
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none
Reassigned to 86R
Reassigned to JD1460.
Please process rental as per DCP15.
Email received with direction from DCP15 requesting rental assistance be provided.
DEALER CONTACT:Writer called dealer 60196 at 512-930-7900 and spoke with SM Brian who advised that customer vehicle has been repaired and customer is coming to pick up vehicle today. SM Brian advised that he received permission from AM to repair vehicle with tie rod that was in inventory.
CUSTOMER CONTACT:Writer called customer at [redacted] and customer confirmed that dealer has repaired his vehicle and is aware that he will still need to take his vehicle back to the dealer when part for N49 recall becomes available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL9	AG[redacted]	***Open Date***	03/19/2014	***Built Date***	06/14/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	11/01/2010	***Mileage***	56,485	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61595	MC PEEK'S DODGE ANAHEIM			
Dealer Address	1221 S AUTO CENTER DR				
Dealer City	ANAHEIM	***Dealer State***	CA	***Dealer Zip***	92806

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESTMINSTER CA [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking bigger rental vehicle
Recall - N49: LEFT TIE ROD -	Customer tie rod broke

Briefly summarize why the customer is contacting Chrysler:Customer called as his tie rod broke and customer has recall N49 on vehicle. Customer states he was backing out of his driveway Thursday afternoon and his tie rod broke. Customer states his insurance company towed his vehicle to dealership. Customer states he uses his vehicle for work purposes and can not work without vehicle. Customer states the small rental car they can offer is not what he can use for work.
Briefly summarize what the customer is expecting:Customer seeking bigger rental vehicle.
Agent advised customer dealerships are not going to be getting parts until on or around the week of April 14, 2014. Agent advised customer agent could not guarantee customer would get a bigger rental vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 7[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?24100
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
2nd Owner; OOW Basic Warranty
Within PTW, 20 months or 43,000 miles
Household 0, New 1, Used
Service Contracts; Expired
Status update provided via email to the following email address:
[redacted]
My name is Misty and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66235
My hours in the office: 8:30 am- 4:00 pm
I will review your case and contact you by the end of business today.
End of Status Update
Writer attempted to contact SM at (24100). Left message, requesting call

back.
Writer emailed SM Ken at (24100).
Writer contacted SA Dean. He advised that DLR was going to repair the vehicle with replacement factory parts. The vehicle will be returned to customer today. SA stated that he would call the customer and inform them of repairs.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer advised he spoke with SA Dean today regarding repairs having been completed. Customer will be picking up vehicle later today. Customer stated when vehicle was towed, tow truck driver advised him the rotor may have gotten messed up due to towing. As well as the tie rod may have gotten bent. Customer is concerned with these statements and is going to observe his vehicle when he gets it back to see if any of these issues exist. Customer stated that he did not receive a rental from the DLR, he actually borrow a vehicle. Writer advised a follow up on Monday 3/24/2014.
Writer attempted to contact customer. Writer left message requesting a call back. Writer will follow up 3/25/2014.
Customer contacted writer advising that he did pick up his vehicle on 3/21/2014. He stated that the steering wheel is now pulling to the right about an inch. Customer says that his truck did not do this before he had repairs done. He would like it to be repaired due to the fact that this is his work truck and he does tow heavy trailers frequently. He said the service department told him that his truck was fine when he picked it up. DLR replaced the steering arm as well as did an alignment customer stated. Writer advised a follow up on 3/26/2014 after addressing customers concerns with the SM.
Writer attempted to contact SM. Left message, requesting a call back.
Writer contacted customer advising they have not been able to address concerns with SM yet. Writer will follow up no later than 3/28/2014.
Writer attempted to contact SM. Left message, requesting call back.
Status update provided via email to the following email address:
[redacted]
I apologize but I have no current updates for you. I am exhausting my resources and I am hoping I will have an update for you no later than 4/1/2014. I appreciate your patience and will keep in contact with you. You are always welcome to call me if you have any questions.
End of Status Update
Writer spoke with SA Dean at (24100) he stated customer could bring his truck back in and they would be happy to look at the steering. SA stated that there may be cost to the customer due to the fact that he does tow heavy trailers. SA said that they did inform customer when he picked up his truck the steering was loose.
Writer contacted customer and advised him that he would need to take his truck back in to have the steering looked at. Writer also informed customer that there may be some additional costs for repairs. Customer said that would be totally unacceptable to him if he had to pay for anything since this was related to a recall repair. Writer said they would see what they could do once there was an update available. Customer said he would call tomorrow on 4/2/2014 and schedule an appointment to take truck into DLR. Writer will follow up no later than 4/4/2014.
Writer received a voicemail on 4/3/2014 from customer stated that he is extremely upset with current situation. Customer said he spoke with SM Dean at (24100), and was told that he would not be provided a rental due to the fact that current repairs needed are not warranty work. Customer is not happy and wants his truck fixed to how it was previously before recall repairs. Customer requested a call back from writer.
Writer contacted SM Rick. SM stated that the last time the customer was in was on 3/14/2014. From what SM Rick understood the conversation that went on between SA Dean and customer on 4/3/2014. Customer was requesting a guarantee of all costs to be covered on repairs to his truck. SA Dean advised him that until the truck comes into DLR and has a current diagnosis he cannot guarantee cost assistance. Customer told SA Dean he needs to have his truck towed in now because something is broken. SA Dean was not available to talk to today. Writer advised they will contact customer and follow up on current concerns.
Writer contacted customer regarding current situation with his truck. Customer stated that he will not go back to Huntington Beach dodge (24100). He requested to take his truck to a DLR In Anaheim. Customer

stated that he refuses to pay for any repair costs to him. Customer feels the problems with his truck are due to the repairs that went on for the recall on his truck. Customer said he would email writer with the information as to which dealership he wishes to go to. Writer advised a follow up no later than 4/8/2014.
Status update provided via email to the following email address:
[redacted]
I am sending you an email so you can forward me the information as to which dealership you wish for me to contact. Thank you and have a great weekend.
End of Status Update
The part required to provide a permanent remedy for recall N49 is currently not available. Advised customer that their case will be assigned for special tracking until the part becomes available. Advised customer that an email will be sent when the second letter detailing part availability is sent to customer. Preferred Morning/Midday call back number is [redacted] . Preferred Afternoon/Evening call back number is [redacted]; Customer email address for case updates: [redacted] Reassigned case to 961.
Writer attempted to contact customer at [redacted] Left message, requesting call back.
Begin Customer Message reviewed:
Mc Peek s Dodge Of Anaheim
1221 S Auto Center Dr
Anaheim, CA 92806
End of Reviewed Customer message
Writer contacted customer at [redacted]. Writer was attempting to explain per lines 118-122 and call got disconnected.
Writer attempted to call customer back and got voicemail. Writer left message requesting call back.
Customer returned call to writer explaining he was driving threw bad area for reception. Writer explained they have put their case in special tracking for parts. Writer advised they were following update pertaining to the N49 recall and would contact him as soon as parts would be available for repair. Customer said he refuses to work with Huntington Beach dodge (24100) in the future and requests to work with Mc Peek s Dodge of Anaheim. Writer advised they would contact SM at Mc Peek s and discuss options for a rental possibly. Customer explained it is unacceptable to him to continue driving his vehicle while waiting for parts because replacement parts are causing more damage to his truck. Customer alleges the tires are wearing a lot faster due to the steering pulling to the right. Customer feels if he continues driving his truck until parts arrive there will be a lot more damage. Customer said he will give us 6 more days to get this resolved or he will be contacting an attorney. Writer advised a follow up no later than 4/11/2014.
Writer contacted SM Craig at (61595) explained customers situation per lines 142-150. SM said he has one N49 recall part available he can save for customer.SM said they would check the alignment and suspension as well. SM advised they have time available tomorrow 4/10/2014 to do repair if customer is able. Writer advised they would contact customer.
Writer contacted customer at [redacted] informing him what SM Craig said per lines 153-156. Customer said he would call and set up an appointment for tomorrow 4/10/2014. Writer advised a follow up no later than 4/14/2014.
Writer attempted to contact customer at [redacted]. Left message, requesting call back.
Writer attempted to contact SM Craig. Unable to leave message.
Writer attempted to contact customer at [redacted]. Left message, requesting call back.
Writer contacted SM Craig who stated customer brought there truck in on 4/10/2014. Repairs were finished the same day. SM said customer seemed pleased after repairs.
Writer contacted customer at [redacted]. Customer confirmed repairs were completed and was very satisfied. Customer advised there case could be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T0	9G[redacted]	***Open Date***	03/19/2014	***Built Date***	09/09/2008	
Model Year	2009	***Body***	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB			
In Service Dt	05/30/2009	***Mileage***	53,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44960	JONNY DODGE-CHRY-JEEP			
Dealer Address	1108 W HIGHWAY 275				
Dealer City	NELIGH	***Dealer State***	NE	***Dealer Zip***	68756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATKINSON NE[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Recall information
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer s tie rod broke and is not able to get the recall completed. Customer states that she is already on the wait list at the dealership for parts. Agent informed the customer that the parts are now on backorder. Dealership is now closed but agent would like to call parts department to see if they can move the customer up on the wait list. Agent will send case to resolution team. Once we speak to the dealership we can send case to 961.
Briefly summarize what the customer is expecting:
Expecting to see if we can move customer s name up on the resolution team.
Reason for Dealer Contact: See if parts department can move customer s name up on the wait list and then call her to let her know. Once we speak to her we can send case to 961.
Dealer Code:44960
Dealer Personnel Required: parts
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address: n/a
Reason for assigning to Resolution Team: dealership closed.
Assigned to 86T
Customer called in wanting it noted that her preferred call back number is actually [redacted] as that is a cell phone number and it would be easiest to contact her there.
DEALER CONTACT: JONNY CDJ, | 44960, | 402-887-4182:
SA Roger Huntley:
SA states they are aware of this customer being now broke down, they did mover her on the top of the list because of this.
CUSTOMER CONTACT: [redacted]
Agent advised customer about the position of the waiting list she is in, agent advised she is currently on the top of the list, next to get the part ordered. Customer understood.
Reassigned to 961
*** Below is the System closure Narrative*

Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D5	8G[redacted]	***Open Date***	03/20/2014	***Built Date***	11/29/2007	
Model Year	2008	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	12/31/2007	***Mileage***	58,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43514	SAM LEMAN CHRYSLER DODGE			
Dealer Address	161 DETROIT AVENUE				
Dealer City	MORTON	***Dealer State***	IL	***Dealer Zip***	61550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMINGTON IL[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Other	Customer did not have H46 recall completed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states tie rod is breaking
Corporate - CNA Change - Default - Default - Default	Updated COIN
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he received a letter in the mail for the tie rod recall. Customer states the DLR contacted him and stated the parts are unavailable for the recall now. Customer states the DLR stated there is nothing they can do if the tie rod breaks.
-
Briefly summarize what the customer is expecting: Customer seeking issue resolved.
-
Agent confirmed and updated COIN. Agent contacted DLR and spoke to SA Rob. SA states he can fit the customer in on Monday for the inspection. SA states the customer can contact them to make an appointment. Agent contacted DLR code 43289 and spoke to SA Dave. SA states if the customer wants to stop in today they can do in the inspection. Agent advised customer of this.
-
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part

to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	03/20/2014	***Built Date***	09/28/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	01/07/2011	***Mileage***	94,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23955	FIRKINS C-P-J-E			
Dealer Address	2700 FIRST STREET				
Dealer City	BRADENTON	***Dealer State***	FL	***Dealer Zip***	34208

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRADENTON FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer has weak tie rod and is concerned about having it break
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	ECS
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states he has weak tie rod and was informed by dealer 23955 that parts may not arrive for recall n49 until April.
Customer states he had vehicle inspected by dealer 23955.
Briefly summarize what the customer is expecting:
Agent informed customer that new part must be designed for proper recall repair. Agent informed customer that dealers must place them when contacted on a parts list, notifying them when their parts arrive. Agent informed customer that their vehicle should be inspected by dealer as a first step to see if replacement MOPAR steering linkage is installed because that is the defective part that needs to be replaced.
If original steering linkage installed by manufacturer is still on vehicle, no further action is required.
Agent informed customer that he was part of Chrysler s Enhanced Customer Satisfaction program and that his case would be escalated and a ECS CM will be calling him within 1 business day.
Reassigned to 88W.
Enhanced Customer Satisfaction Team (ECS) *
The customer is being handled by the ECS Team
e part required to provide a permanent remedy for recall N49 is currently not available. Advised customer that their case will be assigned for special tracking until the part becomes available. Advised customer that an email will be sent when the second letter detailing part availability is sent to customer. Preferred Morning/Midday call back number is [redacted] Reassigned case to 961.
Customer contacted CAC. Agent informed customer lines 20-24. Customer is not satisfied. Customer stated they wanted to be contacted in 24 hours with a date when the part is going to be available. Agent informed customer that information is not available at this time.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.

Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6G[redacted]	***Open Date***	03/20/2014	***Built Date***	08/17/2005	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/02/2006	***Mileage***	160,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AUBURN CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA Change
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customers tie rod is broken
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer states left tire rod end is broken on his truck.
Briefly summarize what the customer is expecting:Customer wants his vehicle fixed.
Customer states his left tie rod end is broke and he needs it fixed.
Customer states he needs his vehicle for work.
Customer asked if he could use after market parts for the fix.
Agent advised in order for consideration for reimbursement customer needs to use Mopar parts.
Customer was inquiring about rental vehicle.
Agent advised customer he needed to speak with the dealership about rental.
Agent advised the parts are on back order.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding their vehicle. Customer stated that the vehicle is currently with them with a broken tie rod. Customer stated that the parts are not in yet to complete the recall.
Briefly summarize what the customer is expecting: Customer is seeking a resolution to their problem as well as a rental vehicle for the time being. Agent advised that there is now a delay for the recall as a new part will be used rather than the original that was planned for the fix.
Agent advised dealers should start receiving limited quantities of updated parts the week of April 14th as per AC ID 24057. Agent apologized

for the delay and advised that unfortunately at this time we wont be able to provide rental. Customer is not satisfied and would like to speak to a supervisor. Agent advised that the decision would remain the same.
Customer has requested Supervisor callback
Preferred daytime [redacted]
Preferred evening number: [redacted]
Reason for request: Customer not happy that we could not provide them a rental vehicle
CAIR assigned to: (JE779)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Please contact dealer to see if they would have an interim fix and then contact customer to advise.
Reason for Dealer Contact: Dealership needs to be contacted to see if there is an interim fix
Dealer Code: 25054
Dealer Personnel Required: SA or SM
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: agent could not get call back time and shift is ending
Assigned to 86T
DEALER CONTACT|25054|775-786-1211
SM Art
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
DEALER CONTACT|25054|775-786-1211
SM Art
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
SM Art contacted writer and advised the dealership has not seen this vehicle since 04.2012. 03.27.2014 12:10 PM.
Assigned to AN381 - Returned case for next step.
Agent contacted the customer back to get dealership information since we have the wrong dealership in the system. Customer stated that they have already performed the repair at their dealership called Magnussons in Auburn California. Agent looked up their zip code through find a dealer which is 95602 however the only dealership in Auburn is Auburn CDJR 44709 phone number (530) 885-2900 there s no Magnussons. Agent advised customer we can look into reimbursement. Customer stated that they would still like to speak to a supervisor.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer seeking callback that was not provided previously
CAIR assigned to: (JE779)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Call
Supervisor placed call to customer at requested number [redacted]
Supervisor left message of attempted contact. Supervisor advised an additional call will be made on Wednesday April 2nd.
Supervisor Call
Supervisor placed call to customer at requested number [redacted].
Supervisor left detailed message of attempted contact for the customer. Supervisor advised we are aware of the tie rod concern and request for possible reimbursement. Supervisor stated that if they are the original factory tie rod or non mopar replacement tie rod then we would be unable to assist as the recall is for mopar replacement parts only and the L16 and H46 are steering linkage components. Supervisor advised customer can fax in their documents if they have had mopar replacement parts installed to 1-877-768-5076.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	03/20/2014	***Built Date***	03/15/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/05/2006	***Mileage***	167,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45171	RAINBOW CHRYSLER DODGE JEEP LLC			
Dealer Address	301 RIVERHIGHLANDS BLVD.				
Dealer City	COVINGTON	***Dealer State***	LA	***Dealer Zip***	70433

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EUFAULA OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer is seeking recall information
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer seeking assistance with paying for towing
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is calling: Customer is calling because he states that the tie rod for the N62 recall has broke and he states that he wants us to get the vehicle towed into the dealership at a cost to Chrysler because the customer refuses to pay for the towing that is caused due to a recall.
Briefly summarize what the customer is expecting: Customer is expecting Chrysler to get the vehicle towed at a cost to us.
Agent advised customer that Chrysler does not cover any expenses associated with the recall. Agent advised the customer that we will not cover the cost for towing.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer became very upset and asked to speak with a supervisor and wants a call back by 5pm.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening [redacted]
Reason for request:customer wants the decision changed on the cost for towing.
CAIR assigned to: NC603
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*** Supervisor Callback ***
Supervisor called customer and left a voicemail advising the N62 was for mopar steering linkage being put into your vehicle in a prior service appointment, if this did not occur the problem with your vehicle is not associated with the recall.
Another call will occur on Monday evening.
*** Supervisor Callback ***

Supervisor called customer, no answer. No voicemail left. Case will be closed. N62 recall has been completed, customer has not called back in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A2	8G[redacted]	***Open Date***	03/20/2014	***Built Date***	07/10/2007	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	01/24/2008	***Mileage***	97,354	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24069	SIERRA BLANCA MOTOR CO			
Dealer Address	WEST HIGHWAY 70				
Dealer City	RUIDOSO	***Dealer State***	NM	***Dealer Zip***	88345

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALTO NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking information on recall N62
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	passenger side tie rod broke
Corporate - CNA Change - Default - Default - Default	updated customer's phone number and email address

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recall N62. Customer had vehicle inspected and advised by dealership recall does not apply. Customer states that currently passenger side tie rod broke and almost caused an accident. Customer spoke with service department and was advised driver s side was the recall. Agent provided information from AC 24057 and advised recall on mopar part. Agent advised customer to check with dealership if mopar part in vehicle.
Briefly summarize what the customer is expecting: Customer looking for recall N62 information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D8	8G1[redacted]	***Open Date***	03/21/2014	***Built Date***	02/01/2008
Model Year	2008	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4		
In Service Dt	03/27/2008	***Mileage***	63,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	61661	FOSS MOTORS INC			
Dealer Address	133 PORTSMOUTH AVENUE				
Dealer City	EXETER	***Dealer State***	NH	***Dealer Zip***	03833

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	SANDOWN NH null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-03-21
Road Side File Created 03-21-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
WO[redacted]
[redacted]
NH USA NH
FRONT STEERING TIE ROD BROKE OFF// AT HOME//,SP T
DEALER CODE : 61661 FOSS MOTORS INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48C4	6G[redacted]	***Open Date***	03/21/2014	***Built Date***	09/03/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	02/12/2006	***Mileage***	95,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42125	LUSTINE DODGE JEEP			
Dealer Address	14211 JEFFERSON DAVIS HWY				
Dealer City	WOODBRIDGE	***Dealer State***	VA	***Dealer Zip***	22191

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RUTHER GLEN VA[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Customer needs vehicle towed to DLR
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods are broken

Briefly summarize why the customer is contacting Chrysler: Customer stated that the vehicle is not able to be driven and that the tie rod is broken. Writer stated that the customer would need to pay for towing and offered to transfer the customer to roadside assistance. Writer contacted roadside assistance and provided all necessary information. Customer was disconnected before transfer could be completed. Roadside stated that they will contact customer.
Briefly summarize what the customer is expecting: Customer needs the vehicle to be towed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A5	7J[redacted]	***Open Date***	03/21/2014	***Built Date***	02/24/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/22/2007	***Mileage***	59,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54982	BETTENHAUSEN MOTOR SALES INC			
Dealer Address	17514 S OAK PARK				
Dealer City	TINLEY PARK	***Dealer State***	IL	***Dealer Zip***	60477

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAK LAWN IL [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default	no longer owns vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called due to concerns with regular maintenance that he has records that were preformed on his vehicle that he is able to see were never completed. Customer stated he has been bringing his vehicle to BETTENHAUSEN MOTOR SALES INC 54982 for regular maintenance on his vehicle and has receipts to show oil change and lube. Customer stated he has the N62 and was advised he didn t need any repair. Customer stated recently the tie rod end broke and when the vehicle was towed the driver of the tow truck stated it looked like the vehicle had never been greased. Customer stated he tried to discuss the concerns with the dealer and finally gave up due to the situation escalating to the point that the police would have been called. Customer stated he doesn t own the vehicle any longer it was traded in on a like vehicle (7S144981). Agent advised there wouldn t be very much the customer would be able to do in the situation due to no owning the vehicle any longer. Agent advised his concerns are being noted and will be reviewed by management and handled internally. Agent asked if the customer was having any concerns with the new vehicle and he stated at this time he wasn t.
Briefly summarize what the customer is expecting: Customer seeking next step.
Reassigned to jr1305 for survey by-pass - no longer owns

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL9	AG[redacted]	***Open Date***	03/21/2014	***Built Date***	01/12/2010	
Model Year	2010	***Body***	D28H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	06/30/2010	***Mileage***	56,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60161	LITHIA CHRYSLER JEEP DODGE OF		GREAT FALLS	
Dealer Address	4025 10TH AVE SOUTH				
Dealer City	GREAT FALLS	***Dealer State***	MT	***Dealer Zip***	59405

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GREAT FALLS MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wants to have his vehicle repaired now.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that he took his vehicle to the DLR for inspection (did not supply date) and was told the tie rod is broke and he is on the list. Customer was told by the DLR that the parts are backordered. Agent asked if the vehicle was off the road. Customer said he is still driving it. Agent explained about the recall. Customer asked if he would be reimbursed if he had it put on somewhere else. Agent told him that it is choice however he will not be reimbursed and the part must have been replaced twice to qualify for the reimbursement. Customer said this is crazy and Chrysler is opening themselves up for a lawsuit. Customer said he uses the vehicle for his job and how many people have to die before Chrysler does anything about it.
Briefly summarize what the customer is expecting: Customer wants his tie rod replaced now or be reimbursed and he ll go somewhere else to have it fixed.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Customer contacted Chrysler in regards to an answer that he was not happy with. Customer states he wants his vehicle repaired but was told he would not receive reimbursement. Customer requested a supervisor call back. Agent advised customer it would be a one business day call back. Customer refused and requested one immediately. Agent looked around all supervisors were on a phone call. Agent advised as per supervisor customer is more then welcome to get the repairs completed and send reimbursement documentation in. Agent advised customer reimbursement is not a guarantee and that if he gets the repairs done at a IRF and

reimbursement is granted labor will not be covered. Customer disconnected.
Customer is calling stating that he wanted a supervisor call back and has not heard back from anyone at Chrysler. Agent advised customer that this case is in a department that sends out mailers that when the part is available that his DLR will be on the top of the list to receive the part. Agent advised the caller that if the agent would have pulled this case out and sent to a supervisor than his DLR would fo further down the list when parts were available. Customer is happy that agent advised him of this information. customer does not want an supervisor call back now. Customer would just like to have the vehicle repaired and send in for reimbursement. Agent advised customer that it would have to be a Mopar part. Customer is not happy with Chrysler but is plesant to agent
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C1	5G[redacted]	***Open Date***	03/21/2014	***Built Date***	12/21/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/18/2005	***Mileage***	145,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE
Dealer Address	2929 SOUTH MAIN STREET		
Dealer City	BOUNTIFUL	***Dealer State*** UT	***Dealer Zip*** 84010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOUNTIFUL UT [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall on vin
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broken

Briefly summarize why the customer is contacting Chrysler: customer states his right tie rod broken. Customer is expecting to find out if connected to recall.
Briefly summarize what the customer is expecting: customer is expecting to find out if right tie rod can be fixed with left tie rod. Agent contacted dlr Freddie states he needs to talk with customer and diagnosis the vehicle.
survey by pass no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0	AG[redacted]	***Open Date***	03/22/2014	***Built Date***	10/29/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	02/21/2010	***Mileage***	97,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43480	VICTORY MOTORS OF CRAIG INC			
Dealer Address	2705 W 1ST STREET				
Dealer City	CRAIG	***Dealer State***	CO	***Dealer Zip***	81625

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DEER TRAIL CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	recall on vin
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer states his tie rod broken on vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to have tie rod fixed. Customer states he contacted dlr states his parts are not made yet. Agent offered to reassign to 961
SM, Amanda from Limon Chrysler Dodge (68795), contacted AM about above customer. AM asked SM to verify that current issue is because of tie rod end issue. If verified, AM authorized dealership to install on a one time basis aftermarket tie rod ends to get customer back on the orad and we will put recall parts in when they become available. EAB
Customer calling back in to ask a few more questions about the recall. Customer also wanted to let us know of his displeasure with the way this recall is being handled. Customer states that he has been a long time Dodge mechanic and enthusiast, however this recent situation is turning him off of the brand, and will most likely never buy a Chrysler product again.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	6J[redacted]	***Open Date***	03/22/2014	***Built Date***	10/25/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/27/2005	***Mileage***	167,748	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68368	BENCHMARK CHRYSLER JEEP DODGE			
Dealer Address	1313 GRANTS MILL WAY				
Dealer City	BIRMINGHAM	***Dealer State***	AL	***Dealer Zip***	35210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HALEYVILLE AL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer updated contact information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Left outer tie rod assembly
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke/ customer is broke down on side of road
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating they recieved a recall notice last week. Customer also stated they are broken down on the side of the road because the right side tie rods broke 10 minutes ago and wanted to know if they are apart of the recall for the left side. Customer also stated they want to know if the right side parts will be covered as well due to the fact that they are also mopar parts on the vehicle. Agent advised customer yes most mopar parts come with a lifetime warranty and should get the vehicle towed to the nearest dealership to have the vehicle diagnosed.
Briefly summarize what the customer is expecting: recall information
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T7	9G[redacted]	***Open Date***	03/22/2014	***Built Date***	10/14/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/31/2009	***Mileage***	87,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66079	MCINERNEY'S WOODHAVEN CHRY-JEEP		INC	
Dealer Address	23940 ALLEN ROAD				
Dealer City	WOODHAVEN	***Dealer State***	MI	***Dealer Zip***	48183

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TRENTON MI [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Status Request - Default - Default	Customer seeking towing reimbursement update.
Product - Suspension - Unknown - Noisy - Unknown	Customer states front end is making noise.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tie rod is broke
Corporate - Roadside Services - Default - Default - Default	helped customer with roadside information
Recall - N49: LEFT TIE ROD - Information Request	inquiry
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	parts not available
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - Dealer Information - Default - Default - Default	updated dealer information
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer stated the tie rod was broke on his vehicle. Customer stated that he had a recall notice but that the parts were not available.
Briefly summarize what the customer is expecting:Customer seeking information
Agent advised the customer that he was covered $100 for towing, and also had rental up to $175, max $35 a day. Agent provided # for roadside 1-800-521-2779 as customer did not want to call this late, the vehicle was parked in a mall parking lot. Agent advised that the recall parts were not available at this time.
The part required to provide a permanent remedy for recall n49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
Customer states he was advised by the DLR to send in this towing bill for reimbursement which he did around 04/04/2014 and was seeking an update regarding his towing reimbursment.
Writer advised customer towing reimbursement review is approximately 30

days as per Towing / Roadside Assistance Reimbursement Answer ID 19204.
Customer states he sent the information to the Medford, MA address.
Customer seeking update with the N49 recall as he states he had his vehicle inspected already and he is now starting to hear noises from the front end.
Writer spoke to SA Ed at 66079 Dealer Name : MCINERNEY S WOODHAVEN CHRYSLER who states the customer is currently 5th on the waiting list for the n49 recall and will be contacted direclty when the part is in. Writer advised customer that the DLR will contact him directly when the part is in and he is currently 5th on the waiting list.
Writer transferred customer to roadside assistance at 1-800-521-2779 for further assistance with agent Emma regarding his towing reimbursement inquiry.
Customer called in regarding reimbursement.
Agent advised customer to allow 30 days for processing.
Customer seeking mailing address for reimbursement for towing, agent provided address as per AC 19204. Agent also provided the fax number of [redacted] and advised to allow 30 days for processing.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	03/23/2014	***Built Date***	11/28/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/31/2009	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	55013	HOLDEN DODGE INC			
Dealer Address	640 S GOVERNOR'S AVENUE				
Dealer City	DOVER	***Dealer State***	DE	***Dealer Zip***	19904

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEAR DE 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer needs repair
Product - Unknown - Unknown - Accident - Default	customers vehicle went into the ditch
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information? Richard Whalley
Preferred:[redacted] please leave a message if no answer
Alternate: email:[redacted]
2. What happened? Customer was towing his 5th wheel driving about 65mph when he suddenly lost steering and ended up in a ditch customer had to have both vehicles towed and is stating that it is the tie rod that broke causing the accident.
3. What is the current location of the vehicle? the vehicle is 3 hours away from the customers house in a garage, Agent did not confirm this with the customer but customer stated two times that it was in the mechanics shop, but unsure if this is at a chrysler dealership.
Customer called back in wanted to give us the cell number[redacted] that would be the best number to reach him on. Customer also wanted to let us know the IRF his truck and trailer were towed to was 'Bower Shocks Auto Repair' in Milroy, PA and the number is 717-667-3798. Agent said the file would be reviewed and someone should be in touch in the next few days.
Briefly summarize why the customer is contacting Chrysler: Customer called in to speak with his SI. Writer advised him that his case is still under review. Customer understood and disconnected the call.
Briefly summarize what the customer is expecting: To speak with his SI.
****

03.26.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT:
Bowersox Truck Repair
4969 Old US Highway 322
Milroy, PA 17063
(717) 667-3798
Per OGC Matrix, reassigned to 82t for their review and handling. MG17
3/26/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 03-26-2014 10:15
CAIR NUMBER[redacted]-MAIL SENT TO EAA 03-26-2014 10:16

Customer called because the engineering company left a message on his VM stated that they will be calling Bowersox Truck Repair to make an appointment to have the inspection done. Customer stated that yesterday when he had called he stated that if he was not contacted back that he be calling Bowersox Truck Repair to give them approval to do the repairs necessary. Customer stated that by the time someone comes and looks at his vehicle the repairs may be completed. Customer stated that if that happens then the legal company that his wife works for will be getting involved. Called Bowersox Truck Repair last night after 5 to tell them to go ahead with the repair work and to keep the parts. Customer stated that the number that engineering company called from comes up as a number not available and he would like to let them know what he has decided.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
3/27/14 SEND CAIR BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.
CCRG Open Date: 03/26/2014 10:12:43
Letter Sent: Acknowledgement 03/27/2014 07:37:05
****

03.31.14
Customer Call Back Seeking update on 82T -
Per OGC Matrix, reassigned to 82t for their review and handling. MG17
3/31/14 UPDATED CCRG FILE (TNT) _
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/10/14 AT 04:20:52 [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C1	6G[redacted]	***Open Date***	03/24/2014	***Built Date***	05/23/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/10/2006	***Mileage***	151,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44303	WYATT ARP CHRY-DODGE INC			
Dealer Address	1550 W KINGSBURY				
Dealer City	SEGUIN	***Dealer State***	TX	***Dealer Zip***	78155

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]1	***Home Phone***	
	LA VERNIA TX[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	customer was not aware he had two open recalls
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	part availability date
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer has recall n62 on his truck. Customer s tie rod is currently broken. Customer wants to have the truck towed to the dealership. Customer had previously contacted roadside and he was denied towing assistance.
Briefly summarize what the customer is expecting: Towing to dealership.
Agent advised: customer has incomplete recall. Agent provided customer information about the recall h46. Agent contacted dealership to ask how long parts will take.
Agent spoke to SW Debbie who stated it will be 2-3 months before the parts are available. Customer can bring the vehicle in today to have the truck inspected.
Agent advised customer of what Debbie had stated.
Once again the customer asked if he can get his truck towed at our cost.
Agent denied roadside.
Customer hung up
.
customer contact number [redacted]
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	03/24/2014	***Built Date***	08/06/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/28/2009	***Mileage***	70,025	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP			
Dealer Address	858 N EASTON RD				
Dealer City	DOYLESTOWN	***Dealer State***	PA	***Dealer Zip***	18902

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BLUE BELL PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking reimbursement
Corporate - Product Information - Default - Default - Default	seeking towing reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called because his left tie rod broke and he had to have his vehicle towed and repaired. Customer is seeking reimbursement on the repair and his rental. Agent advised the customer that we cannot do anything right now until the parts are available for the repair in regards to reimbursement but provided him the mailing address for him to submit when the parts are available. Agent also informed the customer of the mailing address for towing reimbursement. Customer understood.
Briefly summarize what the customer is expecting: seeking reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C3	6G[redacted]	***Open Date***	03/24/2014	***Built Date***	10/19/2005	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/01/2006	***Mileage***	60,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45158	OUTTEN COUNTY CHRYSLER, LLC			
Dealer Address	16614 POTTSVILLE PIKE				
Dealer City	HAMBURG	***Dealer State***	PA	***Dealer Zip***	19526

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SHOEMAKERSVILLE PA [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added cellphone number.

Briefly summarize why the customer is contacting Chrysler: Customer states that at 55,917 miles their right tie rod in their vehicle broke as they were pulling out of a parking lot. Customer states that he had the repair for this completed at an IRF and that the left tie rod appeared loose when he was there, so he allowed them to replace that one as well. Customer would like to know if he can be reimbursed for the cost of both tie rods as he feels that they should both be covered under the recall.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement information.
Agent advised : Writer told the customer that recalls are very specific and that it is only the left tie rod that is covered under the recall, so Chrysler would be unable to reimburse for the cost of the right tie rod, and due to the fact that the left tie rod did not actually break we would not be able to assist with this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	03/25/2014	***Built Date***	08/06/2009
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/28/2009	***Mileage***	70,025	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43232	JEFF D'AMBROSIO CHRYSLER JEEP		DODGE	
Dealer Address	1221 E LANCASTER AVE				
Dealer City	DOWNINGTOWN	***Dealer State***	PA	***Dealer Zip***	19335

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	BLUE BELL PA 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left outer tie rod broke
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Corporate - Consequential Expenses - Default - Default - Default	Towing

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall # N49
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I never received notification via mail or phone call about this recall.
Left tie rod broke while vehicle was in motion. I was towed 22 miles to my mechanic who replaced the tie rod and outer end then realigned the front end. I am requesting reimbursement for the towing and mechanics invoice which totals $446.57. Income was lost due to the breakdown.
Please reply by email to the address given. I spoke to a customer service person 3/24/14 who defered me until the parts became available in mid-April to put in a claim and defered towing to a roadside assistance claim that may or may not be available. I do not believe this is fair or even resonable for a long time customer to wait for reimbursement of something that was repaired and paid for at my expense . I bought the truck for dependability reasons as advertised and your commitment to excelence. I would like a simple solution to this without having to wait and make a dozen phone calls and emails. [redacted] (c)
*****END OF CUSTOMER EMAIL*****
Dear[redacted],
Thank you for contacting the Ram Customer Assistance Center in regards to your 2009 Dodge Ram 2500.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
Again we do apologize for the concerns you have recently experienced regarding your outer tie rod end and will try our best to further assist with your requests. Once your file has been received by the appropriate department and they have received your documentation they will determine based on the documentation received whether or not reimbursement will be provided.
If you are seeking reimbursement for repairs that are pertaining to your open 'N49 LEFT TIE ROD' recall you can submit this by either mail, fax (1-877-768-5076) or by a documentation request link. . The link will

follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.
As it states on page 4 of your warranty booklet the following information. Chrysler will not be able to cover any income lost due to your vehicle being down:
'1.1 Incidental and Consequential Damages Not Covered
Your warranties don't cover any incidental or consequential damages connected with your truck's failure, either while under warranty or afterward.
Examples of such damages include:
• lost time;
• inconvenience;
• the loss of the use of your truck;
• the cost of rental trucks, gasoline, telephone, travel, or lodging;
• the loss of personal or commercial property; and
• the loss of revenue.'
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Erica
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-25 @ 13:39
Reassigned to 86Y.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Thank you for the documents you submitted. We do require the proof of payment for the invoice. If this is all they gave you please respond to the email to inform me. The most convenient method at this time is to scan the document to me. Let me know if you can do this and I will send you a link or you can fax it to 1-877-768-5076 and include your VIN and case number.
Have a great day!
End of Status Update
Begin Customer Message reviewed:
Kelly,
I scanned the Mastercard bill and will send it to you. If you could give me the link where I can attach documents.
Let me know
Thanks
[redacted]
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-25 @ 09:47
***** Customer Document Received *****
RECALL - Template N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: [redacted] statement, $0 balance on invoice.
Date of Repair:2/10/2014
Invoice #: 54244
Labor $80.00
Parts $101.57
Misc. Charges $70.00 alignmentÙ
Towing $175.00
Tax @4.354% $18.57
Total $445.14
Writer is submitting check for approval in the amount of $445.14.
Writer verified that address for check matches address on submitted

documents.
Status update provided via email to the following email address:
[redacted],
I have processed your claim for the amount you are expecting for the recall repair. There is a small difference in taxes $1.43Ù. Please allow 7-10 days for processing and the check will be issued to your address that we have on file.
Have a great weekend!
End of Status Update
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL8	AG[redacted]	***Open Date***	03/24/2014	***Built Date***	02/17/2010	
Model Year	2010	***Body***	D28H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	06/26/2010	***Mileage***	67,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60204	DALLIN MOTORS			
Dealer Address	823 E CEDAR ST				
Dealer City	RAWLINS	***Dealer State***	WY	***Dealer Zip***	82301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BATESVILLE AR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	Customer disappointed with delayed part availability.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer upset with broken component/part availability.
Corporate - Survey By-Pass - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is upset as vehicle is presently at Dealership with broken tie rod. Dealer says the parts necessary to fix vehicle under recall N49 are not available until April. Customer states they cannot be without a vehicle until then because this is their work truck and they need it operational now. Customer wishes to review options.
Briefly summarize what the customer is expecting:
Agent spoke with SM of Dealer 60448. SM outlined the Customer is outside basic warranty. If Customer is seeking to have repairs completed, they would need to purchase recalled part and pay to have it installed on vehicle. Customer would then need to submit for reimbursement through CAC.
Agent spoke with Customer and outlined options. Customer was informed reimbursement would not be a guarantee. Customer was very disappointed with this information. Customer questioned why Chrysler knew of this problem yet Customer was still paying out of pocket. Agent clarified we are taking every step to resolve matter for Customer, however if Customer cannot wait until parts available in April, Customer would need to be responsible for repairing their vehicle now. Customer was disappointed and accepted information. No further questions at this time.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a

Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	03/24/2014	***Built Date***	11/14/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/09/2009	***Mileage***	34,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45406	COURTESY MOTORS, LLC			
Dealer Address	214 W NORTH ST				
Dealer City	DANVILLE	***Dealer State***	IL	***Dealer Zip***	61832

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESTVILLE IL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke.
Corporate - CNA Change - Default - Default - Default	Updated phone number.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has the recall for the tie rod end on the vehicle.
Customer states that the tie rod broke on the vehicle and was towed to the dealership and the parts are not available at this time. Customer states that he has to be in Nashville on the weekend and needs a rental vehicle.
Briefly summarize what the customer is expecting: Customer expects to get a rental vehicle.
Agent called the dealership COURTESY MOTORS, LLC. Agent spoke to Sherry the SA states it is first on the list. SA states that they do not have rentals and that the customer would have to go through Enterprise for a rental and there would be charges.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Agent declined rental assistance because of the age of the vehicle.
Agent advised that the case will be sent up for special tracking on the part for the recall.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24054.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]

Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	8[redacted]	***Open Date***	03/24/2014	***Built Date***	04/02/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/18/2008	***Mileage***	106,385	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58415	SISK MOTOR COMPANY INC			
Dealer Address	4599 FORT CAMPBELL BLVD				
Dealer City	HOPKINSVILLE	***Dealer State***	KY	***Dealer Zip***	42240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOPKINSVILLE KY [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer does not have 2nd vehicle
Dealer - By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:Customer states he is stuck on the side of the road with a broken tie rod, recall part, customer states the DLR told him to call us to have his vehicle towed in.
Briefly summarize what the customer is expecting:customer is seeking to have his vehicle towed to DLR.
Agent advised customer we cannot approve rental on the vehicle .
Agent advised customer he would need to have the vehicle towed to the DLR and if it diagnosed as being same as recall, then he can submit for towing reimbursement.
Agent supplied customer with the FAX 877-768-5076 to send in for reimbursement.
Customer is contacting Chrysler because his left tie rod is broken, and he would like to receive rental. Agent informed customer that the broken tie rod is a consequential issue, and unfortunately we are unable to provide rental. Agent called over to SISK MOTOR COMPANY INC and spoke with SM Bob. SM Bob states that he would not like to provide rental because he believe it s something that Chrysler should do, due to the fact that it was part of an open recall. Agent went over the 86R escalation matrix, where the customer only passed one question (Customer has purchased Chrysler vehicles in the past). Agent declined the customer of rental. Customer is requesting a supervisor call back.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: Customer would like a supervisor explain the reasons why Chrysler will not provide him rental.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
DEALERSHIP - Bob (SM) reports that this vehicle is VOR. Tie rod broke and vehicle had to be towed to DLR on 3/24/14. Customer does not have another vehicle to drive until back ordered parts are available to complete recall. Part # CBUEN491AA is on back order with expected release date of April 14, 2014.

Breaking of tie rod does not appear to have caused other damages.
Status update provided via email to the following email address:
[redacted];
My name is Sherry and I have been assigned as the case manager for the case that Service Manager, Bob Evans at Sisk Motor Co. requested be opened on your behalf to address the recall and rental requirements you have for your
2008 DODGE RAM.
Here is some information that will be helpful for you to have.
My contact number is 800-763-8422 Ext. 66138. My work hours are from 8:00 am to 4:30 pm.
End of Status Update
Dealer bypass added by JD13443.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, sent email.
DEALERSHIP - CM called SM (Bob) for status of rental. Left message to have call returned.
DEALERSHIP - CM called SM (Bob) requested updated information regarding this vehicle. Is vehicle still at DLR or has customer removed it.
DEALERSHIP - CM called SM (Bob) 270-885-9900. Customer took vehicle and fixed himself. Bought aftermarket part to drive until parts available.
Part # CBUEN491AA. Last order shows cancelled in GPOP.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
CAMPAIGN PART #CBUEN491AA IS CURRENTLY ON HOLD. DEALERS ARE NOT ABLE TO ORDER PART.
ASSIGN TO: TH658-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
CM will follow up on weekly basis with customer until part can be ordered. CM checking on back ordered part option for this situation.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ___no date_____.
ETA for part is _____no date__.
**********END OF UPDATE **********
CUSTOMER - CM called Mr. [redacted]. Gave weekly update.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____no date _____.
ETA for part is _____no date____.
**********END OF UPDATE **********
DEALERSHIP - CM called SM (Bob) 270-885-9900. Bob out of shop for week. Asked for Chris. Left message to return call asking if parts have been received.
Status update provided via email to the following email address:
[redacted];
We are continuing to find the necessary parts to handle the recall on your 2008 Dodge Ram.
I will continue to contact you weekly to make sure you are notified immediately when parts are available.
My contact number is 800-763-8422 Ext. 66138. My work hours are from 8:00 am to 4:30 pm.
Thank you for your patience.
End of Status Update
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ___no date_____.
ETA for part is __no date_____.
**********END OF UPDATE **********
Status update provided via email to the following email address:
[redacted]
We are continuing our efforts to find the necessary parts to handle the recall on your 2008 Dodge Ram.
I will continue to contact you weekly to make sure you are notified immediately when parts are available.
My contact number is 800-763-8422 Ext. 66138. My work hours are from 8:00 am to 4:30 pm.
Thank you for your patience;
End of Status Update
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____NO UP DATE_____.

ETA for part is _____NO UP DATE___.
**********END OF UPDATE **********
DEALERSHIP - CM called Parts (Richard) 270-885-9900. Parts are still on back order.
Status update provided via email to the following email address:
[redacted];
We are continuing our efforts to find the necessary parts to handle the recall on your 2008 Dodge Ram.
I will continue to contact you weekly to make sure you are notified immediately when parts are available.
My contact number is 800-763-8422 Ext. 66138. My work hours are from 8:00 am to 4:30 pm.
Thank you for your patience;
End of Status Update
CAMPAIGN PART #CBUEN491AA IS CURRENTLY ON HOLD. DEALERS ARE NOT ABLE TO 60 ORDER PART.
DEALERSHIP - CM called DLR - LM to have Bob return call regarding part requested for this vehicle.
Status update provided via email to the following email address:
[redacted];
We are continuing our efforts to find the necessary parts to handle the recall on your 2008 Dodge Ram.
I will continue to contact you weekly to make sure you are notified immediately when parts are available.
My contact number is 800-763-8422 Ext. 66138. My work hours are from 8:00 am to 4:30 pm.
Thank you for your patience;
End of Status Update
DEALERSHIP - Bob has not gotten anything new regarding this part.
DEALERSHIP - CM called parts @ 270-885-9900. Spoke to Stacy in parts - new part # is CBUEN491AB.
There is a part available if DLR chooses to order it.
Bob called and advised there is special process that is required to be used to get the part that Stacy provided information for.
Part is available and will be allocated to Mr. [redacted]e. Part can be held until 5/16/14 before being returned to inventory if customer does not call and make appointment.
CUSTOMER - CM left message on customer s voicemail that part is available and appointment needs to be made prior to 5/16/14.
Status update provided via email to the following email address:
[redacted];
I am pleased to let you know that the part required to handle the recall on your 2008 Dodge Ram is available at the Dealership -phone number 270-885-9900. Service Manager, Bob, or anyone else in the service department can schedule this appointment for you.
Due to the difficulty of locating this part, we respectfully request that you make your appointment by May 16, 2014.
My office hours are 8:00 am to 4:00 pm (Mountain Time. My contact information is 800-763-8422 Ext 6613. Please contact me if you have any questions.
Thank you for your patience.
End of Status Update
Writer checked GPOP and found part status as _____NO UP DATE_____.
ETA for part is _____NO UP DATE___.
DEALERSHIP - CM called SM (Bob) 270-885-9900.
Was the customer in a rental? If yes, how many days? no
Did the customer have a co-pay? If yes, how much? no
What is the RO #? 279843
Does the SM have the CAIR #? If no, provide it.[redacted]
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim?
DEALERSHIP - CM called SM (Bob) 270-885-9900.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66138. The reason for the customer contact was to provide or request the following information:
Writer followed up with dealer, was advised vehicle has been repaired.

If everything is satisfactory, there is no need to contact this office back. However, I will leave the case open for a few days to give you the opportunity to make sure repairs have been successful.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	AG[redacted]	***Open Date***	03/24/2014	***Built Date***	11/23/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/10/2010	***Mileage***	157,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLIAMSON GA[redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle
Recall - N49: LEFT TIE ROD - Other	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states this morning the left tie rod broke on the vehicle. Customer states he went to the DLR and they told him it will be a long time before they get the part for the repair.
-
Briefly summarize what the customer is expecting: Customer seeking issue resolved and rental vehicle.
-
Agent confirmed COIN. Agent contacted DLR and spoke to SA Jason. SA states that the left tie rod broke on the vehicle. SA states he can provide rental under D-11-53. SA states he just got the vehicle in and he is the advisor working on the vehicle. Agent advised customer of the DLR providing rental. Agent advised customer of the one business day call from the CM.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 6[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) DLR
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26833
Reassigned to 88F
Dealer Contact Dialed 678-854-6700 left message for SM asking if Customer was in a rental and where we are with repairs. Writer left CM contact number.
CONTACT UPDATE - 1st Contact attempt, Sent email.
Status update provided via email to the following email address:
[redacted]
My name is Luanne I am your Case Manager in regard to your 2010 DODGE RAM 2500. Here is some information you may find helpful: Your Case number is [redacted] I will follow up with you to review your case on 3/26/14 after I have had a chance to speak with the Service Manager at NEWNAN PEACHTREE CHRYSLER DODGE.
You can contact me at 1 800 763 8422 Ext. 66227.
I am in the office Monday Thru Friday 6:00 AM to 2:00 PM Mountain time.
Your Case Manager.
Luanne
1-800-763-8422 ext. 66227
End of Status Update

Writer spoke with SM James who stated that Customer is in a rental, and the part that is needed to repair the recall were not available and that he would contact parts manager after his meeting and asked that CM contact SM at around 2 EST. Writer just tried to reach SM and he is still not available Writer will try again on 3/27/14
CUSTOMER CONTACT: Dialed [redacted] spoke with Customer and advised of lines 46-47 and advised that CM will follow up with Customer after speaking with SM
DEALER CONTACT: Dialed 678-854-6700 left message asking if SM had any more information on the parts need for recall. Writer left CM contact number
DEALER CONTACT: Dialed 678-854-6700 Spoke with SM James and the new parts have not been made yet may be available in late April per AM
DEALER CONTACT: Dialed 678-854-6700 SM not available Writer will try again 4/2/14
DEALER CONTACT: Dialed 678-854-6700 spoke with SM James who stated that Customer is in a rental and Writer advised that since we are waiting for the part the only thing we can do is allow the Customer to stay in the rental until part is available.
CUSTOMER CONTACT: Dialed [redacted] left message that we are still waiting for part, and until we receive the part Customer will be able to stay in rental
DEALER CONTACT: Dialed 678-854-6700 Spoke with SM James who stated they got a Manufacturer part and put that in and Customer has the vehicle. Customer will have to have the recall done when the new part is available. Writer sent dealer an RA for 12 days rental
CUSTOMER CONTACT: Dialed [redacted] left message for Customer that CM is aware that vehicle is back on the road, however CM is aware that recall still has to be done when new part is available.
Writer will follow up on 4/11/14
CUSTOMER CONTACT: Dialed [redacted] left message that CM is aware that Customer has vehicle and will follow up on 4/15/14
CUSTOMER CONTACT: Dialed [redacted] left message that CM would like to speak with Customer and see how vehicle is working and make another offer. Writer wants to offer WA5100N will call 4/17/18
CUSTOMER CONTACT: Dialed [redacted]3 Spoke with Customer who stated that vehicle is working well and does accept Service contract.
CUSTOMER CONTACT: Dialed [redacted] left message that CM would like to have information so we can put Service Contract on new personal vehicle.
CUSTOMER CONTACT: Dialed [redacted] spoke with Customer who stated that vehicle was just purchased is a 2010 with 156,000 miles. Writer advised that we were not able to apply Service Contract due to miles. Customer understood, and stated that all is good.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1 8G[redacted]	***Open Date***	03/24/2014	***Built Date***	10/16/2007	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4		
In Service Dt	06/16/2008	***Mileage***	95,734	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	55022	TYSINGER MOTOR CO INC			
Dealer Address	2712 MAGRUDER BLVD				
Dealer City	HAMPTON	***Dealer State***	VA	***Dealer Zip***	23666

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EGG HARBOR TOWNS NJ [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - DM Email - Default - Default	Dm Email Received
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	

**********Dm Email Received*********
Area Manager JRO21 stated the tie rod end that broke is not covered by the open recall N62. Am stated the tie rod end on customer s vehicle is the original tie rod end and not the mopar replacement part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	03/24/2014	***Built Date***	09/24/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/23/2011	***Mileage***	58,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42839	BRUNER MOTORS INC			
Dealer Address	750 EAST ROAD				
Dealer City	STEPHENVILLE	***Dealer State***	TX	***Dealer Zip***	76401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RICHLAND HILLS TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	unhappy the recall parts are unavailable.

Briefly summarize why the customer is contacting Chrysler: customer states that he is ver upset at the fact that the N49 parts are not avaiable and that it is not fair the dealerships are only able to 1 part in 7 days.
Customer states that his previous truck has the same problem with the left outter tie rod which broke on him 3 times, so he traded the 2008 ram in for the 2011 Ram.
Customer states that at DLR 42839 he is 57th on the waiting list that he would have to wait over a year to received his parts.
Briefly summarize what the customer is expecting: customer is seeking to get his vehicle fixed as soon as possible.
Agent apologized to the customer for the delay in the aprts availibilty.
Agent advised customer that they would be able to contact a couple DLR s in his area to see what their waiting list is like for him to be added to it.
Customer agreed for agent to contact DLR s.
Agent contacted Allen Samual s DLR in North Richmond Hills, and Spoke with Diane thier appointment advisor, who advised the agent that if Mr. [redacted] would be 27th on the list.
Agent thanked Diane for the information and would contact her back if Mr. [redacted] agreed there.
Agent then contacted Don Davis in Arlington and spoke with SM Terry, who has advised the customer that there is no specific list as they still have customers from October and November waiting for this part.
Agent advsied customer of the answers provided by both DLR s.
Customer states that for Allen Samual s he would still be waiting 4 months for the part to be fixed.
Agent advised customer they do apologize but the dealers have restrictions on the parts so one DLR cannot buy more then the next dealer, so its fair.
Customer then became irate with agent who advised the agent they are contacting their attorney, to get a brande new 2014 truck,
Customer advised agent that they are feeding them a line of crap that they are just making this all up.
Agent advised customer that they cannot comment on if they want to pursue legal action.

Customer started swearing at Agent.
Agent ended the call professionally.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HLX	BG[redacted]	***Open Date***	03/24/2014	***Built Date***	01/28/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	04/09/2011	***Mileage***	61,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	62957	MIKE PERRY MOTOR COMPANY			
Dealer Address	3828 SOUTH STREET				
Dealer City	NACOGDOCHES	***Dealer State***	TX	***Dealer Zip***	75963

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOSSIER CITY LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod broken
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking a rental vehicle. Customer states that he is currently waiting for a tow truck as his tie rod just broke.
Briefly summarize what the customer is expecting: Customer is expecting a rental vehicle while his vehicle is in for repairs. Writer advised customer that until the vehicle has been diagnosed by a DLR we can not look into rental. Customer understood. Writer advised customer to inquire with the DLR about a rental vehicle once a diagnosis has been made and contact us again if necessary. Customer understood and thanked.
SC1399 please see team leader for handling.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G[redacted]	***Open Date***	03/24/2014	***Built Date***	04/06/2006	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	10/30/2006	***Mileage***	14,200	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPANISH FORK UT [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	advised owner of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	where are the recall parts ?
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that the left tie rod has broken, and the truck is sitting in the driveway. Customer stated that they spoke to the Larry Miller dealership in Provo, Utah and they pretty well blew her and her husband off.
Customer asked if CHRYSLER would tow the truck to the dealership.
-
Agent advised customer that towing would be a customer pay.
Agent advised customer of the two incomplete recalls on the truck, L16, N62.
Agent referred to AC id Answer ID: 22648 on the L16 and advised customer that The left tie rod ball stud needs to be replaced and that The right and left tie rod angles must be measured. If the tie rod angles are not within specifications, the left tie rod must be replaced. Also, the front track bar mounting bolt must be tightened to the proper torque specification on all affected vehicles.
-
Agent referred to AC Answer ID Answer ID: 24057 and advised the customer that there is now a delay as a new part will be used rather than the original that was planned for the fix.
Agent advised customer that once the final recall notice has been sent out, to book an appointment and have the front end inspected at an authorized CHRYSLER dealership.
-
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: does not have an email
Reassigned to 961
Customer called back stating that she was advised by the dealership that she did not qualify for the recall and would have to pay $300.00. Agent attempted to contact the dealership and speak with Robert the service manager. Agent had to leave a message for the service manager to call back and provide the information as to why the customer believes that she is going to be charged for the recall to be performed. Agent left a

voice message for Robert to call back and provided the case number and phone number where he can call and provide the information. Agent advised customer that once we hear back from the dealership about this we will contact her back and let her know.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT9	AG1[redacted]	***Open Date***	03/25/2014	***Built Date***	11/12/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/10/2010	***Mileage***	100,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	GRIFFIN GA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-03-25
Road Side File Created 03-25-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
GA USA GA
BROKEN TIE ROD.
DEALER CODE : 26833 NEWNAN PEACHTREE CHRYSLER DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	03/25/2014	***Built Date***	08/25/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/07/2005	***Mileage***	195,589	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26731	JEPP DODGE OF HERMITAGE			
Dealer Address	1520 N HERMITAGE RD				
Dealer City	HERMITAGE	***Dealer State***	PA	***Dealer Zip***	16148

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUYAHOGA FALLS OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Tie rod broken
Corporate - E-Reimbursement - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he is out of state, in PA, for work with this truck and the tie rod snapped ruining the tire. Customer states vehicle was brought to Scheidemantle Motors who advised that DLR could put on aftermarket part as parts are backordered. Customer states he would like backordered part or solution and fixed as soon as possible so customer can get home/back to work.
Briefly summarize what the customer is expecting: Customer seeking tie rod
Agent advised that a CM can be requested to assist with any corporate resources needed.
Agent called SCHEIDEMANTLE MOTORS. SA Vince advised that he advised to put on an aftermarket tie rod but SA Vince has not yet lifted truck to determine what damage was caused from tie rod breaking.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates:
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26731
Reassigned to 88F
Customer called back because the dealer stated they could do a repair to the vehicle so that they can get back home. Customer not sure if they should pay for it. Customer states their also seems to be some damage under the vehicle so they are not sure if it would be safe to drive back home. Agent apologized to customer but case manager has not reveiwed the file as of yet. Agent explained that their CM should be contacting them by the end of business today. Customer thanked writer.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW 4 years and 5 months
2 new and 2 used vehicles

No MVP
Status update provided via email to the following email address: [redacted]
My name is Anna and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66070
My hours in the office: Monday through Friday 8:30 am to 4:00 pm
I will review your case and contact you within 24 hours.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, e-mail [redacted]
Writer called the dealership and spoke to Joe SM. SM stated that he has not had a chance to look at the vehicle yet so he can t verify the damage to the vehicle. SM stated that is the left tie-rod and has not seen any damage to the tire. The current mileage is 196589. SM states that the customer is not loyal to the dealership but since it is a recall issue he will do the repairs when he is able to find the part.
Writer called the customer and he stated the vehicle is in PA and the customer is in Ohio, he grinds out tree stumps for his work. The customer needs a vehicle with standard cab 8 foot bed and does not want a standard shift. The customer stated he is getting backed up in work but it snowed and he can wait maybe a day or two. The customer states that he wants the vehicle fixed and wants to feel safe in the vehicle. Writer is calling back 03/28/2014.
Writer is going to offer $35 a day in rental for the customer when we callback 03/28/2014 and after he has time to find a vehicle.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-26 @ 16:54
The customer called and left a message. Writer returned the call. The customer stated that he was told the repair cost $172.85. He paid with his credit card over the phone. Writer is calling back 03/28/2014 to give the customer time to get documentation. Writer is checking into reimbursement for the customer.
Writer got a message from the customer to call back. Writer called the customer back and advised a link has been sent for documentation. Writer is calling back 03/31/2014.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-28 @ 17:01
***** Customer Document Received *****
Writer is reviewing documents for reimbursement.
The customer called and writer took the call. The customer stated he wanted to verify the documents were readable. The customer stated he is going to a local dealership for repairs and wants to know if the broken tie rod damaged other things under the vehicle. Falls Motor City 3309293066 is the dealership that is going to do the repair and Jim Phillips is the person the customer spoke too. Has an appointment on 04/11/2014 to get the vehicle repaired.
Writer sent a request to review document to approve the reimbursment.
Writer called the dealership and spoke to Jim Phillips. Jim stated that he is not bring the vehicle in to replace the tie rod the customer is bringing the vehicle in to check other damage that may have happened to the vehicle when the tie rod broke. Writer is calling back 04/11/2014 after the customer brings in the vehicle for a diagnosis.
Writer called the dealership and spoke to the SM Joseph, and he stated that the parts were never available for the repair to have the vehicle repaired on the 11th and the customer was not from around here so the customer may not come back to this dealership. The SM stated that they put an aftermarket part on the vehicle and drove out of stated to get the part. SM does not know why the customer stated in his survey that the parts were available and did not put them on the vehicle. The SM stated that the parts were never available.
Writer called 3309293066 the dealership and spoke to Andrea SA. Andrea stated that the customer has not made an appointment for the repair.
Writer called and left a message for the customer with contact information.
Writer got a call from the customer and he stated that he is in the dealership and and it s up on the rack. The customer stated they are looking at it. Writer is calling back 04/15/2014 to verify the recall part is in for the tie rod.
Writer called the dealership and the phone rang but no one picked up.
Writer called the customer and he stated that a piece about 4 inches was

bent but no major damage under the vehicle. Writer is calling back 04/17/2014 to make sure the dealership has the parts in for the tie rod repair.
Writer called the dealership and spoke to Russ and the parts are on restriction and are not available to order.
Writer called and left a message with contact information. Writer is calling back 04/21/2014.
Correction to the name in line #108, the name is Ross.
Writer called and spoke to Joe and he stated that the parts are still not available but Ken the parts manager would be the person to call about the part availability.
Writer called the dealership 3309293066, and spoke to Jim. Jim stated that only 3 had come in and they are not available and the 3 had already be used. Writer calling back 04/30/2014.
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-04-21 @ 16:46
The customer called the writer and stated that the U joint had broken in his vehicle and the dealership was closed so he had to take it to another shop. The customer still likes to take his vehicle to the dealership but had to take it to another shop at the last minute because he uses his vehicle for business. The customer is requesting reimbursement for the Ujoint that needs to be repaired. Writer stated that we can t guarantee reimbursement but will review that documents and look into possible reimbursement. Writer is calling back 04/25/2014.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
The customer wants reimbursment for $172.27 for U joint.
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
195589
Enter the Date when the repairs were completed.
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
****End structured narrative T2 - eReimbursement
Writer called and offered the customer the $172.27 reimbursement and the accepted but he has some more documents that have not been submitted. Writer is sending documentation link and calling back 05/01/2014.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-28 @ 17:04
Writer called the customer and he stated that he has still not had a chance to submit the documents. Writer is calling back 05/06/2014 to review documents.
Status update provided via email to the following email address:
[redacted]
My name is Kathi and I am assisting your case manager today. We are still waiting on your documentation that is necessary for us to determine reimbursement if anything is possible. If we do not receive the requested documents in the next 2 days your case will be closed, however, a new case can be created when you are ready to send in the documents. I will send a new link at this time or you can fax the documents to 801 736 3929. Please make sure your case number: [redacted] is on the documents.
If you have any questions please contact your case manager at 800 763 8422 extension 66070
Thank you for being a part of our Dodge Ram family
Kathi
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-07 @ 15:41
Writer called the customer and left a message that the documents have been received and are in review. Writer is calling back 05/14/2014.
What has the customer requested? The customer wants left outer tie rod cost reimbursed.
If this is a Recall or Extended Warranty, enter the campaign number. The customer had to have aftermarket put on until the mopar part becomes available since the vehicles tie rod is broken.

If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair. 195,589
Enter the Date when the repairs were completed. 03/26/2014
What is the total cost of the Parts to be reimbursed? A10 $82.62, Tie Rod is $79.90
What is the total cost of the Labor to be reimbursed? NA
What is the total Tax to be reimbursed? NA
What is the total amount being reimbursed? $172.90
[redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
CUYAHOGA FALLS
OH-[redacted]
UNITED STATES
Customer Document Reviewed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	8G[redacted]	***Open Date***	03/25/2014	***Built Date***	04/02/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	09/15/2008	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43906	TEXAS DODGE LP			
Dealer Address	7800 I-40 WEST				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79106

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BORGER TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer states tie rod is broken
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Corporate - Roadside Services - Warranty - Towing - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod is broken on the vehicle and they are afraid to drive it. Customer states that the DLR Fenton Dodge Chrysler Jeep is very shady and the next DLR is over an hour away and customer does not believe that vehicle can make it that far. Customer states they called TEXAS DODGE LP who advised to call CAC for assistance with repair as parts are not available.
Briefly summarize what the customer is expecting: Customer seeking repair.
Agent advised that vehicle would have to be diagnosed as having the tie rod issue then customer can submit for reimbursement. Customer states vehicle cannot make it to the DLR for this.
Agent advised that a CM can be requested but they will likely advise customer to submit for reimbursement which is not guaranteed and not provided for IRF work.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted] or [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? Consulted TEXAS DODGE LP
Reassigned to 88F
Customer contacted back to find out the status of the case. Agent advised customer that case is still being researched into and that a case manager has not been assigned yet. Agent advised customer of the one business day call back period. Customer states that if she is contacted tomorrow, she would like to be contacted on her cell phone, which is [redacted]

Agent advised customer that it will be documented.
Customer stated they have not heard back from a case manager. Writer advised the file shows a case manager has been assigned and she should be contacting her by the end of business today.
* * * * * CASE MANAGER TEAM - District u * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] no message left
2nd attempt made to contact customer.
Dialed customer [redacted]
Writer spoke with Mrs. Mcintire and she let writer know that the truck was in bad shape and does not feel that it will make it to the city over where there is a certified dealership. Writer let her know that my best assistance would be through the dealership and if we can get the truck towed, writer can look into reimbursement. Writer explained that if the recall is why the truck could not be driven writer will reimburse for the cost of the tow. Customer stated that her husband will need to see if he can get it towed and may call writer back. Writer gave the customer contact information and hours of operations but let her know that writer will follow up with her on Monday to see if arrangements have been made.
Mrs. [redacted] calling to speak with Case Manager YO437. Writer advised CM is available and will transfer customer over to ext. 66316.
Phone numbers: verified both
Email: [redacted]
Customer called in and stated that the dealership is alleging they can not order the part and the part that was made to fix the issue is getting recalled too. Customer stated that they will have to get the truck fixed in town by a mechanic and seek reimbursement and possibly a lawsuit for lost wages. Writer let her know that at this time, writer can only offer assistance through the dealership. Writer offered to look into parts availability for her and let her know of any updates regarding the recall part. Customer stated that this is will be helpful and would like to be contacted back, writer offered to follow up on Monday as planned.
****** Following Corporate Resource has been contacted ******
PARTS SPECIFYING
on 2014-04-01 @ 08:54
Status update provided via email to the following email address:
[redacted]
Hello Mrs. [redacted]
I wanted to let you know that I am researching the part availabilty. I was not in the office yesterday so I am keeping you informed so that way we keep communincation. If you have any questions, feel free to reply to this email or call me at 1-800-763-8422 ext 66316.
End of Status Update
Customer is contacting Chrysler because she brought the vehicle to the dealership and it is going to cost approximately 1800 to repair the vehicle. Customer states her husband needs the vehicle for work and would like to know if they are going to be reimbursed. Agent tried to contact 800-763-8422 ext 66316 and could not reach the CM. Agent then transferred the customer so she could leave a voice mail on the CM extension. Customer would like a callback from her CM.
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T6262AB******
please contact expediting
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
Dialed customer at 8[redacted]
Writer spoke with the customer who stated that they took the truck to an IRF for repairs since her husband can not afford to be with out his work truck. Writer let her know that writer can see if we possibly can offer reimbursement for the part but she will still need to get the truck to the dealership for completion of the recall N49. Customer stated that she will get her truck back tomorrow and will know then how much the part alone cost.
Dialed customer at [redacted]
Message left.
2nd attempt made to contact customer.
Dialed customer at [redacted]
message left
3rd attempt made to contact customer.
Dialed customer at [redacted]
Writer let her know that we this time will reimburse her for a recall

repair but she will need to go to the dealership to have the recall actually completed. Customer stated that she will get writer the documents for reimbursement; writer let her know that we will contact her once the documents are received at her request.
- -
Mr.Mrs. [redacted] accepts and verifies the check should be mailed to the following name and address:
MR [redacted]
BORGER , TX- [redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-04 @ 08:55
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-08 @ 09:45
Customer called in since they have not received the e-mail link. Writer verified the e-mail found that it was incorrect. Now corrected, writer will send in documents needed.
Caller Mrs. [redacted]r requesting to speak with Case Manager.
Case manager not available, nic LB700
66153 took the call.
Writer took call for CM, customer is not able to send documents through the e-mail link. So, writer gave customer the fax number 801-736-3929 so that she can send the copy of her check and invoice from repairs. Writer told customer that I would let CM know that documents would be faxed instead of sent through the link.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-04-11 @ 09:06
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
repairs to be reimbursed back
If this is a Recall or Extended Warranty, enter the campaign number.
N490
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
203509
Enter the Date when the repairs were completed.
04/01/14
What is the total cost of the Parts to be reimbursed?
NA
What is the total cost of the Labor to be reimbursed?
NA
What is the total Tax to be reimbursed?
NA
What is the total amount being reimbursed?
$1760.57
****End structured narrative T2 - eReimbursement
NEW CHECK HAS BEEN GENERATED
Customer called in and wanted to know if documents have been received. Writer let her know that we had received them but typically do not call customer if all documents needed arrived. Writer let the customer know that the check will get processed soon and once it s done, the case will close.
Reviewed.
Check has been submitted.
****
Approved and Processed
****
Customer calls to speak with their Case Manager.
Customer calling to see if check was sent out. Writer gave customer update from lines 159-161. Writer advised that customer should be receiving check by the middle of next week.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	AG[redacted]	***Open Date***	03/25/2014	***Built Date***	05/28/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	08/07/2010	***Mileage***	33,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	63826	GENE'S CHRYSLER CENTER			
Dealer Address	3400 S CUSHMAN ST				
Dealer City	FAIRBANKS	***Dealer State***	AK	***Dealer Zip***	99701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRBANKS AK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking to get the recall completed.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states they have the tie rod recall. Customer states he was suppose to have an appointment to get it replaced tomorrow. Customer states the dealership advised them that they were only receiving one part a month. Customer states he is concerned about the tie rod breaking. Customer states he is driving to Arizona in August. Customer states he wants to recall completed by then.
Briefly summarize what the customer is expecting: Customer seeking to get the recall completed.
Agent advised customer at this time the part for this recall is unavailable. Agent advised customer they would need to wait for the part to become available in order to get the recall completed.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G[redacted]	***Open Date***	03/25/2014	***Built Date***	09/21/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/27/2005	***Mileage***	171,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	59639	KALSCHEUR GARAGE INC			
Dealer Address	2404 MAIN STREET				
Dealer City	CROSS PLAINS	***Dealer State***	WI	***Dealer Zip***	53528

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MADISON WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall on vin

Briefly summarize why the customer is contacting Chrysler: Customer states his tie rod broke.
Briefly summarize what the customer is expecting: customer is expecting reimbursement on parts of broken tie end. Agent advised may not reimburse customer. Agent states he would have to send in original documents and he may have parts reimbursed. Customer will have repair completed then give us a call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	7J[redacted]	***Open Date***	03/25/2014	***Built Date***	07/05/2006	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	03/04/2007	***Mileage***	88,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42698	GLENDORA CHRYSLER JEEP DODGE			
Dealer Address	931 SOUTH LONE HILL				
Dealer City	GLENDORA	***Dealer State***	CA	***Dealer Zip***	91740

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LARKSPUR CO [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Seeking rental vehicle
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Tie rod is broken
Corporate - CNA Change - Default - Default - Default	Updated address

Briefly summarize why the customer is contacting Chrysler: Customer states he just moved to Colorado but before he moved the tie rod in his truck broke and the vehicle is now located in CA at dealer #42698. Customer states when he moved his sister took him to CO and since he needed a vehicle he flew his sister home to LA. The problem is there is no part for the N62 recall and his sister doesn t have a vehicle. Agent called the dealership and spoke with Ryan-SA who states the problem with the vehicle is the N62 recall. He states this customer is a good customer and his SM has reached out to there AM to try and help fix the vehicle. Ryan also stated the customer has a SC with rental but since the customer is not the one who needs the rental, his sister is he can not provide a rental. Customer is asking for help, agent spoke with a TL-SJ who suggests the customer keep working with the dealership and if they rent a vehicle they could submit the receipt for possible reimbursement. Agent informed the customer of this and did not promise reimbursement for any rental. Agent provided a mailing address and the phone number for SC. Agent transferred the customer to SC to seek more information on the rental.
Briefly summarize what the customer is expecting: Seeking help with repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C4	6G[redacted]	***Open Date***	03/25/2014	***Built Date***	07/01/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/31/2005	***Mileage***	92,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	06018	KAMAAINA MOTORS			
Dealer Address	400 EAST KAWILI STREET				
Dealer City	HILO	***Dealer State***	HI	***Dealer Zip***	96720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PAIA HI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Gave customer address for possible reimbursement for N62 recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod snapped
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	advised customer of recall and details of it
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he driving his vehicle and the right tie rod snapped and his wheel fell off. Customer stated his wife heard there is a recall on the tie rods.
Briefly summarize what the customer is expecting: Customer is seeking information on the recall and wants to know how to have it repaired. Writer informed the customer that he does have the N62 recall on his vehicle and at this time the parts required for a permanent fix for this recall on not available. Writer stated she would escalate the customer s case to a special tracking team who would let him know when the part becomes available. Customer stated he was going to go get his own parts and have his IRF mechanic repair his truck. Writer advised the customer to submit his original work order and proof of payment for possible reimbursement. Writer gave the customer instructions as per AC ID 17420. Reassigned to PG725 for survey bypass-undiagnosed under recall with a concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L3	9G[redacted]	***Open Date***	03/26/2014	***Built Date***	08/14/2009	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	12/10/2009	***Mileage***	139,122	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44327	JIM BURKE AUTOMOTIVE INC			
Dealer Address	1409 5TH AVE NORTH				
Dealer City	BIRMINGHAM	***Dealer State***	AL	***Dealer Zip***	35203

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LINCOLN PARK MI[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Dealer Delayed/Refused Appointment	Customer requiring repair for recall
Product - Steering - Linkage - Defective - Default	Customer's vehicle is off road due to tie rod problem
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting as he has been working with DLR 44327 for N49 recall. Customer states he received the message stating the parts were available, and DLR attempted to order and could not, and now there is another delay, customer seeking what is wrong as the DLR has labeled his vehicle VOR and has no other means of transportation.
Briefly summarize what the customer is expecting: Recall to be completed. Agent apologized for inconvenience and consulted AC ID 24054. Agent advised customer they have changed the parts they were originally going to be using and is going to be available around the week of April 14th. Customer is upset and states he can t wait that long, and the tie rod is to the point it is about to fall off which is why the vehicle was VOR. Agent advised customer we would escalate to a CM to ensure we are doing everything we can to best assist. Customer understood. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted](ask for [redacted])
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) DEALER
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) YES
If a CDJ dealer has diagnosed, what is the dealer name or code? JIM BURKE AUTOMOTIVE INC 44327
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
Vehicle history: Orignal Owner: 6 New, 0 Used
OOW: 1 year and 102,624 miles
Service contract: None
Writer called the dealer and spoke with SA Edward and was advised that the last time the vehicle was at the dealer was yesterday 3/25 at 138,624 miles. SA Edward provided the new part number as CBUEN491AA and stated

that the part is on back order and there is no ETA Date. Writer spoke with SD John and was advised that the dealer tighten the tire rod as much as they could. SD John provided the order number as 3085E1. Writer stated that writer will expedite the part and will follow up with the dealer Wednesday 4/2.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer called the customer and left a message stating that the part has been expedite and that writer will follow up Friday 3/28.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PLEASE ADVISE DEALER TO CONTACT SPECIFYING FOR ASSISTANCE REGARDING POSSIBLE ALTERNATE PART
PART NUMBER: CBUEN491AA
PART DESCRIPTION: PACKAGE
ORDER NUMBER: 3080E1
NUMBER OF DEALERS WITH PART: 270
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: AA1092-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
Customer is calling to get an update. Writer informed the customer that he will be contacted in the near future. Customer states that the best number to reach him at is ([redacted]
The customer called to see what is happening because he stated the previous agent said they called him but he has no record of a call. The agent transferred him to his CM RW612.
Customer contacted CM. Customer states best number is [redacted]
Please Call today
CM attempted transfer to NS864
Mr. [redacted] calling to speak with Case Manager NS864. Writer advised CM is not available and will transfer customer over to AS1978 at ext 66070.
Phone numbers: verified both
Email: [redacted]
Writer took for the customer. The customer states that he is concerned his vehicle is not safe. The customer stated he was told that he has to wait for the backordered part for the left tie rod recall. The customer stated that the aftermarket part they put on the vehicle is braking and when he went to the dealership to get the tie rod repaired he was told that the part was backordered and will not come in until the middle of April. The customer stated that the dealership looked at the vehicle and tightened a bolt to temporarily fix it until the tie rod part comes in.
The customer stated that he is worried about breaking down. Writer advised the customer that if we can have the dealership verify the vehicle is not safe to drive we can check into a loner vehicle from the dealership and check other options. Writer advised customer that his CM will call back today.
Writer called the dealer and spoke with SA Matt and was advised that the dealer is still waiting for the part and they are only allowed to order a certain amount. Writer spoke with Candy in parts and was advised that Chrysler has put a restriction on ordering parts and will not release the new parts until 4/25. Writer spoke with SA Matt and was advised that the DM is involved and there is nothing he can assist with. Writer stated that writer will follow up Friday 4/4.
Writer called the customer and left a message stating that the dealer is still waiting for the part and that writer will follow up Friday 4/4.
Part ruled NS2- Part will not or cannot be serviced in the field, Part not available.
Writer called the dealer and spoke with SA Morrison and was advised that writer needs to speak with SA Matt. Writer spoke with SA Edward and was advised that the dealer is still waiting for the part and it is on back order.
Customer called stating that he needs to know when the parts are going to be resolved so that he can have this taken care of as soon as possible. Customer also wants to make sure that he is going to be reimbursed for the rental vehicle that he had to get for his shop forman that was using the truck but becuase of the recall he can t drvie it no more and so he had to get him a rental in the meantime. Agent advised customer that we are hopefully going to be releasing some parts in the next few weeks and the DLR will notify him as soon as the parts are available as well as he will be notified by CAC as well.

Writer called the dealer and spoke with SA Candy in parts and was advised that there is no ETA date as of yet and that Chrysler has advised the dealer not to order any parts at this time and hopeful the new parts will be release around 4/25. Writer spoke with SA Edward and was advised that the vehicle is at the dealer due to customer does not feel safe driving the vehicle. SA Edward stated that customer wants a rental until the vehicle is fixed. Writer advised SA Edward to have his SM contact the DM to see if a rental vehicle can be provided to the customer until the vehicle is fixed. Writer stated that writer will follow up Tuesday 4/8.
Writer called the customer at [redacted] and the phone rung and went quite then the call was disconnected. Writer will contact the customer Tuesday 4/8.
Customer called seeking an update. Agent advised of lines 103-111. Customer asked to speak to CM NS864. Agent was unable to find contact information for case manager. Agent advised that the CM will follow up with the customer on 04/08/2014. Customer ended the call
Writer called the dealer and spoke with SM John and was advised that the part arrived yesterday and the repairs were done and completed and customer picked the vehicle up today 4/8.
Writer called the customer and confirmed that the customer has the vehicle. Customer stated that the vehicle is driving great for now. Writer stated that writer will give the customer a couple of days to drive the vehicle and writer will follow up Friday 4/11 to confirm that customer is satisfied with the repairs that were done.
Writer called the customer and was advised that the vehicle is running great and customer is happy. Customer stated that the dealership and writer has met customer expectation and customer is satisfied with the repairs that were done. Writer was advised that the case can be close today 4/11. Writer stated that the case will be closed today and if customer has any question or concern customer can contact the dealership or Ram Customer Care.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	8G[redacted]	***Open Date***	03/26/2014	***Built Date***	05/16/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/12/2008	***Mileage***	100,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEST BLOCTON AL [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated phone number
Recall - H36: STEERING DRAG LINK INNER JOINT AND DAMPER BRACKET - Advise Owner/Incomplete Recall	advised of recall
Recall - J10: WIPER MOTOR - Advise Owner/Incomplete Recall	advised of recall
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	advised of recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	advised of recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer is calling because he states that the tie rod broke and the dealership advised him that it would be at least a month before the part will be available.
Briefly summarize what the customer is expecting:Customer is expecting to get the part sooner.
Agent advised customer of the recalls and that they are for replacement parts not the original parts.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: did not want to provide
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C7	6G[redacted]	***Open Date***	03/27/2014	***Built Date***	10/28/2005
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4		
In Service Dt	04/30/2007	***Mileage***	90,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MUSKOGEE OK [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	no repair, recall parts

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated they received a notice in the mail for the N62 LEFT OUTER TIE ROD ASSEMBLY recall. Customer stated she has called the dealer to setup an appointment and was advised they have about 25 trucks waiting to for parts so the vehicle has not been to the dealer. Customer stated the left tie rod has broken.
Agent called the dealer and spoke with SM Katy who stated she wasn t sure why the customer was advised not to bring the vehicle in for the inspection. Agent requested if the customer tows the vehicle in and does indeed need the recall completed due to the part status and the fact that the tie rod broke if there would be an interim fix that could be done to the tie rod to help the customer get the vehicle back running till the recall parts are released. SM stated to have the customer bring the vehicle in and once the inspection is completed she would assist the customer in anyway she can. SM stated if the vehicle does not require the recall be completed any repairs would be out of pocket to the customer. Agent advised to the customer as per the information from the SM. Agent offered the case number and advised if further assistance was needed to please call.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46AX	7G[redacted]	***Open Date***	03/27/2014	***Built Date***	02/07/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	08/30/2007	***Mileage***	115,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TRINIDAD CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer called because she had been advised by the parts department at Cooke Motor Company that despite it being her work truck which is disabled with the N62 recall on it she would still have to wait behind the other 50 customers to get the part for her vehicle. Customer stated she also spoke with Pueblo DCJR who told her because of her situation and it being a work truck they could attempt to expedite her need for the part. Agent advised we can contact service at Cooke Motor Company to see what they can do to assist. Agent spoke to SA Nancy who advised they can also order the part on an emergency basis but it could still take 2 weeks to arrive at the dealer. SA Nancy advised the customer would need to bring their vehicle in so it could be confirmed the tie rod is what broke. Agent relayed the information to the customer and advised this dealer can assist with expediting as much as possible and is much closer.
**

Briefly summarize what the customer is expecting: to get the part for the recall asap

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L7	9G[redacted]	***Open Date***	03/27/2014	***Built Date***	11/24/2008	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	07/09/2009	***Mileage***	146,841	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63595	JOHNSONS OF KINGFISHER			
Dealer Address	1801 S MAIN ST				
Dealer City	KINGFISHER	***Dealer State***	OK	***Dealer Zip***	73750

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALPENA AR[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke while vehicle was being driven
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that while he was driving his vehicle yesterday, the tie rod broke. Customer s vehicle was left on the side of the road until customer got replacement part and installed the part himself. Customer inquired about reimbursement. Agent advised that it can be reviewed and provided customer with the fax number and required information. Customer will be faxing information on part.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to look into reimbursement for the tie rod he had to replace.
Writer will contact customer on 4/3/14 if documents have not been received.
Writer checked and documents have not been attached.
Writer contacted customer a[redacted]. Left message with contact information & fax#. Writer informed customer that case will be closed in 2 business days if documents have not been received.
Documents have not been received.
No response from customer.
Reassign to TL for survey bypass.
by pass added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	7G[redacted]	***Open Date***	03/27/2014	***Built Date***	12/13/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/24/2007	***Mileage***	91,600	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42227	KEENE DODGE COMPANY INC			
Dealer Address	3707 NORRISVILLE ROAD				
Dealer City	JARRETTSVILLE	***Dealer State***	MD	***Dealer Zip***	21084

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELIZABETHTOWN PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	tie rod broke, parts not available
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has the recall on his truck. Customer states the tie rod broke. Customer states he called a dealer and they told him they won t be able to fix it until August as they don t have parts. Customer states it is at an IRF right now. Customer states he cannot wait to get it fixed and needs it for work. Customer states he is just going to get it fixed. Agent advised when parts are available he can submit for possible reimbursement. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: Recall information
The part required to provide a permanent remedy for recall n49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G[redacted]	***Open Date***	03/27/2014	***Built Date***	09/23/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	02/23/2006	***Mileage***	175,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45145	QUALITY DODGE			
Dealer Address	1141 N MAIN ST				
Dealer City	TOOELE	***Dealer State***	UT	***Dealer Zip***	84074

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EAGLE MOUNTAIN UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer stated his tie-rod broke
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his tie-rod broke last night while he was driving his vehicle. Customer stated that he needs to get the vehicle towed to dealership 45145. Customer stated that he wants the vehicle to go to dealership 45145 as they have done all the work to his vehicle in the past.
Briefly summarize what the customer is expecting: Customer stated that his tie-rod broke.
Agent advised the customer that we can not have the vehicle towed to that dealership as roadside assistance usually tows to the closet dealership.
RE-assign to SG893 for survey by-pass, no diagnosis.
Please follow process in ACdoc#24057.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Reassigned to 961
The customer contacted regarding reimbursement for the steering linkage kit they are going to have installed at the DLR so they can have their vehicle back. The agent called QUALITY DODGE nd spoke to Oliver in service who confirmed that this issue is definatley recall related. The agent advised they are eligible to apply for reimbursement consideration and provided the reimbursement address.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)

*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	03/27/2014	***Built Date***	08/05/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	02/19/2011	***Mileage***	34,399	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23871	RON CARTER CHRYSLER-JEEP-DODGE OF	TEXAS CITY
Dealer Address	2601 PALMER HWY		
Dealer City	TEXAS CITY	***Dealer State*** TX	***Dealer Zip*** 77590

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LEAGUE CITY TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Recall Part has failed
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: DLR 23871 SM Doreen is contacting Chrysler because she has a customer who has had the n49 recall part fail. Doreen states the customer was turning a corner when the tie rod snapped and punctured the metal wheel. Doreen states the customer s vehicle is currently off-road due to no parts available.
Doreen states, as per Case #[redacted], the previous customer was put in a rental for up to 14 days by Chrysler. Agent advised that we would send it up for review and a callback would need to be placed. Doreen thanked the agent.
Briefly summarize what the customer is expecting: DLR is expecting to have the customer put in a rental.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? DLR 23871
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? RON CARTER CHRYSLER JEEP DODGE
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
DEALER CONTACT- Writer contacted Service Manager (SM) Lance who informed writer the customer s vehicle was brought into the DLR on March 27th. SM Lance advised the part will not be available to be ordered until April 14th. Writer inquired if the customer was in a rental vehicle. SM Lance advised the customer was offered rental and declined. SM Lance informed the customer needs a truck rental and there was not one available at the time. Writer advised CAC will send the case to the parts department. SM Lance advised he has three customer s waiting for the part and the part can only be ordered 1 in 14 days. Writer advised CAC will look into what options are available to expedite the part. Writer will contact the customer.
Writer attempted to contact Service Manager (SM) Lance in regards to

getting a contact number for the customer. The SM was unavailable. Writer left a message.
Agent attempted to contact dealer Service Manager (SM) Lance, however, SM not available. Left message for a return call at extension 66058.
DEALER CONTACT- Writer attempted to contact the Service Manager who was unavailable. Writer spoke with Service Advisor (SA) Doreena who informed writer the customer contact number is [redacted]. SA Doreena informed writer she had ordered parts for the vehicle. SA Doreena informed she has not advised the customer parts were ordered. Writer was informed the part ETA is today but it is not in yet. Writer will contact the customer.
CONTACT UPDATE- Writer contacted the customer who informed writer he is looking to have the vehicle repaired. Customer informed he would like the repair to be at no cost to him because it is a recall part as well as customer would like to have an alignment done on the vehicle. Writer advised CAC will contact the DLR and get more information. Writer will follow up with the customer on Friday. Writer advised CAC will send customer an email with writer s contact information.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted],
This is Coralie with Ram Customer Care. Thank you for speaking with me today. Here is my contact information if you have any questions 800-763-8422 Extension 66058. I am in the office from 11:00 am to 7:30 pm central time.
Have a great day.
Coralie
End of Status Update
Customer contacting Chrysler stating that he got a call from SA Doreena and was told vehicle is complete but vehicle is pulling to right badly. Customer stated that SA Doreena said Chrysler will not cover the alignment for the wheels. Customer feels this is not fair because he feels he shouldn t have to pay for this, his vehicle was in perfect condition before the tie rod snapped. Agent advised we will get him in touch with his case manager and see if there is anything she is able to do. Agent contacted CH1150, transferred customer for further assistance.
Writer received a call from the customer. Customer advised the DLR informed him the vehicle is ready to be picked up. Customer informed writer an alignment was not done on the vehicle. Customer advised he feels the vehicle is out of alignment due to the recall. Writer informed CAC will need to contact the DLR for more information. Customer would like a full alignment done of the vehicle and would like the cost to be covered. Writer advised the customer of a follow up on Monday. Customer informed he is picking the vehicle up tomorrow and would like a call back today. Writer informed CAC can try to contact him back today but may not be able to. Customer inquired if the DLR can do the repair and get the payment at a later date. Writer advised the customer can pay for the alignment and CAC can look into reimbursing the cost. Writer will contact the DLR.
DEALER CONTACT- Writer contacted Service Advisor (SA) Doreena who informed writer the vehicle has been repaired and an alignment has been completed. SA Doreena informed the alignment is not covered under the recall and will cost the customer $99.99. SA Doreena informed writer the recall most likely caused the vehicle to be out of alignment because it punched the tire when it broke. Writer will follow up with the customer.
Writer contacted the customer and informed him to pay for the alignment and to send writer his documents. Writer advised CAC will send him a link for the documents on Monday. Writer advised CAC will reimburse the full cost of the alignment. Customer thanked writer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-07 @ 15:39
***** Customer Document Received *****
Customer Document Reviewed.
Writer attempted to contact the customer who was unavailable. Writer advised customer of a follow up on Tuesday.
What has the customer requested? Alignment reimbursement.
If this is a Recall or Extended Warranty, enter the campaign number. N49
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair. 34399 miles
Enter the Date when the repairs were completed. April 4th 2014

What is the total cost of the Parts to be reimbursed? n/a
What is the total cost of the Labor to be reimbursed? $99.95
What is the total tax to be reimbursed? $0.00
What is the total amount being reimbursed? $99.95
Writer contacted the customer in regards to his case. Writer advised CAC has reviewed the documents and will be processing the check. Customer advised he has no additional questions. Customer verified his address and informed the mileage on the vehicle is about the same as when the repair was completed. Writer advised the customer should receive the check within 30 days. Customer thanked the writer.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	7G[redacted]	***Open Date***	03/27/2014	***Built Date***	04/10/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	07/25/2007	***Mileage***	74,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42080	RINGGOLD CHRYSLER DODGE JEEP			
Dealer Address	7154 NASHVILLE STREET				
Dealer City	RINGGOLD	***Dealer State***	GA	***Dealer Zip***	30736

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOOKOUT MOUNTAIN TN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring about the status of the recall.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about an issue with the vehicle.
Briefly summarize what the customer is expecting: Agent advised customer that the part is on back order currently with no estimated arrival date. Agent advised customer that case is being escalated off for parts tracking and he will be contacted once the part is available. Agent advised customer several times to take the vehicle into the dealership, but customer states that he will not do so until the part comes in. Agent attempted to explain that the vehicle needs that inspection to find out if the part has to be replaced or not, but customer again declined that, stating they will wait.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Does not have an email.
Reassigned to 961
Customer is contacting Chrysler back because his tie rod broke while he was driving. Customer would like to know an ETA for parts to be available for the N62. Agent advised customer that we currently do not have a ETA for parts. Agent advised customer that he is already part of the special tracking list and he will be notified when parts are available. Customer disconnected call.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)

*** System closure of CAIR***
Customer contacted CAC seeking an update for the N62 and if the parts are available as he has not received anything since he spoke with someone on March 31/2014.
Agent apologized to customer and advised of the N62 recall and the restriction on the parts.
Agent asked if customer is on a waiting list yet.
Customer advised he is not on a waiting list as he was not advised he should be.
Agent contacted Mountain View Chrysler Dodge Jeep Ram
7154 Nashville Street Ringgold, GA 30736
(706) 935-2328
Agent spoke with Justin from parts to see what there waiting list for the N62 left outer tie rod assembly was.
Just from parts transferred agent through to SA Wayne.
SA Wayne advised he doesn t have a waiting list as he didn t no they were supposed to have one.
SA Wayne advised that he has a customer who is waiting for the recall whose vehicle has been down/not drivable for months. They were just able to finally order there first N62 parts and once they get it in and repair the customers vehicle they can submit another order.
SA Wayne advised the next part ordered can be for the customer.
Agent provided SA Wayne with customers name, phone and VIN number.
SA Wayne advised they would contact the customer once they are able to order the parts to set up an appointment with the customer.
Agent thanked SA and advised he should contact his BC to see if they should be generating a list as that s how the original N62 shipment of parts came form.
SA Wayne understood.
Customer calling for update on recall.
Agent contacted dealership and spoke with SA who stated that the vehicle was inspected and determined that the recall does not apply to his vehicle and that is why when the dealership ordered the parts to complete the recall the parts did not fit on his vehicle.
Customer states the vehicle has the death wobble and customer asked what would cause that if its not the tie rods. Agent stated that vehicle could need to be diagnosed as to what is causing that to occur.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	8G[redacted]	***Open Date***	03/27/2014	***Built Date***	12/17/2007	
Model Year	2008	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/26/2008	***Mileage***	135,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42081	CROWN DODGE			
Dealer Address	6300 KING				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOORPARK CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall assistance

Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall assistance. Customer s tie rod has broken and the parts are unavailable. Agent advised customer we would not be able to provide a rental for this recall. Customer would like to speak to supervisor.
Briefly summarize what the customer is expecting: Customer is expecting a rental for his recall issues.
Customer has requested Supervisor callback
Preferred daytime number:
Preferred evening number: [redacted]
Reason for request: Customer would like a rental for his recall issues.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*******Supervisor*****called and left a VM with the customer to let him know we need to confirm the vehicle is at the dealership SIMI VALLEY CHRYSLER DODGE JEEP dealer code 26840. At that we can then escalate to our rental department for possible rental assistance but cannot make any guarantees. Super provided the RAM contact number and case number.
Reassigning to MF982

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	8G[redacted]	***Open Date***	03/27/2014	***Built Date***	06/03/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	07/02/2008	***Mileage***	84,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.			
Dealer Address	3470 BOULDER HWY				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89121

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS VEGAS NV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	inquiry
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	parts unavailable
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that his tie rod broke, when he went to the dealership they told him that they had a whole linkage available to purchase but that the recall part was not available.
Briefly summarize what the customer is expecting:customer seeking information
Agent contacted parts manager John for clarification. Parts manager John states he has a whole steering linkage available (original equipment part). Agent advised customer that the recall part was not available but that she would assign the case for special tracking, and customer would be notified when the parts became available. Agent advised customer that if he purchased the whole linkage it would be at his expense.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: no email available
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	6J[redacted]	***Open Date***	03/28/2014	***Built Date***	11/21/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/25/2006	***Mileage***	133,550	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	DENVER CO[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Other	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods need to be replaced
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-28 @ 10:35
Briefly summarize why the customer is contacting Chrysler: Customer called because she has the N62 recall on her vehicle. Customer stated that the dealership would not replace the tie rod and told her that the part will be available until the end of April. Customer stated that she has brought the vehicle to an IRF. Customer stated that the IRF has deemed tie rod un-drivable. Customer stated that the IRF had called the dealership can they were told that they could order the part and the customer can seek for reimbursement. Customer wanted to know if this is possible.
Briefly summarize what the customer is expecting: Agent advised customer that she can seek reimbursement but there is not guarantee that she will be reimbursed. Agent advised customer that if the IRF does the repair then she would only be reimbursed for the parts not the labor. Agent provided customer with mailing address, fax number, case number and document link. Customer stated that she does not understand why she would not be getting reimbursement for labor. Agent advised customer that as per Chrysler s reimbursement policy does not cover IRF labor cost. Customer stated that she feels that this is unfair that she has to decide between paying for the repair herself and not driving her vehicle for a month. Agent advised customer that this is her decision that she needs to make. Customer did not except this and demanded to speak to a supervisor. Agent advised customer that a supervisor will inform her of the same information. Customer stated that she did not care she wanted to speak to one anyways about the poor customer service. Agent advised customer that a supervisor call back will be one business day.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer seeking reimbursement for IRF repair
CAIR assigned to: JE779
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
**********Supervisor Call**********
Writer contacted customer @ [redacted] and LVM
that if the repair is completed she can seek reimbursement as long as the part that was repolaced for the H46 was a mopar replacement part.
Writer furnished the customer with the address.
POSTMARK DATE: 040614; DATE RECEIVED: 041614
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: H46, N62
Name of person writing in: MR [redacted]
Does customer have an e-mail address: [redacted]
Concern: seeking reimbursement for the N62

Reviewed previous files: no
Agent contacted customer [redacted], and stated that the recall N62 LEFT OUTER TIE ROD ASSEMBLY is for Mopar servicing parts and not the factory part. Agent asked if the customer has had the part repaired previous to this repair, customer stated that they did not have it replaced. Agent stated that there would be no reimbursement. Customer stated that they were told that they would get reimbursed for the repair. Customer stated that it was the factory part that was taken out of the vehicle. Customer stated that they wanted to check there notes at home and called the agent back. Agent provided contact information. Agent stated that the decision would not change, and there will be no reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49LX	9G[redacted]	***Open Date***	03/28/2014	***Built Date***	11/26/2008	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	03/19/2009	***Mileage***	125,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65382	INGRAM PARK C-P-J-E			
Dealer Address	7000 N W LOOP 410				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78238

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAN ANTONIO TX[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer is upset due to recall N49
Recall - N49: LEFT TIE ROD -	Recall inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods broken
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer has a recall inquiry.
Briefly summarize what the customer is expecting: The customer is upset because his tie rods broke and his vehicle has been undividable for weeks. The customer is not happy that the part is taking so long to be available. He would like some sort of assistance for the money lost while his truck is un-drivable as it is his work truck. The agent advised that the parts will start to become available in the week of April 14th and unfortunately we are not able to reimburse for money lost while his truck is down. The customer was very upset by this and the agent notified he can send in a request for possible assistance but it is not guaranteed. The agent gave the fax number. The customer states that he doesn t want the situation to come down to a law suit. The customer wanted to speak to someone higher up but the agent informed that they will advise of the same information.
The part required to provide a permanent remedy for recall N49. is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: Unknown
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	AG[redacted]	***Open Date***	03/28/2014	***Built Date***	06/22/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	10/25/2010	***Mileage***	56,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58821	MASSEY YARDLEY INC			
Dealer Address	777 N STATE ROAD #7				
Dealer City	PLANTATION	***Dealer State***	FL	***Dealer Zip***	33317

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOXAHATCHEE FL 33470-3693	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer called upset about recall

Briefly summarize why the customer is contacting Chrysler: Customer called about recall N49
Briefly summarize what the customer is expecting: Customer called and advised that the tie rod broke and that they have this recall and they have the vehicle into the Dealership to have the work done and were advised that the parts were on backorder. Customer is very upset about this. Agent confirmed that the Customer does have the recall. Agent advised that there will be limited parts sent to the Dealership for the week of April 14, 2014. Customer advised that the Dealership has put them in a rental vehicle. Customer just wanted us to know and to see if there were anything we can do to get the parts sooner. Agent advised that she will escalate the file to a department that will notify her when parts are available but that the are making the parts and that is why the delay. Customer advised Service Advisor Hector is handling the file at the Dealership.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7	AG[redacted]	***Open Date***	03/28/2014	***Built Date***	04/15/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	08/19/2010	***Mileage***	48,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45411	ASHLAND CHRYSLER			
Dealer Address	RR 3				
Dealer City	ASHLAND	***Dealer State***	WI	***Dealer Zip***	54806

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLIDDEN WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customers contacting Chrysler because their left tie rod fractured.
Briefly summarize what the customer is expecting: To find out if she is responsible for towing.
-
Agent advised customer that when there is a recall on the vehicle that they are responsible for the costs of towing.
-
Agent advised customer that if she is still wanting to deal with roadside assistance that we could get her in contact with them if she wishes.
-
Customer declined and stated that she is going to deal with this herself.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
The customer is contacting Chrysler to file a complaint. She received an important safety recall notice for the left tie rod, she contacted the dealership to have this taken care of but they told her they are working to get the parts ordered, but they don t have the parts available right now. The customer stated when she was driving today, the left tie rod broke. She called the dealer and they were very good about getting it towed in by roadside assistance, she called roadside assistance and the warranty ended August 19th. They told her she had to pay over 200$ to have the truck towed to the dealership. The customer doesn t believe this is right because it is not her fault the left tie rod broke. The customer is very upset she has been a loyal dodge customer since 1971 and she doesn t think she will ever buy a dodge again.

Agent advised the customer could submit for reimbursement for the roadside assistance, since it is related to the recall.
The customer called her insurance company, she has roadside assistance with them, and they are going to tow it to Ashland Chrysler 45411. Agent advised than she wouldn t need to submit for reimbursement. Agent advised the customer I have documented her complaint and Chrysler reviews the files internally.
Briefly summarize why the customer is contacting Chrysler: Customer called instating that her tie rod end fractured, and was replaced with the recall part. Customer stated she is first on the list in order to get the new parts available. Customer stated that Chrysler would not tow the vehicle or provide a rental. Customer wants a rental as she does not feel safe in her vehicle. Customer stated insurance paid for her tow, and she wants the insurance company to go after Chrysler for reimbursement.
Briefly summarize what the customer is expecting: Customer seeking rental.
Agent advised customer we are unable to offer rental assistance.
Vehicle is repaired and is not off road.
*** Below message was sent to customer ***
Email[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48AX	7G[redacted]	***Open Date***	03/28/2014	***Built Date***	06/28/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	10/06/2007	***Mileage***	140,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE			
Dealer Address	26433 SOUTHWEST FREEWAY				
Dealer City	ROSENBERG	***Dealer State***	TX	***Dealer Zip***	77471

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEEDVILLE TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod on vehicle broke while being driven

Briefly summarize why the customer is contacting Chrysler:
Customer called in because the tie rod on his vehicle had broken while he was driving it. Vehicle is now at the Finnegan CJD Dealership. Dealer advised customer that due to parts availability, they have no means of repairing the vehicle and also do not have an ETA as to when the parts would be available. Customer is upset because vehicle is stuck at the dealership and customer has no means of transportation. Customer requested a supervisor call back to see what could be done regarding his case.
Briefly summarize what the customer is expecting:
Customer is expecting assistance from Chrysler in regards to transportation since his vehicle is now going to be off the road for an extended period.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Vehicle off road - Parts not available.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*****Supervisor***** called and spoke with the customer to see if we can possibly get him into a rental. Supervisor stated I cannot make any promises but we can have it looked into. Customer understood and thanked me for any help he may be able to get.
Agent advised by KM788 to reassign case to 86R
Customer seeking rental assistance because customer s tie rod broke while the vehicle was being driven and the vehicle had to be towed to the nearest dealership. Vehicle is currently at the dealership with no ETA on part or repair. Customer has no means of transportation. Contacted Service Manager,
SM was not available - service department was closed.
FIle returned to KM788
Supervisor will call customer to confirm repair.
*****Supervisor*****called and left a VM with the customer to confirm recall repairs have been completed. Supervisor left the case number and the RAM number in the message.

Customer called in to state that the repairs have been completed and everything is great. Customer states he feels this was a quick resolution and wanted to thank KM788 for resolving this issue for him. Agent advised customer that it would be noted and thanked the customer for choosing Ram.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	03/28/2014	***Built Date***	11/26/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	01/23/2010	***Mileage***	70,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONNELLSVILLE PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	VOR due to recall
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because her husband s tie rods just fractured and he is lucky to be alive. Customer is wondering what Chrysler will do for them until the recall parts are available. Agent advised that we cans end this up to parts support but the only option for them is to tow the vehicle to a DLR and to pay for a rental and then seek reimbursement when the recall is completed. Customer is very irate and will never buy a Chrysler again.
Briefly summarize what the customer is expecting: Rental, recall information.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
Customer s call back number is [redacted]
* * * * * CASE MANAGER TEAM - District Q * * * * * *
The customer has no e-mail for first contact.
Writer called the dealership and left a messae for SM, Mike Straight.
Writer is calling back 04/02/2014.
Writer called the customer and left a message with contact information.
Writer is calling back 04/02/2014.
Mr. [redacted] called to speak with CM AS1978. Writer warm transferred customer to CM AS1978. Writer verified customer contact info: [redacted] best. Customer stated [redacted] (line 22) is incorrect.
Customer calls to speak with their Case Manager.
Transferred the customer to AS1978 at ext 66070.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	03/28/2014	***Built Date***	11/26/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	01/23/2010	***Mileage***	70,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONNELLSVILLE PA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Front tie rod have snapped on the vehicle.
Recall - N49: LEFT TIE ROD - Other	Tie rod has snapped on the vehicle.
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about an issue with his vehicle. Customer states that the tie rod had snapped on his vehicle and it s currently down at this time. Customer states that he spoke with the dealership who advised that a new shipment of parts will not be in until 04/15/2014. Customer is trying to find out what he needs to do about this.
Agent attempted to contact the dealership but the service department was closed for the day.
Briefly summarize what the customer is expecting: Customer is seeking to get his vehicle repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: None provided
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Jim Shorkey 60484
Reassigned to 88F
Mike SM from Shorkey dealership called and stated that the vehicle has never diagnosed the vehicle for the tie rod issue in his dealership. Mike SM stated that his system showed that the vehicle was at 7244301401, Tri-Star.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: No Warranty Coverage Summary Available, Vehicle Restricted
MVP: None
Ownership history: I used 0 new
Writer called the dealership Tri-Star and was put on hold. Writer released the call after 6 minutes.
Writer called the dealership and spoke to Tony SA. Tony advised that since the vehicle is on a complete restriction the recall may not apply. Tony advised that the customer left a message that the tie rod broke but the vehicle is not at his dealership at the moment. Tony did not have update mileage.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-02 @ 16:42
Writer called the customer and sent link for documents to [redacted], writer sent the customer documentation for the customer for the repair that was made. The customer asked that the writer put in the case that he is planning on going to the local

media for this issue because he was able to find the part on his own to get the vehicle repaired and Chrysler told him that the part was not available until the middle of April. The customer stated that it is a safety issue. Writer is calling back 04/07/2014 after the customer submits documents.
Insert in between lines 35 and 36, Writer spoke to the customer and discussed sending documents for review for possible reimbursement to [redacted]. Writer got a call and forgot to document the call at that time. The customer stated that he had to get the part himself because he needed his vehicle. The customer also stated that he does not understand why he has to wait until April 15th for a part for the tie rod recall when new trucks are being built every day.
***** Customer Document Received *****
Writer sent a request to have documents reviewed for approval for reimbursement for $238.95. What is the SM name?
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
$238.95 for tie rod.
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
70,000 miles
Enter the Date when the repairs were completed.
03/31/2014
What is the total cost of the Parts to be reimbursed?
$104.00
What is the total cost of the Labor to be reimbursed?
$117.00
What is the total Tax to be reimbursed?
13.33
What is the total amount being reimbursed?
$238.95
****End structured narrative T2 - eReimbursement
CLOSED LOOP UPDATE - no need for additional follow-up.
The customer called the writer and wanted to know why he did not get a call back. The writer stated that the check for $238.95 was being sent out and the case was closed. Writer stated that she apologizes that he did not get a call back. Writer stated when we send a check it closes his case and we forgot the call. Writer assured the customer that he was approved for the $238.95 reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19DX	6G1[redacted]	***Open Date***	03/28/2014	***Built Date***	09/20/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	10/20/2006	***Mileage***	115,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43378	SALSBURY'S DODGE CITY LLC			
Dealer Address	9550 AIRLINE HIGHWAY				
Dealer City	BATON ROUGE	***Dealer State***	LA	***Dealer Zip***	70815

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CARENCRO LA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Customer called in because he received a notice for the N62 recall.
Customer states a couple weeks ago he was driving down the road and the right tie rod broke and had the vehicle towed into the mechanic and had the right tie rod replaced.
Agent advised the parts are currently unavailable however once the part does become available he can file for possible reimbursement at that time but we cannot guarantee it.
Customer is worried about driving his vehicle.
Agent advised customer if he is worried he can have the vehicle inspected at the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	03/29/2014	***Built Date***	05/30/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/28/2011	***Mileage***	63,727	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68258	LAUREL VALLEY MOTORS INCORPORATED			
Dealer Address	3656 ROUTE 30				
Dealer City	LATROBE	***Dealer State***	PA	***Dealer Zip***	15650

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCKWOOD PA 1[redacted]	***Country***	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Parts unavailable
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod ends are falling off
Recall - N49: LEFT TIE ROD - Information Request	tie rod recall
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer calling because he his tie rods ends are falling off.
Briefly summarize what the customer is expecting: parts information
Agent advised customer that the parts are currently unavailable. Agent advised customer that his case has been assigned to special tracking and he will be notified once parts become available
The part required to provide a permanent remedy for recall N46Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7	AG[redacted]	***Open Date***	04/01/2014	***Built Date***	04/15/2010
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4		
In Service Dt	08/19/2010	***Mileage***	48,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45411	ASHLAND CHRYSLER			
Dealer Address	RR 3				
Dealer City	ASHLAND	***Dealer State***	WI	***Dealer Zip***	54806

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	GLIDDEN WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Towing assistance
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
recall complaint
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
We received a recall notice for our 2010 ram 2500 . This truck is owned by our business NORTHERN LURE resort and campground. We called the dealer to make an appointment to repair the faulty left tie rod, however the dealer did not have the part and the eta was April. Till then we had to drive the truck, on March 28 the tie rod DID FRACTURE, fortunately we were on our property and not on a highway. We called the service dept at ashland chrysler , they referred me to Chrysler roadside customer service. I explained the situation they said they will tow it for 200.00. I asked why I have to pay for something that is not my fault , they referred me to your recall assistance dept. Who promptly told me the same thing even tho I could not get it repaired due to no ineffective parts available. I do not see why we would have to pay for this when it is not our fault.I lodged complaints with your recall assistance dept and then called ram customer service to complain. They all understood my dilemma but nothing would come from it. And the truck is at the service dept awaiting defective parts (as that is all that s available) and we will have to bring it back to be fixed AGAIN. Now we will be driving a truck where this could happen again but it could happen on a highway doing 55 mph and cause greater damage to the truck or to yourselves. I have been a dodge,Chrysler,jeep owner since 1970 but I WILL NEVER BUY ANOTHER PRODUCT FROM YOUR COMPANY AGAIN. IS THIS HOW YOU TREAT LOYAL CUSTOMERS? I am afraid to drive this truck now once we get it back, also I need it for my businesses . I own 2 bar and grills and ALL my customers will be told of this shabby treatment. They will tell 2 friends and you know the rest. Facebook will be my next step in this action if I don t get some satisfaction. [redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for contacting the Ram Customer Assistance Center in regards to your 2010 Dodge Ram 2500.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved; however, we are unable to accommodate your

request for towing assistance.
After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.
We re sorry we cannot provide a more favorable reply.
Our records show that you have contacted us by telephone and we have recently addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Erica
Customer Service Representative
RAM Customer Assistance Center
*****END OF CUSTOMER EMAIL*****
Reassigning to EB460 for a survey by-pass for duplicate CAIR. Please refer to CAIR [redacted] for original contact from customer.
My major concern now is the new part being replaced to fix the dodge is the same defective part that broke originally. I fear for my safety ,as I mentioned before I do not feel safe driving the truck with a defective replacement part. What happens if this fractures while we are driving at 55 mph? Will you be apologizing like the GM CEO??? To my survivors? Please respond
*****END OF CUSTOMER EMAIL*****
*****NAN, customer contacted in on CAIR [redacted] after the email was received. Customer s concern is being address in previous CAIR.*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	8G[redacted]	***Open Date***	03/31/2014	***Built Date***	07/11/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/02/2008	***Mileage***	60,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26581	FUCCILLO JEEP			
Dealer Address	328-332 DIVISION ST				
Dealer City	AMSTERDAM	***Dealer State***	NY	***Dealer Zip***	12010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROADALBIN NY [redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Service Manager Jim requested a rental for customer.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Tie rod is broken
Dealer - Loaner Vehicle - Unknown - Other - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Dealership is contacting CAC on behalf of customer seeking recall information.
Briefly summarize what the customer is expecting: Dealership is expecting to learn what the customer s next steps are for this recall.
Dealership FUCCILLO CHRYSLER JEEP DODGE 26581 states the customer [redacted] contact them stating his tie rod is completely broken and his vehicle is undriveable.
Dealership does not know what to advise the customer to do as the parts for this repair are not available. Dealership stated the customer s vehicle at his home and would require a tow to the dealership.
Agent advised dealership of N62 recall as per AnswerConnect ID 24057.
Agent advised dealership the customer is part of this recall as he had MOPAR parts put on the vehicle during the H46 recall repair in 2009.
Agent advised customer the parts will become available beginning the week of April 14th. Dealership advised agent he is seeing there are parts available in his system. Agent advised dealership she is unsure whether those are the newest parts as we have not received that updated information. Agent advised dealership the customer s case will be escalated to a case manager for futher assistance. Agent advised dealership the customer does not have towing coverage as per VIP and agent advised dealership recall repairs do not cover consequential expenses.
Customer contact: telephone
Customer number: [redacted]
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Writer contacted Parts Manager David. PM has tried to order part no CBUEN491AA which was cancelled as being the incorrect part. Writer will do further research and update PM.

OOW: not under warranty
MVP: no service contract
Ownership history: 2 new 1 used
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Customer stated that his email is [redacted]. Customer stated that he was backing up on his driveway when the tie rod broke. Customer also stated that vehicle has been towed to the dealership. Customer also stated that he had asked the dealer if a loaner vehicle was available, was informed that there was not. Writer advised customer that they would keep them updated as to what is happening regarding the recall parts on vehicle.
Status update provided via email to the following email address: [redacted]
My name is Rose I have been assigned as your case manager. Here is some information that will be helpful for you to have. Your case number is .
Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66158.
My work hours are 8:00-4:00 MST Monday-Friday.
I will follow up with you 4/8/2014. If you have any questions or concerns, please contact me at the number listed above or via the included link. Thank you for being a part of the Ram family and have a great day!
End of Status Update
****** Following Corporate Resource has been contacted ******
PARTS SPECIFYING
on 2014-04-01 @ 17:00
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T6262AB******
CBUEN491AB -
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
Jim is contacting Chrysler from 26581 dealership because he was advised that he would be getting a callback today.
Agent advised Jim of lines 43-51. Agent tried to contact the CM at ext 66158 and could not reach her. Agent advised Jim that she could transfer him to the CM so he could leave a message. Agent then transferred the customer to the CM to leave a voice mail.
Customer calling for an update. Agent called over to Salt lake and spoke with Rose CM. Agent transferred customer over to Rose.
Writer spoke to SM Jim. SM is trying to order part number CBUEN491AB. His parts system is not allowing the order. SM Jim requested to speak to a supervisor.
Writer spoke to customer. He was at the dealership wondering what was happening. Writer advised that we need to contact the dealership.
Customer gave phone to 26581 s SM Jim, as documented in lines 68-70.
Per conversation documented in lines 68-70, writer advised sm that we would not be assisting with rental. SM Jim requested to supervisor.
Writer transferred call to SB1484.
* * * * * * * SUPERVISOR CALL * * * * * * * * * *
Service Manager Jim requested to speak with Writer. SM stated advised that this vehicle has a broken tie rod addressed in Recall N62. SM advised that the vehicle was towed into the dealership on 3/31/2014 as the vehicle is VOR. SM stated that the part number: CBUEN491AB does not function in their ordering system. Writer advised that via lines 56-59, the part number has been verified. SM verified that the part number is correct, but that the part has not yet been released and therefore the dealership can not order the part. SM advised that the system will automatically cancel the order. SM stated that this Customer needs a rental. Writer advised that a rental will only be authorized until 4/7/2014 while the case is researched further. Writer advised that due to the unknown ETA of part, rental is not promised after 4/7/2014. Writer advised that the case will be escalated to the appropriate parts department and that the Case Manager will follow up on 4/7/2014 in regards to any updates.
Customer seeking rental assistance because the tie rod for Recall N62 can not be ordered and the vehicle is VOR. Contacted Service Manager, Jim at 26581 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental between the dates of 4/3/2014-4/7/2014 per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.

REASSIGNED TO BC/DLR 32 26581 04/03/14 17:42 C[redacted]
Writer contacted dealer 26581 at 518-843-3333. Writer left voicemail for SM Josh to return the call.
Writer contacted customer MR [redacted]. Writer left voicemail.
Writer contacted dealership at 518-843-3333. Writer spoke with SM Jim. SM advised writer that repairs are complete and customer is back in his vehicle.
Writer contacted customer at [redacted]. Customer stated that repairs were done, vehicle is running great and CAC may close the case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
LL810 approved closing this case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	03/31/2014	***Built Date***	02/17/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	03/23/2011	***Mileage***	70,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60312	BRENNAN DODGE, LLC			
Dealer Address	1371 N SERVICE RD E				
Dealer City	RUSTON	***Dealer State***	LA	***Dealer Zip***	71270

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CHOUDRANT LA [redacted]	***Country***	UNITED STATES

Corporate - RRT - Default - Default - Default	Informed customer of incomplete RRT
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Tie rod on customers vehicle has broken.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to see if we will tow vehicle from Interstate Dodge to Brennan Dodge.
Briefly summarize what the customer is expecting: To get towing assistance.
Customer s vehicle s tie rod broke in a parking lot and the vehicle had to be towed to the closest dealership. It was towed to Interstate Dodge, but customer would prefer to work at Brennan Dodge and wants to know if we can tow him again. Informed customer that unfortunately if he is already at a dealership, then the cost to tow him to another dealer would be up to him. Customer understood but is a bit upset about this decision.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38CX	6G[redacted]	***Open Date***	03/31/2014	***Built Date***	07/29/2005	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/29/2005	***Mileage***	154,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALT LAKE CITY UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	requesting completion
Corporate - CNA Change - Default - Default - Default	updated coin
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he had the tie rod replaced but it has broken again and now there is another recall for that part. Custoemr states that he cannot drive the vehicle as the part dropped out this morning. Customer inquired about towing costs. Customer requesting a rental or loaner vehicle while waiting for the recall parts to be available.
Briefly summarize why the customer is contacting Chrysler: Agent advised the customer that he would have to have the vehicle taken to the DLR so they can diagnose the issue. Agent advised the DLR needs to verify this is the same issue. Agent advised depending on the DLR diagnosis he may be able to request a reimbursement for the towing costs. Agent spoke with SA Jenna and was advised that they completed L16. SA states that the customer has not had his vehicle inspected since N62 recall came out and customer states that it has broke again. Agent provided cair # to customer for possible future assistance for rental or reimbursement.
The part required to provide a permanent remedy for recall N62Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L0	9G[redacted]	***Open Date***	03/31/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	07/20/2009	***Mileage***	192,656	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42685	STEVE WHITE MOTORS INC			
Dealer Address	3470 US HIGHWAY 70 EAST				
Dealer City	HICKORY	***Dealer State***	NC	***Dealer Zip***	28602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCKLEDGE FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall part information
Corporate - Survey By-Pass - No Documentation - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information.
Briefly summarize what the customer is expecting: Customer states that his left tie rod snapped while on vacation. Customer states that the dealership advised there are no parts available.
Agent seeking dealership information but customer disconnected before agent could verify information.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
Customer is calling to state that they did get disconnected from the previous agent. Customer reiterated the situation they are. Agent advised the customer that the parts are currently unavailable for this recall and will not be available till the week of 4/7/2014. Customer was not satisfied with this and inquired about how they are supposed to get a rental for two or more weeks. Agent advised the customer that the DLR will need to be contacted for verification. Customer stated that they would not wait on the line and would like to be contacted back. Agent then contacted HILTON HEAD CHRYSLER JEEP DODGE (60266) and spoke with SA Corin. Corin confirmed that the part that broke on the vehicle is the part involved in the N49 recall and as of right now parts are unavailable.
Agent will be escalting this customer complaint for further review.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]

Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 60266
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M Ù * * * * * *
Service Dealer:
Owned: New 2 / Used 0
Out of Warranty: Expired (Time)
Service Contracts: The vehicle has no active Service Contracts
Writer contacted customer on [redacted] writer left message
Writer was contacted by the customerwho left VM with contact information
([redacted]
Writer contactd customer Mr. [redacted]
write left message
CONTACT UPDATE - as per lines 48-49
2nd attempt made to contact customer. Left message, the case will be sent to the parts team and have them try to expedite the part no guarantees
Writer contacted DLR 42685 on 828-464-3458 writer spoke with Natasha from the parts department who informed writer there is no information on the vehicle. Writer contacted DLR HILTON HEAD CHRYSLER JEEP DODGE (60266) on 843-208-1200 to get information on the customer s vehicle. Writer spoke with Brooke and was transferred to the SA Reggie working with the customer. SA stated the representative was in on 04/03/2014 and they are trying to expedite the part as the customer is traveling. SA provided part# CBUEN491AA and CBUEN492AA and order # 496717. SA verified mileage 192,656
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
Part #CBUEN491AA is on hold, CBUEN492AA is a campaign part. They are restricted 1 in 7 days. It will take a couple weeks for order to be placed by dealer. Please contact customer and let them know that at this time they do not have an order in the system yet because of the restriction and any further questions should be directed towards their SA. Only chance for customer to get part faster is to find a smaller dealer that does not have many on order to put customer closer to the top of the list. Thank you.
ASSIGN TO: AA1092-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
Writer contacted customer on [redacted] to inform the customer of the information in lines 63-73. Writer left message.
CONTACT UPDATE - 1st Contact attempt
2nd attempt made to contact customer on 8[redacted]. Left message.
No firm ETA at this time, part on restriction
Writer contacted the DLR 42685 spoke with Brooke who informed writer the parts are on back order and the DLR is unable to order the part as the parts are in manufacturing. Writer informed the SA will contact the customer and inform the customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-16 @ 13:07
Writer contacted the customer to re-verify the email as the email would not accept the one given by the customer, but accepted
[redacted]
No firm ETA at this time, part on restriction
Agent attempted to contact customer unavailable left message stating documents have not been received. Agent will contact customer 04/28/2014.
No firm ETA at this time, part on restriction
Writer contacted the customer on [redacted] and left VM informing the customer the email is not working and provided the customer with fax number.
Writer contacted DLR 60266 on (843)208-1200.Writer left message for the SM.
Writer HILTON HEAD CHRYSLER JEEP DODGE 60266 on 843-208-1200. Writer spoke with SA Sam who informed writer the vehicle was repaired on 03/31/2014 for the recall of the broken tie rod. Customer vehicle repaired and customer has vehicle. vehicle working and writer waiting for documentations from customer. no need for follow up on parts.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G[redacted]	***Open Date***	03/31/2014	***Built Date***	04/18/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/26/2008	***Mileage***	200,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	***Dealer State***	TX	***Dealer Zip***	79605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ANSON TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer stated the tie rod recently broke.
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s mother, Tanya, contacted on customer s behalf. Caller stated that the vehicle has been off road and sitting at the DLR for about a month. Caller stated that the left tie rod broke which also damaged the right tie rod end.
Briefly summarize what the customer is expecting: Customer is seeking available parts. Agent contacted PM, Jeff, at DLR Star (42514). PM stated that they do have a list of VINs and they do prioritize vehicles that are off road. PM stated that the vehicle was towed to the DLR on January 3. The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
[redacted]
Customer email address for case updates: N/A
Reassigned to 961
Customer is calling because she received a towing bill. Customer states that the vehicle broke down because of the recall and the DLR sent the tow truck. Customer states that if she had known the towing was at her expense she wouldn t have used the service. Agent provided the address to submit the receipt for possible reimbursement.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A6 8[redacted]	***Open Date***	03/31/2014	***Built Date***	07/12/2007		
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/24/2008	***Mileage***	101,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF	SANTA ROSA		
Dealer Address	2727 DOWD DRIVE				
Dealer City	SANTA ROSA	***Dealer State***	CA	***Dealer Zip***	95407

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORTUNA CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Dealer Delayed/Refused Appointment	961
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Jamie stated that on 03/14/14 the tie rod broke. Customer stated that the vehicle was brought to 45118 LITHIA CHRYSLER JEEP DODGE OF 707-542-3331. Customer stated that he is still waiting for required part.
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is xxx-xxx-xxxx
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates:[redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email:[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email:[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part

to become available for your vehicle under the N62 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG519563	***Open Date***	03/31/2014	***Built Date***	09/08/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	11/20/2010	***Mileage***	39,410	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60202	SHEETS CHRYSLER DODGE, LLC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	OAK HILL	***Dealer State***	WV	***Dealer Zip***	25901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BECKLEY WV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Tie rod broke and consequential damage
Product - Wheels and Tires - Wheels - Other - Unknown	Wheel and tire became damaged due to recall.
Corporate - Reimbursement - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	

Briefly summarize why the customer is contacting Chrysler: tie rod end broke Saturday night and damaged the tire and bent the dust cover.
Briefly summarize what the customer is expecting: wondering what can be done for this? Agent stated get you over to roadside to tow the vehicle.
Agent put customer on the tracking list for the recall N49
The part required to provide a permanent remedy for recall N49is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is 3[redacted]
Preferred Afternoon/Evening call back number is 3[redacted]
Customer email address for case updates: customer does not have email
Reassigned to 961
Customer called and is upset that his vehicle is going to be out of service and there are no parts to fix for three weeks if not longer.
Customer would like a Supervisor call back. Agent did advise the Customer that the Supervisor would not tell him anything different but the Customer feels we should put him in a rental if we can not provide the parts. Customer can be reached at [redacted].
Customer states that he was informed that was going to get a supervisor call within 24 hours. Agent warm transferred customer to Supervisor.
****Supervisor*****
RO188 spoke with the customer about his current with a broken tie rod. The customer had the tie rod broke and cause damage to the dealership. The customer spoke with the dealership and they are unable to get a tie rod. The customer wants to install an aftermarket tie rod at this time and then have the recall completed when the parts available. The customer

is expecting Chrysler to cover the cost of the repairs need to the vehicle due to the recall. RO188 advised the customer he would investigate the case and contact him again tomorrow.
[redacted]
Customer is looking to speak to RO188. Agent gatheres information and transfered throught he Randy.
Agent updates COIN with customer correct phone at [redacted].
Supervisor**
RO188 spoke with the customer about his concerns with the tie rod and the damage to the vehicle. The customer stated the the tie rod broke and caused damage to the vehicle and now their is not parts available and the customer is without a vehicle. The vehicle has been at the dealership since Monday March 31st.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? no
If a CDJ dealer has diagnosed, what is the dealer name or code?SHEETS CHRYSLER DODGE JEEP RAM
Reassigned to 88F
Escalation Override approved by RO188Ù. Strong brand loyalty.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted] This is not a working number.
Writer spoke with Jimmy-SM and discussed the situation with the vehicle. Jimmy transferred called to Barbara-Warranty Manager. Barbara states the vehicle was towed in on April 1st. Left tire rod is broken (for recall N49). Parts are being redesigned by Chrysler and currently not available, they are restricted in fact. Customer has asked for an aftermarket part which has been declined. Recall damaged wheel and tires. Dealership has already contacted AM-Dave Lou and they are waiting for an answer for further action. Vehicle has 39,408 miles. Dealership is willing to work with Chrysler and offer the customer alternate transportation starting with five days.
Writer dialed, 3[redacted], and spoke with Mr. [redacted] and discussed his case. Advised customer about lines 56-65. Provided customer with Barbara-WA cell phone number as per her request ([redacted]). Advised customer Chrysler will be covering any incidental or consequential damaged connected with the vehicle s failure due to the recall. Informed customer Chrysler/dealership has already reached out to our AM for approval on an aftermarket and he will be contact as soon as new information becomes available.
Unable to contact dealer 60202 SHEETS CHRYSLER DODGE JEEP RAM. Dealership is closed.
Writer spoke with Barbara-WA and she indicated that they haven t heard from the AM on this recall situation. It appears Mr. Lou had a family emergency himself and that may be the reason why he has not responded to the multiples emails they have sent. Barbara reiterated the tie rod is broken, it is recall related and part is under estriction, wheel and tires appeared to be damaged as a consequence as well. Writer thanked the WA for the information and will contact the AM as well.
Attempted to speak with [redacted], however, this number is incorrect. Writer dialed, [redacted], and spoke with Mr.[redacted]. AM indicated that he has not had the chance to look at his emails due to personal circumstances, however, he will be visiting Sheets CDJ in the next few days. SM indicated that he will be reviewing this situation further and if necessary putting an expediting case for the part to be delivered as soon as possible. The AM is aware of this situation and will work with the dealership in getting the part by following the established process first before considering any other alternative.
Attempted to speak with Mr. [redacted] No answer, writer does not have a remote access code.
Writer dialed, 3[redacted] this is not a working number.
Writer received a voicemail from Barbara-WA.
Writer called Barbara-WA in response to her voicemail. Dealership received the part of the recall (tire rod tube and bolts). Dealer will take care of the collateral damaged as well, wheel and tire. However, the AM has instructed for the customer to cover for the tire and AM will reimburse the customer directly. Dealership is assisting the customer

with a rental vehicle for 5 days initially. Dates: 04/08/14 through 04/13/14. As a one-time goodwill gesture, Chrysler will assist this customer with an extension on the rental vehicle for 5 days. Dates: 04/13/14 through 04/17/14. Daily allowance not to exceed those in Warranty Bulletin D-04-26. Writer will follow up with the dealership on Tuesday.
REASSIGNED TO BC/DLR 35 60202 04/11/14 15:38 O 24812081
Writer dialed, [redacted]0. This is not a working number. Attempted to speak with Mr. [redacted] No answer, writer does not have a remote access code.
Writer spoke with Barbara-WA in response to her second voicemail. Barbara attempted to speak to Mr [redacted], however, this number is not valid. Advised Barbara about lines 108-110. We both will continue to contact the customer.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Attempted to speak with Mr. [redacted]. No answer, writer does not have a remote access code.
Attempted to speak with Mr.[redacted] No answer, writer does not have a remote access code.
Writer spoke with Barbara and she confirmed the vehicle is there for repairs today and they should be completed soon. Customer is available at number [redacted] after 4:30 PM EST. Writer will continue to follow up with the dealership tomorrow and will confirm repairs with the customer as well.
*Contact Date:04/16/2014
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 4/16/2014 AT 01:30:678 R[redacted]
Writer spoke with Mr[redacted] and he confirmed the tire was picked up and he is now just waiting for reimbursement for $212.50 for the tire he paid. Advised customer writer was going to check with Barbara-WA on the reimbursement and writer will call him back.
Writer spoke with Barbara-WA and she confirmed with the writer the DM will be receiving the bill for the tire and he will be reimbursing the customer for it. Vehicle is done.
Attempted to speak with Mr. [redacted]. No answer, writer does not have a remote access code.
Attempted to speak with [redacted] is not available. Writer will attempt later or tomorrow.
Attempted to speak with Mr. [redacted], however, Mr. [redacted] is not available. Writer was unable to leave a message. No remote access code available.
Writer spoke with Barbara-WA and she indicated she will follow up with the AM via email on the reimbursement check for the tire repair. Check should take about 1-2 week to arrive.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer [redacted] contact CAC to see if the check was sent. Writer stated the notes stated the check will be sent out and he should see something in the mail by 5/8. If he does not receive the check by then to contact us back. Customer agreed to wait.
Customers called in stating he was sent a check have not received it. Customer stated he was told it would take 2 weeks. Writer advised customer per lines 149-151. Writer advised customer if he does not receive the check by Friday 5/9 he may give us a callback to address concern. Customer understood and thanked writer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	AG[redacted]	***Open Date***	03/31/2014	***Built Date***	03/03/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/19/2010	***Mileage***	107,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MINOT ND[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	LEFT TIE ROD
Product - Unknown - Unknown - Accident - Default	LEFT TIE ROD
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Theresa from rogressive Insurance called on behalf of customer to state the vehicle was involved in an accident. Agent stated since the case already has the insurance involved it cannot be sent to SI. Agent asked Theresa what happened, the customer was driving in good weather condition and it rolled over due to the left tie rod breaking. Agent stated the case can be sent to a CM and supplied the case number.
Customer was driving, no gravel roads, so it was rollover.
Briefly summarize what the customer is expecting:
CM to call back
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is ([redacted]
[redacted]/Evening call back number is [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner/Dealer/IRF) Insurance Auto Options
1615 East Main Ave West Fargo, ND 58078
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) n/a
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 88F
****

VEHICLE IS LOCATED AT:
Insurance Auto Auction
1650 E. Main Avenue
West Fargo, ND 58078
701-492-3031 _
****

Per OGC Matrix, reassigned to 82T.
4/1/14 ASSIGN TO TNT16.

CAIR NUMBER [redacted] REQUEST EAA INSPECTION 04-01-2014 14:24
CAIR NUMBER 2[redacted] E-MAIL SENT TO EAA 04-01-2014 14:24
CCRG Open Date: 04/01/2014 11:15:52
Letter Sent: Acknowledgement 04/02/2014 10:00:02
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/08/14 AT 11:38:19[redacted]
Letter Sent: Denial 04/14/2014
POSTMARK DATE: 052314; DATE RECEIVED: 052814
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
****

Progressive Insurance claim 14-3614253 DOL 3-24-2014
Blaming recall on tie rod for accident.
Per OGC Matrix, reassigned to 82T.
5/29/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9	9G[redacted]	***Open Date***	03/31/2014	***Built Date***	01/23/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/03/2009	***Mileage***	55,341	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43594	GRESHAM DODGE INC			
Dealer Address	855 E BURNSIDE				
Dealer City	GRESHAM	***Dealer State***	OR	***Dealer Zip***	97030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRVIEW OR[redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requested a rental vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod on vehicle broke while being driven
Recall - N49: LEFT TIE ROD - Other	Waiting for part

Briefly summarize why the customer is contacting Chrysler:
Customer called in because while he was driving his truck and towing an RV the tie rod snapped. Customer states that the tie rod broke when he was backing up and luckily did not break while he was on the highway. Customer states he had AAA bring his vehicle to the dealership and he got a ride from his son to the dealership. Dealership advised customer that they are not able to repair the vehicle because the parts are not available. Customer has been on the waiting list for the N49 at his dealership for a very long time. Customer states that the truck is his only vehicle and he needs some from of transportation. Agent was advised by NC603 to send case to 88F for handling.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to assist in providing a vehicle or a part to repair his truck.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? GRESHAM CHRYSLER DODGE JEEP RAM - 43594
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW: Two years out and 26000
MVP: None
Ownership history: New: 1
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Spoke with service manager Ken, SM stated the part is about two weeks out but they do have a part that could fix the vehicle but is not a Chrysler approved part. SM updated the milage 55339. SM stated that customer is not in a rental. Writer stated will follow up on 04/03/2014.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

503-869-4149
Writer contacted Mr. [redacted] and stated that the dealer has an ETA for the tie rod at about two weeks. Mr. [redacted] is requesting assistance with a rental. Writer stated that there is no guarantee on a rental but that writer will contact him on 04/02/2014.
Writer received VM for Mr. [redacted] regarding a rental. Customer requesting assistance.
Writer called back Mr. [redacted] regarding his rental request. Writer stated that customer would have to pay for rental and that CAC would look into reimbursement but made no guarantees. Writer stated would follow up on 04/03/2014.
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Spoke with SA Seth to get the price on the tie rod that they had in stock. SA stated that the part is $301.00 but was not able to get an estimate on the labor. Writer stated will follow up on 04/03/2014 to get estimate on labor.
Customer contacted writer about his rental request. Writer stated that we are still looking into what options we have to assist him. Writer stated will contact customer later today.
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Left message for SM requesting call back.
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Spoke with SA Seth regarding lines 46 - 50. SA stated their estimated labor is 3 hours at $100.00 an hour. SA stated that the tie rods are ETA for 04/15/2014.
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Left message for SA Seth requesting the order and part number for the customers tie rods.
Writer received voice mail about from SA Seth in response to writers call back request.
SA requested call back.
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Spoke with SA Seth and got parts number. SA stated that customer vehicle is top priority and as soon as they get the part will start repairs. SA connected writer to SM Ken who agreed to rental assistance, writer stated will send D2D.
Customer seeking rental assistance because Tie rod on vehicle broke while being driven. Contacted Service Manager, Ken at 43594 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
REASSIGNED TO BC/DLR 70 43594 04/03/14 18:02 C[redacted]
Writer contacted customer to inform him that we did get 5 days rental approved and that he just needs to contact the dealership to get the rental set up. Writer set follow up for 04/07/2014.
*Contact Date:04/04/2014
Service Manager at the dealership has updated the CAIR#[redacted]
Parts have been ordered.
Writer contacted customer. Customer confirmed he is in the rental. Writer stated will contact the dealership for an ETA for the part. Writer will follow up on 04/10/2014.
Writer contacted GRESHAM CHRYSLER DODGE JEEP RAM at 503-666-2277. Writer spoke with Ken in the service department and Ken stated that the vehicle is repaired and ready for pick up.
*Contact Date:04/07/2014
Service Manager at the dealership has updated the CAIR#[redacted]
The vehicle has been diagnosed.
Writer left message for customer. Writer stated the dealership has stated that his vehicle is repaired and ready for pick up. will follow up on 04/10/2014.
-
Writer spoke with customer. Customer states that he picked up his vehicle on Monday, 04/07/2014 and it seems to be driving fine. Writer let customer know that writer will leave customers case open for 2 more days and if writer does not hear from customer within those 2 days writer will close customers case and will assume customer is happy with his vehicle and does not have any questions for writer. Writer left CM contact information. Customer confirmed he understood and is ok with writer closing this case.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
*Contact Date:04/10/2014
Warranty repair has been documented on Repair Order#284035
CAIR RETURNED FROM DEALER ON 4/10/2014 AT 01:27:598 R [redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	03/31/2014	***Built Date***	06/05/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	10/22/2006	***Mileage***	92,752	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	***Dealer State***	WA	***Dealer Zip***	98204

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SNOHOMISH WA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reoccurance or Related Problem	customer had knuckle from tie rod break

Briefly summarize why the customer is contacting Chrysler:Customer called because he was moving in his drive way lastnight and the tie rod on his vehicle broke off his truck. Customer stated he is having the vehicle towed to the dealership tonight and it will be going into Dwayne Lane s 67847. Agent provided the customer with the phone number for Ram and the case number and advised the customer to go to the dealership and have a proper diagnosis done one the vehicle and then contact us back and we can further look into the issue and whether this is a recal related issue.
Briefly summarize what the customer is expecting:to complain about the current issue with his vehicle and how he believed that the issue was recall related but the dealership stated that he passed for the recall back in Feb. 2014.
*****
SA, Rick from DWAYNE LANE S (67847) called to advise vehicle has been diagnosed. Rick states issue has nothing to do with steering linkage and recall N62 recall. Rick states that the right side tie rod is worn out and broke. Rick also stated vehicle has two inch lift kit and oversize tires.
Agent called customer at [redacted] and received message this number is no longer in service.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	8G[redacted]	***Open Date***	04/01/2014	***Built Date***	03/14/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/16/2008	***Mileage***	170,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43300	ALLEN SAMUELS EAST TEXAS DODGE			
Dealer Address	3120 SSW LOOP 323				
Dealer City	TYLER	***Dealer State***	TX	***Dealer Zip***	75701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	GARLAND TX [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted Allen Samuels and Dallas Dodge dlrs
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that the tie rods on his vehicle have broken twice. Customer states that he has called the dealer to have the recall repaired but was advised there is no parts. Agent provided the information in Answer ID 24054. Customer states he is paying a $500 a month for a vehicle he cannot use. Agent contacted the dealer and spoke to SA David. David states that unfortunately they cannot fix the tie rods until the steering linkage is released. David states they have been giving the customers the 800 number for Chrysler. Agent advised the customer the only thing he can do is wait or he could pay to have it repaired and submit for reimbursement because the customer stated the vehicle is his livelihood. Agent also advised he can submit his previous receipts for reimbursement.
Briefly summarize what the customer is expecting: Customer is expecting agent to provide the requested information.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 4[redacted]
Customer email address for case updates: Not provided
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler:
Customer s son called [redacted] regarding his mother s vehicle. He stated he has been out of work for 5 months as this is his only work truck. Service Advisor Bill from Allen Samuels s dlr stated that the customer is on the list and ordered a few weeks ago, part on March 11 2014. He is number 75 on the list and got 47 parts in recently, looking at about 30 day wait. Customer stated that he is continuing to pay the car note every month and has been out of work for 5 months now. Customer asked agent to contact another dlr to see if he is able to get the part

sooner. Agent contacted Dallas Dodge to see how many people are waiting for the N49 recall for the left tie rod. Agent spoke with James Service Advisor who stated that they have just received a mass shipment and will talk to the Counts Person Personnel to make sure he can put his name on one of the parts. Agent relayed this information to customer and stated that James will contact him within 5 minutes.
Briefly summarize what the customer is expecting:
Call to dlr to see what number he is on the list and call to another dlr.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C8	5G[redacted]	***Open Date***	04/01/2014	***Built Date***	06/07/2005
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP		
In Service Dt	03/14/2006	***Mileage***	90,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	68689	HEALEY CHRYSLER DODGE JEEP LLC			
Dealer Address	557 ROUTE 52				
Dealer City	BEACON	***Dealer State***	NY	***Dealer Zip***	12508

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BREWSTER NY 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customers tie rod snapped.

Briefly summarize why the customer is contacting Chrysler: Customer contacting Ram because his Left tie rod snapped yesterday in a parking lot. Customer states that when the tie rod snapped it damaged other parts of the vehicle it broke the wheel and bent the stabilizer.
Briefly summarize what the customer is expecting:Customer wants to know what we are going to do about it because it was a recall on the vehicle.
Agent advised owner that he will need to get the vehicle to a DLR so they can asses the damage and the actual issues.
Agent advised once all the damage is assessed and properly diagnosed he can contact us and we can look into it further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38AX	8G[redacted]	***Open Date***	04/01/2014	***Built Date***	08/20/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/18/2008	***Mileage***	70,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60164	KENDALL CHRYSLER JEEP DODGE			
Dealer Address	1824 MAIN ST				
Dealer City	LEWISTON	***Dealer State***	ID	***Dealer Zip***	83501

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	LA GRANDE OR 9[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer is seeking recall reimbursement.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimburseement for the N62

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that the DLR does not have any parts for the recall N62 and the vehicle is now broke down and the DLR did not have any parts for the repair. Customer states that he needed his vehicle repaired so he had it towed to a IRF and they completed the repair however he wants reimbursed for the repair costs. Agent advised customer of the mailing address and the documents that need to be sent in.
Briefly summarize what the customer is expecting: Customer is seeking recall N62 reimbursement.
86y For recall reimbursement.
CUSTOMER CONTACT [redacted]: Agent called the customer, and the customer stated that he sent the documents in on Monday. Agent stated she will keep her eyes open for them and if they don t arrive by the end of next week she will let him know.
Waiting for documentation
POSTMARK DATE: 040714; DATE RECEIVED: 041414
Documents received
-
Writer notes that documents have been received.
JI109 will update CAIR by 04/23/2014.
-
Invoice:35000178863
Tires Les Schwab
Date: 03/21/14
miles: 87,332
Center drag lin
ES4685- Tie rod end (McQuay Norris Left outer)
Alightment
total: 197.61
---
invoice: 3200158806
Les Schwab
Date: 03/22/14

Miles: 87,422
ES4646 inner tie rod- Mcquay- Norris
ES4686E- HD Tie rod end
Alignment
total: 324.78

Paid to account.
H46- Inspection only.
-
To qualify for reimbursement the customer will need to show that they had installed a MOPAR replacement steering linkage or upgrade kit, Prior to this repair. As this recall is on MOPAR replacement parts not the factory parts.
-
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, no answer. Agent left message requesting the customer to contact agent directly to discuss their case. Agent left direct number: 855-675-9291 ext 4718558.
Customer calling requesting to speak with CM agent transferred customer to CM JI109 at 855-675-9291 ext 4718558 for further assistance.
CUSTOMER UPDATE: customer was transferred over. Agent advised the customer that at this time this recall is not on the factory parts its on the replacement parts. Customer was upset stating that he is going to get a lawyer because there was no MOPAR available at the time. Agent stated she is not penalizing him for not putting MOPAR on his vehicle at this repair. Agent stated regardless if he put MOPAR parts on his vehicle the first time he still wouldn t get reimbursed. Customer understood.
****
Reimbursement Declined
****
BC 70 reviewed and agreed with the decision above. MT915 will review with the customer and stated unless the customer can provide documentation a MOPAR part was used on a prior repair, Chrysler cannot reimburse for this recall request. MT915 reviewed with the customer because the customer took his vehicle to an IRF (independent repair facility) and the parts were thrown away, Chrysler cannot validate the parts on the vehicle, therefore documentation of the MOPAR parts in a prior repair is required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	04/01/2014	***Built Date***	08/18/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/08/2011	***Mileage***	56,700	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45388	WOLF'S JACKSON DODGE CHRYSLER			
Dealer Address	1330 SOUTH HWY 89				
Dealer City	JACKSON	***Dealer State***	WY	***Dealer Zip***	83001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALT LAKE CITY [redacted]	***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Customer states ongoing fuel tank issues
Product - Electrical - Lamps and Switches - Other - Default	Defective blinker
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle has ongoing issues causing loss of time traveling back and forth to the dealerships.
Customer states Salt Lake (60600) oil filter was changed.
Customer states a 5 hr trip home the vehicles tie rod broke and nearly caused a horrific accident.
Customer states the vehicle was brought into Wolf s Jackson (45388) to have the fuel leaking issue fixed.
Customer states the fuel is still leaking and the vehicle is schedule to be brought into the Wolf Jackson Dealership today at 2:30pm.
Briefly summarize what the customer is expecting: Customer seeks cost assistance if the repair is not covered under the powertrian warranty.
Customer seeks to document that he will never purchase Ram or Chrysler vehicle again.
-
Agent contacted Wolf Jackson (45388) # 307-733-6777 spoke with service advisor Jonny who sates that the previous Salt Lake dealership was contacted and the repair was paid for under their warranty, due to a possible issue when the Salt lake dealership replaced the fuel filter.
Service advisor states he is aware the issues has not been corrected, but a diagnosis will determine whether it is under powertrain warranty.
Agent advised once the vehicle is there is a star case needs to be opened to have the technicians start a Star case.
-
Agent advised Customer once the vehicle is at the dealership and diagnosed if further assistance is needs contact Ram with Cair #.
Undiagnosed under warranty Reassign PG725
Customer calling to escalate case. Agent called dealer and spoke to Adam who said diagnosis is not done. He states there is an issue with the fuel rail. Agent advised we need the results of the full diagnosis before we can escalate case. Customer got mad and disconencted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL5	AG[redacted]	***Open Date***	04/01/2014	***Built Date***	04/07/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	59,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68655	COLEMAN MOTORS INC			
Dealer Address	510 ADDISON ST				
Dealer City	NEW BOSTON	***Dealer State***	TX	***Dealer Zip***	75570

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WAKE VILLAGE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer's tie rod is broke
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall and reimbursement information for his N49.
Briefly summarize what the customer is expecting: Customer states that his N49 broke last year and had to pay for the repair and now it is recall. Customer states his tie rod has snapped again going down the road. Customer would like to know when the tie rod will be available as he would like his vehicle repaired right away. Agent apologized to the customer and advised the customer that we believe the recall part of the N49 will be available lat April. Agent advise the customer she will put him on a special tracking list where he will be notified by email when the second letter arrives with the part information. Agent also gave the customer the reimbursement information for the first repair of his recall.
The part required to provide a permanent remedy for recall n49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L9	9G[redacted]	***Open Date***	04/01/2014	***Built Date***	07/28/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/02/2009	***Mileage***	71,049	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67381	WEAVER BROS MOTOR CO INC			
Dealer Address	2035 SOUTH WHEELER				
Dealer City	JASPER	***Dealer State***	TX	***Dealer Zip***	75951

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WOODVILLE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	parts not available

left tie rod broken. area manager has agreed to replace left frt tie rod only as oow goodwill. rental assistance declined. slb

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	04/01/2014	***Built Date***	06/13/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	07/05/2011	***Mileage***	75,422	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26139	MCHUGH DODGE & JEEP			
Dealer Address	3420 MAPLE AVE				
Dealer City	ZANESVILLE	***Dealer State***	OH	***Dealer Zip***	43701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHILO OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	N49 LEFT TIE ROD
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	N49 Recall tie rod parts are not available
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	stud broke and shoved the tie rod in to the rim of the vehicle

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he was seeking assistance with his vehicle as the customer stated that he had just arrived home and the stud on his vehicle broke and showed the tie rod into the rim of his vehicle. The customer stated that he had called the Mchugh CDJ Dealership and spoke to the SM who advised him that he would need to call Ram CAC as he had no parts to complete the recall.
The agent referred to Answer ID 24054 to advise the customer.
The agent advised the customer that the steering linkage assembly must be inspected and replaced if required which the initial letters to customers did not reference the inspection, which first must be performed, to determine if recall is applicable to the vehicle. The customer stated that he understood and his Dealership had order the parts to complete the recall but the parts were recalled and now his had broke. The agent updated the customer s information in COIN. The agent called the MCHUGH CHRYSLER, DODGE, JEEP Dealership and spoke to SM Mike who advised the agent that he had spoken to the customer and advised that the parts had been recalled and that they had to wait until parts were available to complete the repair. The SM Mike stated that it looks like we are about 10 days atleast from this. The SM Mike stated that if they can get persmission to put on aftermarket parts or if there is some other suggestion provided by RAM than he would be able to assist the customer. The SM Mike stated that they have about 75 customer s needing this part. The SM stated that he is also seeking further direction so that he can assist this customer. The customer is seeking assistance to tow the vehicle to the dealership as well as to get parts on his vehicle.
The customer is the second owner of the vehicle. The customer has no active service contracts. The customer has had 3 CDJ vehicles and currently has 2 CDJ vehicles. The customer s vehicle is VOR. The customer stated that his front tires now face one another and he can not drive the vehicle. The agent provided the customer with his CAIR #[redacted]. The Agent sought additional assistance from the Supervisor N who reviewed the

CAIR and the concern with another Supervisor NC and advised the agent to send this to CM for further assistance.
Briefly summarize what the customer is expecting: The customer is seeking assistance to get his vehicle repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is: 7[redacted] Cell)
Preferred Afternoon/Evening call back number is 7[redacted] (Home)
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner-second
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Dealership aware
If a CDJ dealer has diagnosed, what is the dealer name or code?
MCHUGH CHRYSLER, DODGE, JEEP
Dealer Phone : 740-453-0663
Dealer Code: 42- 26139
Reassigned to 88F
* * * * * * CASE MANAGER TEAM - District P * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Veronica I am following up on behalf your case manager Kenzie. Here is some information that will be helpful for you to have. Your case number is [redacted]
Chrysler Case Management telephone number is 1-800-763-8422.
Kenzie s direct extension is 66067.
She will contact you by telephone to review your case with you.
She is currently researching your case and will be contacting you by telephone to review it with you.
Thank you for contacting the Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, via email.
Briefly summarize why the customer is contacting Chrysler: Customer states that he has not been contacted about his vehicle. Customer states that the left tie rod actually broke on the vehicle.
Briefly summarize what the customer is expecting: Customer expects to speak to his case manager.
Agent called the CM KC523 at 1-800-763-8422 ext 66067 but only received the CM voice mail so agent left a message for the CM to call the customer.
Agent called the case managers line again to see if he can get a case manager for the customer. Agent could not get a hold of anyone from the CM as the calls just kept on being dropped.
Customer called in. Customer stated that he has been waiting for a call back. Writer stated that the write needs to speak to the dealership then will call the customer back.
Writer contacted SM Mike. SM stated that that all the recall parts had to be sent back and that the SM doesn t know when the parts should be in. SM stated that the customer asked if the customer could go and get aftermarket parts put on the vehicle. SM stated that the SM hasn t seen the vehicle that it is VOR.
Writer left a message for the customer. Call back tomorrow 04/04.
Writer receive a call from MR [redacted] requesting to speak to any case manager. Writer warm transferred call to ME726 for further assistance.
Writer took call for customer and called dealership while customer was on hold to see if Service was still open, they were closed. Writer explained that Case manager is working very hard and will give a callback tomorrow.
Writer contacted customer. Writer stated that the case is going to get sent to a different department because of the recall part not being available. Customer stated that the vehicle is unable to drive and that it is the only transportation. Customer stated that the customer would like to have a rental vehicle. Writer stated that there will be a call back later to see if the customer can get a rental vehicle while waiting for the part.
Writer left a message for the AM. Writer explained that the customer would like a rental vehicle due the vehicle being VOR. Writer stated to call back or to email the writer back. Call back on 04/08.
AM contacted writer. Writer asked the AM if the writer could authorize a rental until the recall parts become available. AM stated that the parts are possibly going to be in within the next few weeks and that it would

be okay for the customer to have a rental.
Writer contacted SM Mike. Writer stated that the writer was given authorization to give the customer a rental vehicle. SM gave the writer the enterprise number 740-450-0808.
Writer contacted enterprise and spoke with Kristen. Writer asked what Chrysler vehicles are available for the customer. Branch Manager Dani got on the phone. Dani stated that the Dani would be able to get the customer a Dodge product and possibly a truck. Writer stated that there writer will have the customer call to set something up with Dani.
Writer contacted customer. Writer stated that the writer is going to give the customer a rental vehicle. Writer advised the customer that the writer did speak with the branch manager at enterprise and would be able to get a customer a van or a truck. Writer gave the customer the telephone number to enterprise to set up the rental.
Customer seeking rental assistance because the vehicle s tie rod fell off the vehicle due the recall. Contacted Service Manager, Mike at 26139 discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC.
REASSIGNED TO BC/DLR 42 26139 04/04/14 13:10 O[redacted]
Writer contacted SM Mike. SM stated that the parts had to be reordered yesterday by the AM.
Writer spoke with SM Mike who stated that the vehicle is repaired and returned to the customer.
Writer left a message for the customer. Call back on Friday 04/25.
CLOSED LOOP UPDATE - no need for additional follow-up.
*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	7G[redacted]	***Open Date***	04/01/2014	***Built Date***	06/28/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/14/2007	***Mileage***	113,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67753	TYSON MOTOR CORPORATION			
Dealer Address	1 SW FRONTAGE RD				
Dealer City	SHOREWOOD	***Dealer State***	IL	***Dealer Zip***	60404

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROMEOVILLE IL [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking parts to complete recall N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking rental until parts available
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has been told by dealer parts to repair recall N62 are not available. Customer states he is hearing popping noises in the front end. Customer states Chrysler should provide him with a rental until parts are available to repair his vehicle.
Briefly summarize what the customer is expecting: Customer seeking either parts to complete recall N62 or rental until parts are available. Agent advise customer s file has already been sent to special tracking until the part becomes available. Customer not satisfied. Customer requesting a Supervisor Call Back
*
Customer has requested Supervisor callback
Preferred daytime number:
Preferred evening number: [redacted]
Reason for request: Customer seeking immediate availability of parts to complete recall N62 or rental assistance until parts are available
CAIR assigned to: NC603
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*
Status update provided via email to the following email address:
[redacted]
Hi Mr. [redacted]
As requested, below is our executive address to mail in your complaint.
Richard Thornton, Head of Operations - Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326
Sincerely,
Nick
End of Status Update

*** Supervisor Callback ***
Supervisor called customer in regards to the N62 recall. Customer is on the waiting list and was at the dealership on March 18. Customer was advised that his vehicle will need the parts to fix the recall when they are available. Customer states he feels a popping noise and is worried about driving the vehicle. Supervisor apologized for the problem. Customer stated he still has a problem with the service contract that he thought was lifetime. Customer states he will go to the media about this. Customer states he has a heating problem for the past 21 months that he cannot afford to fix and this should be covered under the service contract that the was told was lifetime. Supervisor advised customer the contract that was listed on your file is the contract that was sold to you. Customer requested to speak with an executive before going to the media. Supervisor gave customer address via email. Case will be closed.
Customer called in stating someone was supposed to contact him. Agent advised customer that the case is being handled by MVP and transferred the customer to MVP.
MVP WILL NOT BE ABLE TO ASSIST THIS CUSTOMER UNLESS THE CUSTOMER PROVIDES PROOF THAT HE PURCHASED A LIFETIME PLAN. CAC WAS ASSISTING TO SEE IF WE COULD ADD A PLAN BUT WITHOUT THIS INFORMATION, WE CANNOT ASSIST. IF CUSTOMER HAS LIFETIME PLAN PROOF OF PURCHASE, HAVE HIM FAX IT TO 248-799-0820.
The MVP agent contacted cac to speak to Carol to confirm we had received the information lines 50-54 and they could not further assist the customer.
Customer is calling in today to seek assistance with getting the N62 recall for the Left Outer Tie Rod Assembly. Customer states that he just got off the phone with the Tyson Motor Corporation who advised him that he is 37th on the list and they are only getting 1 part per 14 days. Agent contacted the Zeigler Chrysler Dodge Jeep - Downers Grove dealership and spoke to Jeff in parts who states that they have about 8-10 customers on the list and will add Mr. MATSON on to it and will contact him when the parts comes in. Customer is concerned about his power steering fluid leaking and the tie rod breaking. Customer would like a rental until we do the recall. Agent advised customer that we would not be able to provide a rental vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3AG[redacted]	***Open Date***	04/02/2014	***Built Date***	03/05/2010		
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	07/31/2010	***Mileage***	42,286	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	***Dealer State***	WA	***Dealer Zip***	98204

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	EVERETT WA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-04-02
Road Side File Created 04-02-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
SEAWAY BLVD 10515 EVERGREEN WAY
WA-526 W
EVERETT EVERETT
WA USA WA
AT THE BOEING PLANT PL,BROKE TIE RODS,4 WHEEL DRIV
DEALER CODE : 67847 DWAYNE LANE S CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C8	5G[redacted]	***Open Date***	04/02/2014	***Built Date***	10/05/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/23/2004	***Mileage***	146,151	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42282	DAN PILSON AUTO CENTER INC			
Dealer Address	2212 LAKE LAND BLVD				
Dealer City	MATTOON	***Dealer State***	IL	***Dealer Zip***	61938

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOLEDO IL [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on his recall. Customer states that after he was in for his inspection for the N62 recall his tie rod broke. Customer states this happened only 2000 miles after he was at the dealership. Customer states that the dealership at the time of the inspection for the N62, the dealership stated that his upper and lower ball joints on the left side were loose, also an alignment would need to be done on the vehicle. Customer states that the company he used to work for owned this vehicle and he bought it from them a year ago. Customer states that he is the only one besides his son that ever drives this vehicle including when his previous employer owned the vehicle. Customer states that ever since he was in for the H46 recall the steering has never been right, but he dealt with it and had nothing completed on it. Customer states that at the time of the left tie rod being replaced just recently, his son was driving only about 10 MPH. Customer states that he has had to pay $1500 and had to have the vehicle taken to a second dealership because of this tie rod, and also had to have a water pump replaced.
Briefly summarize what the customer is expecting: Agent advised that if there was only an inspection done for the H46 and N62 recalls, then he would not have fit the parts that were just recently replaced on the vehicle. Agent spoke with SA Rose at dealer code 42282, who said both recalls were only inspected and no repairs were ever done. SA states that as the N62 recall was inspected the dealership noticed that his left side ball joints and his upper and lower ball joints were loose and needed repairing, and that an alignment would need to be done after. Agent relayed the information back to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	04/02/2014	***Built Date***	05/31/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/21/2005	***Mileage***	171,806	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45356	LONE STAR CHRYSLER, DODGE, JEEP	AUTOPLEX
Dealer Address	2235 N MAIN ST		
Dealer City	CLEBURNE	***Dealer State*** TX	***Dealer Zip*** 76033

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KEENE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer is wanting to have recall repair performed.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they have had their tire rod ball stud fracture on their vehicle. The customer states that they would like to have their vehicle repaired as soon as possible.
Briefly summarize what the customer is expecting: Customer is looking for a way to have their vehicle repaired. Agent advised the customer that DLRs should start receiving parts around the 7th of April. Agent advised that DLR s would have to be contacted to see f they can be placed on a priority list. Agent contacted the customer s closest DLR, LONE STAR CHRYSLER, DODGE, JEEP, and spoke with SA Ken and advised Ken of the situation. Ken confirmed that the customer could be placed on a priority list. Agent provided Ken with the customer s information so they may be contacted once the first part arrives. Agent advised the customer of this information. The customer thanked agent and the call was ended.
SM, Ronnie from (45356) dealership called to advised that N62 recall does not apply to customer s vehicle. Customer still has the original OEM part. N62 recall applies to replacement mopar part. SM stated cost will be approximately $510 plus labor = $700. Agent advised will contact customer to let him know.
Agent called customer and advised N62 recall does not apply to his vehicle as he still has the OEM part and not a mopar replacement part. Agent provided customer with approximate cost of repair. customer advised he will pick up vehicle and repair himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T2	9G[redacted]	***Open Date***	04/03/2014	***Built Date***	02/09/2009
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB		
In Service Dt	02/27/2009	***Mileage***	47,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	43523	MADISON CHRYSLER INC			
Dealer Address	203 BOSTON POST				
Dealer City	MADISON	***Dealer State***	CT	***Dealer Zip***	06443

Owner	HINDINGERFARMLLC, (GEORGE HINDING	***Contact Type***	ROADSIDE
Address	810 DUNBAR HILL ROAD	***Home Phone***	(203) 288-0700
	HAMDEN CT null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2014-04-03
Road Side File Created 04-03-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
835 DUNBAR HILL RD 203 BOSTON POST
CALAMUS MEADOW RD
HAMDEN MADISON
CT USA CT
TIE ROD BROKE OF LEFTSIDE FRONT COVERED,* * L
DEALER CODE : 43523 MADISON CHRYSLER INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	04/03/2014	***Built Date***	11/04/2009	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	02/18/2010	***Mileage***	38,253	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	STERLING AK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Paid for temporary replacement part
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information on why he had to pay $400.00 for a recall. Agent confirmed the customer has the N49 and advised that those parts were unavailable yet. Agent contacted DLR 60402 and was advised that the customer s vehicle s tie rods had fractured while driving. DLR stated they advised the customer that the only way for him to be able to continue to drive the vehicle was to repair the vehicle with a temporary tie rod. Agent provided the customer with the mailing address for possible reimbursement as per AC17420.
Briefly summarize what the customer is expecting: Reimbursement.
Writer will contact customer 4/10/14 if documents have not been received.
Writer checked and documents have not been attached.
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2010 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you wish a document link can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update
Begin Customer Message reviewed:
I sent the documentation concerning repairs made to your 2010 Ram 2500. last week from alaska.
Case #: [redacted]
VIN: 3D7UT2CL4A[redacted]
Should you have any questions
907-394-0119
thanks
jeremy
End of Reviewed Customer message
Writer checked and documents have not been attached.
Writer checked and documents have not been attached.
POSTMARK DATE: 040714; DATE RECEIVED: 041514
No proof of payment
Writer will contact dealer for proof of payment.
Writer contacted dealer at 907-283-3949. Writer was unable to reach service. Writer was transferred to SM voicemail but mailbox was full and writer could not leave message.
Writer contacted dealer at 907-283-3949. Writer spoke with SA Steve who

stated RO was paid in full by credit card.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: verified with dealer
Date of Repair: 3/26/14
Invoice #: 114919
Labor $271.75
Parts $122.72
Misc. Charges $12.86
Tax $24.44
Total $431.77
Writer is submitting check for approval in the amount of $431.77.
****
Status update provided via email to the following email address:
[redacted]
I have received and reviewed your documents. I have approved a reimbursement check for the full amount of the repair costs. You should receive a check in the mail within the next few weeks.
End of Status Update
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL6	AG[redacted]	***Open Date***	04/03/2014	***Built Date***	03/04/2010	
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	09/29/2010	***Mileage***	106,761	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states that her son s tie rod had broken. Customer states her son was not in an accident but that they do have the tie rod recall.
Briefly summarize what the customer is expecting: Customer is seeking to have recall completed.
Agent informed customer to get the vehicle to a DLR to ensure that it was the recall part that did break.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 60467 WILLIAMS CHRYSLER DODGE JEEP
Reassigned to 88F
* * * * * * * * * * CASE MANAGEMENT - District (U) * * * * * * * * * *
- Is not the Original Owner
- Has 0 NEW CDJR
- Has 2 USED CDJR
- 0 cancelled service contract
- 1 active service contract
- 0 expired service contract

Status update provided via email to the following email address:
[redacted]
My name is Kim and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Your case number is [redacted]
Chrysler Case Management telephone- 800-763-8422
My direct extension is 66063.
My work hours are from 9:15-5:45pm Central Time.
End of Status Update
DEALER CONTACT- 918-967-3394
SM Gaylen stated that he has never seen vehicle before and vehicle is not at the dealership.
Status update provided via email to the following email address:
[redacted]
This is Kim with Dodge Customer Care. I have reached out to the dealership and was informed that you had not taken your vehicle to the dealership to get the recall completed. At this time we need you to get the vehicle to the dealership so we can see about getting the recall

completed. Please let me know when you have the vehicle at the dealership or if there is an appointment set. I also wanted to get your expectations. I will follow up with you on Wednesday 4/9/2014 to see if you have an appointment or vehicle at the dealership. If you have not taken your vehicle to dealership by then and there is no appointment your case will be placed on hold. Thank you and have a great day.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, via lines 37-50.
Writer spoke with SM Gaylen. SM stated customer did bring their vehicle into the dlr this morning and currently have not done any progress on the vehicle at this time. Follow up set for Tuesday April 15th.
Status update provided via email to the following email address:
[redacted]
This is Ashlee from Dodge Customer Care. i am assisting your case manager Kim today. I was advised that your vehicle is currently at the dealership to get the recall completed. Your case manager will follow up with you no later then Tuesday April 16th to verify progress of your vehicle. Thank you for your patience and have a great day.
End of Status Update
DEALER CONTACT- 918-967-3394
SM Gaylen stated that the recall on the vehicle and the U joint was replaced the same day customer brought vehicle to dealership. SM advised that the U joint repair was covered under an after market extended warranty that the customer has. SM gave writer mileage of 106761.
Status update provided via email to the following email address:
[redacted]
I just wanted to let you know that I have heard from the dealership that your vehicle has been repaired and picked up. I wanted to check with you and ensure that everything was completed satisfactorily, and that you re not experiencing any further issues. If you would like to give me a call, my number is 800-763-8422, extension 66063. If everything was completed satisfactorily, you do not need to do anything, and I will close out your case in 2 days. Please do not hesitate to give me a call if things are not satisfactory.
Thank you for being a valuable part of the Dodge family!
-Kim
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	04/03/2014	***Built Date***	11/04/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	09/24/2011	***Mileage***	30,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE			
Dealer Address	4232 COLONEL GLENN HWY				
Dealer City	DAYTON	***Dealer State***	OH	***Dealer Zip***	45431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JAMESTOWN OH[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Left tie rod broke on vehicle
Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD -	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that the tie rod broke on his vehicle.
Customer stated that he has had his vehicle towed back to his house.
Customer stated that he read online about a recall for this. Agent advised customer that there are 2 recalls issued on his vehicle for the tie rod. Agent reviewed file with BR379 and was advised that the customer needs to have the vehicle towed to the dealership to see which parts need to be replaced on his vehicle and which recall it is related it. If it is related to the L16 recall, the customer can have that completed but if its for the N49, the customer would need to wait for the parts.
Agent informed customer of this information. Customer wanted to know if he got the part himself and got it installed, would he be able to submit for reimbursement. Agent advised customer that we do recommend bringing the vehicle to an authorized dealership. Agent provided customer with reimbursement information, if he so chooses that route.
Agent also advised customer that he has towing assistance for his basic warranty time frame so we can get him over to roadside to have the vehicle towed to an authorized dealership. Customer declined this offer.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
-
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is 9[redacted]
Customer email address for case updates: b[redacted]
Reassigned to 961

*** Below message was sent to customer ***
Email: [redacted]t
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***
*** Below message was sent to customer ***
Email: b[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	04/04/2014	***Built Date***	08/24/2005	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/15/2005	***Mileage***	100,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	61512	HERRNSTEIN CHRYSLER INC			
Dealer Address	133 MARIETTA ROAD				
Dealer City	CHILLICOTHE	***Dealer State***	OH	***Dealer Zip***	45601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CARDINGTON OH[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer requesting reimbursement
Product - Steering - Linkage - Other - Default	Customer states that the steering linkage fell out of the truck

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the vehicle breaking down.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information due to the customer s vehicle was towed to the Ross Motors- 740-397-6769, customer states that the tie rod and the steering linkage fell off the vehicle. Agent then called the Ross Motors and spoke with the SM- Jeremy advised that the left outer tie rod snapped off the vehicle. Customer states that she was advised that we will reimburse, agent then advised that the customer can submit reimbursement information but there is no guarantee.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L8	9G[redacted]	***Open Date***	04/04/2014	***Built Date***	12/01/2008	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	01/17/2009	***Mileage***	66,340	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26743	RANCHO CHRYSLER JEEP DODGE			
Dealer Address	8010 BALBOA AVENUE				
Dealer City	SAN DIEGO	***Dealer State***	CA	***Dealer Zip***	92111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAN DIEGO CA [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler:
Customer calling regarding recall. Customer stated vehicle was brought to DLR regarding the tie rod. Customer stated the tie rod broke while parking. Customer stated the DLR was able to repair the driver s side. Customer stated the DLR advised him that the passenger side needs to be repaired, but the part is on back order. Customer stated he is currently in a rental vehicle. Customer stated he refuses to drive his vehicle with a bad part. Agent advised customer that it s unfortunate he is experiencing an issue with his vehicle. Agent advised customer that there is currently a restriction on the part required to complete the recall. Customer stated he was aware of that.
**
Agent called DLR and spoke with Jason in service. Jason stated the customers SA is Joey, but he is off today. Jason stated the vehicle requires the left tie rod package. Jason stated the part is currently on back order. Jason stated the vehicle is not drivable. Jason stated he believes the DLR put the customer in a rental vehicle.
**
Agent advised customer that she called DLR and spoke to Jason. Agent advised customer of the above information. Customer stated he knows the new part has been recalled. Customer stated he can t afford to be without a vehicle for a long time. Customer stated the part required to repair his vehicle is available at a Dodge DLR in Detroit. Customer stated he will purchase the part and fix the vehicle himself. Agent advised customer that it s his decision, but she doesn t recommend it.
**
Briefly summarize what the customer is expecting:
Customer calling seeking assistance getting vehicle repaired.
The part required to provide a permanent remedy for recall N49Ù
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.

Preferred Morning/Midday call back number is [redacted]
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler:Customer states the DLR called him and told him the vehicle is repaired and he needs to come and pick it up.
Customer states the DLR told him they cannot replace the left tie rod until the parts are available.
Customer states he called around to DLRs and found a DLR in MI who has left tie rods available.
Customer now states he wants the DLR to get one of these tie rods to replace his potentially defective once.
Customer states he will not pick up vehicle until it is repaired.
Briefly summarize what the customer is expecting:Customer wants his vehicle repaired.
Agent advised customer no DLR ship has ANY left tie rods, and IF a DLR does still have any, they will be defective ones, that DLRs are not allowed to use to replace these ones.
Agent advised customer if he chooses to not pick up his vehicle, and the DLR puts it out on their lot, they will not be responsible if anything may happen to it.
Customer became upset and is now contacting his lawyer to get his advice.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	04/04/2014	***Built Date***	09/08/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	03/11/2011	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEARLAKE OAKS CA[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Coin update
Product - Drivability - Unknown - Other - Default	Cstomer seeking information

Briefly summarize why the customer is contacting Chrysler:Customer seeking information on the recall N49 as he stated he had the vehicle in for the tie rod replacement. Customer also states he needs to bring vehicle back on Monday for a diagnosis as the vehicle is not driving properly since the tie rod broke.
Briefly summarize what the customer is expecting:Customer expecting information.
The part required to provide a permanent remedy for recall N49Ù is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: No email
Reassigned to 961

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL0	BG[redacted]	***Open Date***	04/07/2014	***Built Date***	12/13/2010	
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	01/27/2011	***Mileage***	22,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	LITTLETON CO [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
N49 Recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I received a recall for a tie rod replacement. I was informed by the dealer that it would take months to get it repaired due to a lack of 'certified' parts. Is this a safety issue or not? What if it breaks while I am waiting for Dodge to get its act together? What is the story?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center in regards to your 2011 Dodge Ram 2500.
I am sorry to hear of your concern in regards to the N49 recall. As advised by the dealership there is now a delay, as a new part will be used rather than the original that was planned for the fix. We expect dealers to start receiving updated parts the week of April 14th. We apologize for the delay, but the original part planned for the fix was found to not resolve the recall concern.
We advise to please continue working with your dealership to determine when parts will become available and to ensure you are on their list. Unfortunately the dealership provided in your email does not match any in your surrounding area.
I will be sending your case to our special tracking team who will contact you once parts do become available.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Joel
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: [redacted]
Reassigned to 961

*** Below message was sent to customer ***
Email: [redacted]
on 04/15/2014
Thank you for your patience while waiting for the part
to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now
available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready
for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	AG[redacted]	***Open Date***	04/05/2014	***Built Date***	12/23/2009	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	02/28/2010	***Mileage***	45,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	UNIVERSITY PLACE WA x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Corporate - Survey By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2014-04-05
Road Side File Created 04-05-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3514 TAHOMA PL W
35TH ST W
TACOMA
WA USA
VEH IS A 3500 TOW, TIE ROD IN THE FRONT BROKE AT 3
DEALER CODE : RANDY WISE CHRYSLER DODGE JEEP RAM
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL4	BG5[redacted]	***Open Date***	04/07/2014	***Built Date***	07/20/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	08/13/2010	***Mileage***	36,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRUNSWICK ME [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Advised owner of N49 recall on vehicle
Corporate - CNA Change - Default - Default - Default	New vehicle owner
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his tie rod broke while he s on vacation in Florida. Customer has been towed to a Pepboys. Customer found out about the tie rod recall on the internet and wanted to know if his vehicle is affected.
Briefly summarize what the customer is expecting: Recall information and assistance in having his vehicle fixed.
Advised customer that this recall is on his vehicle but is currently unavailable. Informed customer that to assist further, we would need to have his vehicle at a dealership for diagnosis. Informed customer that if the repair needed is related to the recall, then the dealership can cover towing, however if the repair is unrelated to the recall then the additional towing bill is up to him. Customer is displeased with this and states his family could ve been killed if it had broken while they were driving. Agent apologized but informed him there is nothing we can do until we have a diagnosis. Customer understood.
Reassigned to LB546 for survey by-pass.
Customer is contacting Chrysler because his vehicle is currently down because of the N49 recall. Customer states that his vehicle is lifted.
Agent advised that the vehicle needs to be at a CDJR DLR in order to pursue any sort of rental review and/or reimbursement. Agent provided the customer with the Case # and advised to contact us back once the vehicle has a diagnosis. Agent transferred the customer to Roadside to have his vehicle towed to Napleton s South Orlando Dodge Chrysler Jeep at (866) 934-0553.
SV605 please add all reason codes and resubmit.
Reassigned to LB546 for survey by-pass.
Customer is calling back into CAC seeking a rental vehicle.
Agent called the South Orlando Dodge Chrysler Jeep Dealership and spoke with Service Manager, Bryan.
Service Manager Bryan stated that there was no diagnosis done on the vehicle yet.
Service Manager Bryan stated that customer would be contacted once the

diagnosis was performed.
Service manager Bryan stated that if needed, they would seek a rental for the customer.
While on the phone with the agent, the customer received a call back from Service Advisor Bryan. The customer informed the agent that ServiceAdvisor Bryan confirmed that there we no parts available for the N49 recall at this time. Customer is very frustrated. Agent attempted to make a call through to Service Advisor Bryan but could not contact him. Agent informed the customer that agent will attempt to contact Service Advisor Bryan. Agent informed the customer that if a contact can not be made by the agent, his Case will be escalated. Agent will keep the file open and attempt to make contact with Service Advisor Bryan.
SM Bryan called in stating that there was a diagnosis done and it was his lower tie rod. SM is seeking a rental vehicle for this customer. Agent stated to SM Bryan that he would need to contact his Area Manager for further assistance in a rental vehicle.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer is upset about not getting a rental vehicle right now.
CAIR assigned to: LB546
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer calling very upset due to the vehicle breaking down while on vacation, customer states that the dlr contacted the DM and was declined for a rental. Customer states that chrysler is responsible for the customer due to the situation. Agent advised the customer that we would not be able to provide rental assistance. Customer extremely upset and states that it s Chrysler s responsibility to get the customer and his family home from vacation. Agent apologized for the inconvenience. Customer understood but is very upset

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G2[redacted]	***Open Date***	04/07/2014	***Built Date***	03/04/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/29/2008	***Mileage***	93,900	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	13[redacted]	***Home Phone***	[redacted]
	LOOP TX[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information as required
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer reports left tie rod broke on the weekend
Recall - N49: LEFT TIE ROD -	Customer seeking to complete recall N49
Recall - L16: LEFT TIE ROD END -	Customer seeking to complete recall recall L16

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer states left tie rod broke on the weekend. Customer states dealership has advised it could take up to 2 months before repair can be completed because parts are on b/o.
Briefly summarize what the customer is expecting: Customer seeking cost asssistance with tow and rental. Agent advised customer cost assistance will not be available at this time.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer called in stating that she forgot the two recalls associated with her vehicle.
Agent advised customer of recall L16, N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G7[redacted]	***Open Date***	04/07/2014	***Built Date***	02/11/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/18/2005	***Mileage***	113,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RENO NV [redacted]1	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod has fractured

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC seeking recall information and assistance.
Briefly summarize what the customer is expecting: Customer is expecting to learn what his next steps are for the N62 recall.
Customer states his tie rod factured while driving and it caused him to swerve and veer into oncoming traffic. Customer states he is going to tow the vehicle to RENO DODGE SALES INC so they can inspect the tie rod.
Customer states this is the second time his tie rod has factured: the first time was in 2011 after he had the H46 recall completed in 2009.
Customer states he used MOPAR parts to replace the tie rod in 2011.
Customer states he then had the L16 recall completed in 2012 and now this latest fracture.
Agent advised customer of the N62 recall as per AnswerConnect ID 24057.
Agent advised customer he no longer has towing coverage as it was associated with his warranty however, agent advised customer to keep his receipts for the tow to RENO DODGE SALES INC.
Customer states he will be getting his lawyer involved as well.
Agent advised customer his case is being escalated to a case manager for further assistance.
Customer contact: telephone [redacted].
Reassigned to 88F
Customer called back seeking rental and for Chrysler to make payment because since he can t use the vehicle for several days to a month then he should not have to make a payment because Chrysler had a manufacturing defect.
Agent advised customer that there is no warranty on his vehicle nor is there any ext service contracts. Agent advised there was very little Chrysler could do at this side.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Out of warranty by 77000 miles and by 6 years
MVP: Expired
Ownership history: 1 used 0 new
Writer contacted dealership was unable to speak to SM or SA.

Writer contacted dealership spoke to SA Ben I was informed customer would need to bring his vehicle in to get it inspected for recalls, that last time customer brought his vehicle in was March 2012.
Writer contacted customer at [redacted] customer wife stated Chris is not there at this time and gave me another number to reach him [redacted] Customer wife stated if I can not get a hold of him to give her a call back.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message with the case number and my ext:66043
Writer contacted customer wife Jaslin informed her that before we can do anything we would need the customer to take the vehicle into the dealership. Customer stated the vehicle is not drive able, writer informed customer if they have the vehicle towed in and if it is recall related then we could look into reimbursement. Customer also brought up rental assistance writer let customer know until we know what is going on we can t look into any assistance. Customer stated she will let her husband know and give writer a call back.
Customer calls to speak with their Case Manager.
Transferred the customer to TW575 at ext 66015, because the primary CM was not available.
Writer took call from customer. Customer states that he had the vehicle towed to dealer RENO DODGE SALES INC. Customer was advised by the dealership that it was due to a recall, and that dealer is waiting for parts. SM gave part ETA on 4-14-14 but was not sure about it. Customer was wondering about rental due to needing a vehicle for work. Writer advised contact needed to be made to SM and that CM would follow up with customer on 4-10-14 with information in regards to rental and if parts can be expedited.
CHRIS IRELAN called requesting to speak to CM AE678 . Writer warm transferred customer to CM for further handling.
Customer contacted writer, customer states he took his vehicle in and was told his issue has to do with the recall. Customer states he is in need of a rental by tomorrow 4/11/2014. Writer informed customer we would need to speak to the dealership before we can assist with any assistants.
Writer contacted SM and left a message in regards to the recall so we could see about assistants with a rental.
Writer contacted customer left a message to let customer know writer left a message for the dealership.
Customer contacted writer, writer informed Chris we are waiting for a call back from the dealership for the diagnosis. Customer stated he will get in contact with the general manager of the dealership.
Writer spoke to SM, writer was informed customer brought vehicle in with a broken tie rod, and is not sure when the recall part will be in stock.
Writer advised SM if they agree for an R/A we will do a rental for 5 days. Writer will contact customer and let him know we have approved 5 days of rental and can not guarantee a truck.
Writer contacted customer informed customer we are approving 5 days of rental and we would be following up with him in 5 days. Customer is going to go into dealership to pick up the rental.
Customer seeking rental assistance because issue is related to recall N49 and parts are on back order. Contacted Service Manager, Art at 25054 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by CAC
Reviewed by Il502
REASSIGNED TO BC/DLR 70 25054 04/10/14 18:32 O [redacted]
Writer contacted SA Dan, writer was informed customer picked up vehicle on 4/12 and repairs have been completed.
Writer was also informed by SA Dan customer never picked up rental.
Writer contacted customer at [redacted] and left a message to verify vehicle has been picked up.
Writer left a message to confirm repairs have been completed.
please close
Writer contacted customer at [redacted] left a message to verify customer repairs have been completed and customer has picked up his vehicle.
Writer left a message for customer advising case will be closed on 4/23.
Writer left a message for customer letting him know we will be closing his case.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	8G[redacted]	***Open Date***	04/07/2014	***Built Date***	10/03/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/29/2008	***Mileage***	68,355	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HAYDEN ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information
Corporate - Warranty Coverage - Default - Default - Default	Towing assistance inquiry
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking information on towing assistance for his vehicle. Customer states his tie rod broke and he had the vehicle towed to a shop but they are not certified to perform recall repairs.
Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle towed from the current location to a certified DLR. Writer advised customer that they do not have towing assistance as per VIP. Writer advised that consequential expenses are not covered by the recall. Customer understood and stated they had to go as they were at work.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 2[redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	6J[redacted]	***Open Date***	04/07/2014	***Built Date***	03/21/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/15/2006	***Mileage***	125,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE		
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	***Dealer State***	NM	***Dealer Zip***	87507

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANTA FE NM[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information
Corporate - Rental Vehicle - Default - Default - Default	seeking rental.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer called stating the tie rod keeps shearing off the truck.Customer states this has happened two times and both times were in a parking lot with his four year old in the truck. Customer states his insurance company is going to raise his rates and he is looking to have them reimbursed for towing. Agent advised we cannot reimburse his insurance company. Customer states he also needs a rental vehicle. Agent advised we do not provide rentals for recalls. Customer states there is no eta for fixing his truck. Agent advised dealers should start getting the parts next week. Agent advised we can put him on a callback list and will notify him when the parts are available. Customer asked what he can do to get to and from work. Agent advised he can rent a vehicle at his cost. Customer states he is not happy with this. Agent apologized for the inconvenience and advised again that we can only put him on a callback list. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: Recall and rental information
The part required to provide a permanent remedy for recall n62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 50[redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Customer called in again very upset. Customer stated that the previous agent advised him that the parts would be available on the 14th but cannot provide a rental vehicle. Customer stated that answer wasn t good enought and needs to speak with a supervisor. Agent advised customer that it is not Chrysler s policy to provide a rental vehicle for a recall.
Customer stated that he needs to speak with a manager because he knows

that there is something that can happen. Customer stated that he feels Chrysler is turning their backs on the customer and refusing to help fix an issue they made. Agent advised customer that the super visor would be unable to change the policy. Customer stated that he would like to speak with her boss then. Agent advsied customer they can only send the case to the super visor. Customer stated that he needs to speak with her. Agent advised customer that it is a one business day call back. Customer understood.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: wants rental for recall.
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer is contacting Chrysler because he was waiting for a supervisor call back. Agent advised the customer that the supervisor that is going to call him back at [redacted]2 and has until 8pm EST to call him back. Customer stated that this will be the 5th tire rod that has broken on the vehicle, and it is annoying to have to keep going to a dealership every 30-45 days to get the tire rod inspection. Customer stated he wants to have a safe vehicle to drive in while he waits for the part to come in for the tire rod recall. Customer stated he hopes for a good outcome, if not he will go higher up.
Service Advisor (SA) Dominic called in, and then transferred call to SA Kim. Writer advised that another department within Chrysler is responsible for the Cair, but writer will note the Cair. SA Kim advised that the vehicle needs to have Recall N62 completed. SA advised that they are waiting on Chrysler to design parts, and that there is no ETA on the Recall parts. SA advised that the customer is requesting a rental vehicle, and the ETA for the parts. Writer advised that we cannot provide rental if there is no ETA on the parts, and to advise customer of this. SA understood.
Customer called back upset because he had not heard from a supervisor yet, he needs vehicle fixed and a rental while they do it but dlr has no idea when parts will be available so can t give him rental.
Agent advised customer that parts will be available in limited quantities beginning 04/14.
Agent placed customer on hold and spoke with SA Kim at dlr 60167 and advised that in cases where the tie rod has broken, AM s are able to approve use of aftermarket part for customer and if this can be approved then rental can be looked at as well. Agent also advised that parts will be available in limited quantities starting 04/14. SA Kim appreciative of the information and will contact the AM for approval and once she has an answer will contact the customer with the update.
Agent advised customer that SA Kim is going to seek approval from AM for use of aftermarket parts and rental and will be in touch once she has an answer. Agent stated the outcome could not be guaranteed.
Agent advised if he has not heard from SA Kim by end of business day, to callback so we could further assist in finding out what the answer from the AM is. Customer satisfied and will callback if needed.

Customer no longer requires callback from supervisor.
Reassigned to JH1720 to close
Customer is seeking an update on his case. Agent contacted DLR 60167 and spoke with Debbie from he service department (SA Kim was unavailable). Debbie states they are still waiting to hear from the business center for more information. Agent advised the customer once the dealership hears from their business center he will be contacted with an update on his case. Customer thanked the agent and disconnected the line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL5	BG5[redacted]	***Open Date***	04/07/2014	***Built Date***	08/19/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	12/05/2010	***Mileage***	126,665	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	P12	BRIGHT RED					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45399	COURTESY DODGE			
Dealer Address	9207 E ADAMO DR				
Dealer City	TAMPA	***Dealer State***	FL	***Dealer Zip***	33619

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DOVER FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information
Product - Brakes - Unknown - Other - Unknown	Customer wondered whether Chyrsler would follow up and replace dust cover
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod has fractured
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC seeking recall information.
Briefly summarize what the customer is expecting: Customer is expecting to learn what can be done about his factured tie rod.
Customer states he had his tie rod inspected last year and he was advised it was fine. Customer states his tie rod has now fractured while driving. Customer states he has paid out of pocket for a tow to COURTESY CHRYSLER-JEEP-DODGE. Customer states he requires the vehicle for work and is now without a vehicle.
Agent advised customer of the N49 recall as per AnswerConnect ID 24054. Agent advised customer the parts for this recall will become available starting the week of April 14th. Agent advised customer of case number 24846964. Agent advised customer his case will be escalated to a case manager for further assistance with this matter.
Customer contact: telephone
[redacted]
Reassigned 88F
Status update provided via email to the following email address:
[redacted]:
My name is Marge ave been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT: 66128
My hours in the office: 8:00am 4:30pm MST)I will review your case and contact you within 2 business days.
End of Status Update
Status update provided via email to the following email address:

[redacted]
FIRST CONTACT EMAIL:
My name is Marge ave been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT: 66128
My hours in the office: 8:00am 4:30pm MST)I will review your case and contact you within 2 business days.
End of Status Update
* * * * * CASE MANAGER TEAM - District M - * * * * * *
OOW: 89,000 Miles
MVP ; NONE
Ownership history: 1 New, 0 Used
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message. Asked for Service Manager was transferred to voicemail. Left message needed further information on vehicle that had been towed in, gave last 8 vin and customers name.
Contact update - 1st Contact attempt, phone number dialed [redacted], writer contacted customer. Customer alleges he is very frustrated without a work vehicle is losing money. Customer cannot understand why Chrysler does not have recall part in stock and where it cannot be overnighted. Writer advised customer part will not be available until April 14th. Customer feels if he took his vehicle to Napa they would have it repaired and he could have his vehicle back for work. Writer advised customer would be repaired with Mopar part guaranteed, customer said has little faith in Chrysler regarding their parts. Customer has an additional issue customer alleges his door key does not work, customer said he advised dealership and was advised that the door key is working fine; customer alleges it still is not working . Customer alleges paid for towing out of his pocket and would like to be reimbursed, writer will send customer link for documentation and possible reimbursement. Writer advised customer would follow up with update information from dealership on 4/9/2014. Call got disconnected. Customer stated his expectations are a replacement vehicle for work, reimbursement for towing, customer would like his vehicle fixed as soon as possible.
Service manager George Mattheson called and spoke with writer. SM updated mileage to 126,665. George stated this was customers first time at his dealership when the customer walked in after customer s vehicle had been towed in. Sm ordered the components that were needed for the repair and the part has been approved and it is on its way. normally that process would have taken a 2 to 3 day process, but customers parts were given priority and ordered in 2 to 3 hours. George stated he did advise the customer the parts have been ordered and as soon as they arrive will complete ther repair so customer can have his vehicle back for his work purposes. SM stated point of failure was due to defective part.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-08 @ 13:56
[redacted]Writer called parts department message left on Rich s voice mail. Writer requested status on part (recall) requested call back with the information.
Writer contacted parts department, was transferred to the service department, spoke with SM advised part possibly may be in tomorrow, if it does come in they will get right on the repairs so customer can have his work vehicle.
Per prev paragraph asked SM for current mileage on vehicle SM advised 126665, updated mileage.
Writer contacted customer, writer advised customer what writer had been advised at the dealership. SM stated there is a possibilty the part may come in tomorrow and if it does arrive, they will complete customers vehicle so he can have his work truck back. Writer advised customer will follow up with dealership and find out if part has arrived and when the repairs will be completed. Writer advised customer would follow up on 4/11/2014.
Writer contacted dealership to speak with SM at 813-620-4300. Writer was transferred to George SM voice mail left message following up on recall part to find out status if part has come in. If it did come in on April 10th has the repair been completed on customer s vehicle
Writer called SM to find out status on recall part to find out if it has come in, and if it has if the repair is in process or completed? Left Message

Writer called dealership to find out status of vehicle, if back ordered part came in, writer spoke with Mike in service. Mile advised writer part came in on 4/10/2014 or 4/11/2014, vehicle was repaired and vehicle was picked up by owner. Writer will follow up with customer to make sure customer is satisfied with repairs.
Writer called customer but reached customer s voice mail, could not follow up as customers voice mail was full, no message left will follow up with customer on 4/15/2014
Writer called customer regarding recent repair, customer stated is satisfied with the repair. Customer alleged that when the ball joint failed, it dented the dust cover for the inside of the break rotor.
Writer advised customer would follow up on 4/17/2014 after researching customer s issue. Writer stated he thought Chrysler would be following up on addition issue since it occurred from the ball joint failure.
Writer left message on SA voice mail regarding customers concerns regarding a dent in the dust cover for the inside of break rotor which was caused due to failure of ball joint for recall. Writer asked SA to return her call to find out if this could be repaired for the customer so writer could further follow up.
Writer contacted customer and got further clarification on part needed by customer. Customer stated new recall part that had just been replaced is on recall again and has been ordered, but there are a lot of orders for this same part. Customer wants dealership to be aware that also a dust cover will be ordered at the same time when the newer recall parts come in. Writer will need to follow up with dealership to find out status on back ordered parts. Customer stated he would like this case to remain open until the second recall on parts is completed for his vehicle a long with the dust cover part.
Writer called SM George and requested an update for the recall part that has been recalled for the second time. Writer had to leave a message on SM voice mail. Writer advised SM that a dust cover for the inside of the rotor, is dented due to failure fractured tie rod, which is a recall issue.
Writer called SM message left on his voice mail, the SM had previously called and left a message on writers voicemail advising that the part is in a holding pattern right now it is a recall on the recall and so far customer doe not have any information. I advised SM if he cannot call back today, I will contact SM again tomorrow just to make sure he is aware SM is aware of the additional part needed. Writer will call SM 4/22/2014 to verify
SM knows about additional part needed.
Writer attempted to contact SM, transferred to his voice mail and message left. Writer requested an update status on additional part customer wanted to have ordered, so it will be there the same time recall on recall part comes in. I will set out call back on 4/24/2014.
Customer contacted dealership trying to reach someone in service, Writer attempted to speak with SM or SA, writer left voicemail on service voice mail and writer is still requesting confirmation from SM that they are aware customer is requesting another part to be ordered, to come in the same time recall part comes in. Advised would follow up 4/25/2014 if writer does not receive a call back from SM.
Writer left message on Service Department s voice mail, writer is requesting information regarding part for vehicle which is back ordered, it is a recall part on a recall part reorder and customer s dust cover for the inside rotor was damaged when the part failed originally. On this recall it states do not ask the dealer for the part #, but this case should be reassigned it is sitting too long and no one has any information so far when the part will be available.
Writer attempted to contact customer to advise customer still waiting for recall part, could not leave message as voice mail was full will set out for 5/1/2014.
Writer called customer but could not leave message as mailbox is full was going to update customer still waiting for part but could not leave message on voicemail will set out for 5/6/2014.
Status update provided via email to the following email address:
[redacted]
I have been trying to reach you but your voice mail is full.
Everything remains the same the part is still on waiting list for back

order.
My name is Marge I am your Case Manager my contact # 1-800-763-8422 ext 66128.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Per your request for the Fax # for documentation reimbursement for towing.
Fax # 801-736-3929
If you have any further questions please contact me at 1-800-763-8422
Thanks Marge
End of Status Update
****** Below Customer Contacted for Documentation Request ******
cl550@chrysler.com on 2014-05-06 @ 14:34
***** Customer Document Received *****
[redacted],
My name is Taylor and I am taking over your case from previous case manager Marge has moved to a different department. I have received your documents for a total of $118.80. I do apologize for the confusion, are you still waiting for back ordered parts? Or just to be reimbursed?
Please be in contact with me as soon as possible. 800-763-8422 ext 66015
End of Status Update
Customer Document Reviewed.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. left message
writer will attempt on 5-22
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66015. The reason for the customer contact was to provide or request the following information:
to discuss case as well as documents, Writer advised that case would be placed on hold.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66015. The reason for the customer contact was to provide or request the following information:
To discuss reimbursment, writer will attempt on 5-29
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66015. The reason for the customer contact was to provide or request the following information:
To dicuss reimbursment, writer advised case would be placed on hold.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	04/07/2014	***Built Date***	04/16/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/19/2008	***Mileage***	120,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JOHNSON CITY TN [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on recall/part replacement
Corporate - Survey By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD -	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he had the tie rod replaced on his vehicle twice that he remembered and now the tie rod has broken again and he wanted to have it taken care of. Customer also states that the brakes were damaged by the tie rod.
Briefly summarize what the customer is expecting: Customer is expecting any recall information related to the tie rod and to know if Chrysler will pay for his breaks if it is found the tie rods caused the damage.
Agent advised the customer that there was a N49 recall on his vehicle and he stated he will take to Dealer 60408 for a diagnosis on the brakes.
Agent informed customer that without a diagnosis we cannot guarantee reimbursement but to contact us back once there is a diagnosis.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 4[redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email[redacted]
on 04/15/2014
Thank you for your patience while waiting for the part to become available for your vehicle under the N49 recall.
We are pleased to inform you that the parts are now available and can be ordered by your dealer.
Please contact your dealer to confirm your part is ready for installation and schedule an appointment to complete the recall.
We value your business and appreciate your understanding.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	6G[redacted]	***Open Date***	04/07/2014	***Built Date***	05/18/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/29/2006	***Mileage***	128,400	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHESTERFIELD MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	tie rods broke off vehicle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called stating that he was driving down the road on the highway and the front end broke off the vehicle. Customer was concerned because he was just at the dealership on Jan. 29, 2014 for the inspection and passed. Agent advised the customer that there are lots of reasons for the vehcile to break down and cause the tie rods to break. Customer stated that he was going to be having the truck towed to 42824 Royal Gate Dodge of Ellisville. Customer stated vehicle is getting diagnosed tomorrow.
Briefly summarize what the customer is expecting:to file a complaint because he just had the front end of the vehicle drop off after having the N62 recall inspection
reassign to PG725 for survey bypass
Briefly summarize why the customer is contacting Chrysler:
Customer called and stated that he was promised rental by the previous agent. Agent stated I do not see this information in the file. For a recall related repair, Chrysler does not supply a rental. Agent contacted ROYAL GATE CHRYSLER DODGE JEEP and spoke was able to leave a message for customer s Service Advisor Phyllis to get back to CAC with the diagnosis of what caused the front end to break off the vehicle. Customer stated that Phyllis was not able to tell him how much the part cost. Agent let customer know to work with his Service Advisor in getting the vehicle fixed and safe.
Briefly summarize what the customer is expecting:
Customer was expecting a rental vehicle for the recall repair, agent denied this request.
SA Phyllis is contacting Chrysler stating that the right outer tie rod is the part that broke while the customer was driving. SA Phyllis states that was not part of the recall, so repairs will be to the customer. Phyllis also states that the steering linkage and damper needs to be replaced as well.
Raymond stated that he is very upset that the customer s family and the customer had to experience the recent tie rod failure. Customer stated that the vehicle was brought to 42824 ROYAL GATE CHRYSLER DODGE JEEP 636-394-3400 where the customer was informed that the steering linkage

needs to be replaced at the cost of $900.00. Customer is seeking cost assistance. Customer stated that the original steering linkage was never replaced.
Writer confirmed that both the N62 and H46 recalls were inspected with no repair required. Writer advised the customer that both recalls applied to certain Mopar service parts steering components installed.
Customer is seeking cost assistance.
Writer found the customer to be outside of customer care guidelines of 2 years / 24 000 miles. Writer found the customer to be listed as the original owner of the vehicle. Writer found the customer to have had an MVP MAXIMUM CARE mechanical service contract. Writer found the customer to have no other CJDR vehicles showing.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Writer advised the customer of information provided by SA Phyllis. Writer offered to contact the dealership and inquire about possible discounts.
Customer refused to have the writer contact the dealership regarding possible upgrades.
Customer requested the customer to contact the dealership and inquire about possible upgrades.
Writer called 42824 ROYAL GATE CHRYSLER DODGE JEEP 636-394-3400 and spoke with Melissa.
Melissa stated that the SA handling the customer was Phyllis. Melissa stated that the SA was unavailable at this time. Melissa stated that the SM was named Curtis Pratt.
Writer was transferred to the voicemail of the SM. Writer advised the SM of the customer s situation, provided the customer s information and request for discount. Writer asked that the SM contact the customer back at [redacted] with a response to the customer s request. Writer sent a text to dealer. Writer advised the customer that the request for a discount has been forwarded to the SM for further review. Writer referred the customer to SM Curtis Pratt for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	04/08/2014	***Built Date***	03/17/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	07/21/2010	***Mileage***	61,742	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67293	THELEN INC			
Dealer Address	4191 N EUCLID AVENUE				
Dealer City	BAY CITY	***Dealer State***	MI	***Dealer Zip***	48706

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PINCONNING [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Information on recall

Briefly summarize why the customer is contacting Chrysler:Customer called in because he was driving out of his yard and something popped. Customer found out the tie rod broke.
Briefly summarize what the customer is expecting:Customer expects information about recall.
CAC advised that the recall still shows as open and to contact the dealership to see about repair. Customer understood.
Customer is contacting Chrysler because his tie rod broke and wanted to get repairs. Customer states that he towed his vehicle to a DLR and found out that they are unable to order parts. Agent asked customer if she could contact the DLR multiple times but customer stated that he was too busy. Customer asked for a case number so he can contact us back after work to get more information.
Customer is contacting Chrysler because his tie rod had broke. Customer is upset because he needs to get to work and he only has the one vehicle. Customer would like a rental vehicle so he can get to work or would like to be compensated for missing work.
Agent advised the customer that Chrysler would not be able to compensate for loss of wages. Agent advised the customer that she could contact the dealership to see if they would be able to provide a rental vehicle.
Agent contacted 67293 and spoke to SA Rob who stated they do not have any rental vehicles available at this time.
Agent advised the customer of this information and advised him that she could get him in touch with roadside assistance. Customer agreed. Agent contacted roadside assistance at (866) 374 7756. Agent spoke with Shelby and then transferred the customer over.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C3	6G[redacted]	***Open Date***	04/08/2014	***Built Date***	10/11/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	02/03/2006	***Mileage***	139,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	51437	ILDERTON DODGE-CHRY JEEP			
Dealer Address	701-709 S MAIN ST POB350				
Dealer City	HIGH POINT	***Dealer State***	NC	***Dealer Zip***	27260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FORT MILL SC [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information.
Briefly summarize what the customer is expecting: Customer states that his left tie rod broke. Customer states that he was advised there was a recall for this.
Agent advised customer of completed recalls. Agent advised if he wants to know if this is recall related, that this would be something that the dealership can determine through diagnosis at cost to the customer. Agent advised customer there are no incomplete recalls on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	5G9[redacted]	***Open Date***	04/08/2014	***Built Date***	05/02/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/31/2005	***Mileage***	110,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42630	EARL'S DODGE-JEEP			
Dealer Address	2814 PORTER WAGONER BLVD				
Dealer City	WEST PLAINS	***Dealer State***	MO	***Dealer Zip***	65775

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIRCH TREE MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states his tierod fell apart

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC because he took his vehicle to the dealer on January 20th 2014 and the dealer inspected his tie rod and deemed he was not part of the recall.
Briefly summarize what the customer is expecting: Customer states his tie rod fell apart and he believes Chrysler should pay for it. Agent advised the customer that the recall was only on certain tie rods and that the DLR would have inspected his tie rod and determined whether he was part of the recall. Agent advised customer that he was not part of the recall and that unfortunately the repair would be at his cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL8	BG[redacted]	***Open Date***	04/08/2014	***Built Date***	03/29/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/09/2011	***Mileage***	57,051	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42283	LOU FUSZ CHRYSLER JEEP DODGE			
Dealer Address	3480 HIGHWAY K				
Dealer City	O FALLON	***Dealer State***	MO	***Dealer Zip***	63368

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT PETERS MO [redacted]1	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod fractured while driving
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	tow bill
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC seeking recall information.
Briefly summarize what the customer is expecting: Customer is expecting to learn when the recall can be repaired as his truck is not driveable due to the broken tie rod.
Customer states he was driving and the tie rod fractured due to the recall. Customer states the vehicle is at LOU FUSZ CHRYSLER JEEP DODGE and there are no parts available for the recall repair.
Customer states he uses his truck for work and towing and it is unacceptable that he must be without his vehicle because of this recall.
Agent advised customer of recall as per AnswerConnect 24054. Agent advised customer the recall parts will be available in limited quantities starting the week of April 14th.
Customer also states that the number of times his vehicle as been down for electrical and emissions problems is unacceptable.
Agent advised customer his case is being directed to a case manager for futher assistance with this matter.
Customer contact: [redacted]
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Agent contacted dealer and spoke with SA Greg. Agent request information on customer vehicle and exact mileage. SA states exact mileage is 55310 and vehicle towed in on Saturday with a broken tie rod.
SA Greg states SA Ken Clifford is in charge of this ticket and will not be back until 6am tomorrow morning. Agent will contact SA Ken in the morning before speaking with customer.
Agent attempted to reach SA Ken Clifford. Agent left message with contact information requesting a return call.
Agent contacted dealer and spoke with SA Ken. Agent request updat on customer vehicle issue with the broken tie rod. SA states they are in the process of repairing the vehicle now. SA states the recall on this has a recall. SA states the parts they came out with on the first recall did

not fix the problem. SA states they are repairing it for now. SA states there is a delay on the new part. Agent will follow up with SA Ken 4/10/2014
Notes not saved from 4/09/2014. Agent contacted customer. Agent states to customer spoke with SA Ken and SA states vehicle is being repaired. Agent states to customer there is a new part coming and customer would still need to get recall done once parts are available. Customer states his concern is he tows a trailer and a boat and is concerned about safety. Agent states to customer will follow up with dealer 4/10 on repairs.
Agent states will bring up to SA Ken customers concerns about the safety. Agent will contact customer once repairs are complete.
Agent attempted to reach SA Ken Clifford. SA was busy with customer on phone. Agent will attempt to reach SA Ken after lunch.
Agent attempted to reach SA Ken Clifford. Agent was told SA is with a customer and would have to return agents call. Agent left contact number and call was ended.
Agent received call from SA Ken Clifford. Ken states vehicle is repaired and SA states he has not contacted customer yet. SA states wanted to speak to agent first. Agent states to SA that customers concern is safety because customer tows a trailer and boat. SA states the parts are new and customer need not worry about safety. SA states he did tell customer that will most likely have to bring vehicle back in for the recall. SA states told customer that new parts will be coming out and just does not know when that will happen. SA states customer also had engine light on and it was due to code P2470 exhaust sensor to high. SA states there are 4 of them and one was replaced a while back. SA states he also has 5 days of rental. Agent states will do RA for 5 days and reassign to dealer. Agent states will give customer time to check out vehicle before contacting customer to verify repairs. Agent states also looking in to offering customer a SC. Agent to follow up with customer 4/14/2014
Agent attempted to reach SA Ken Clifford. Agent left message stating if could get the dates customer was in rental. Agent left contact information requesting a return call.
Agent received voicemail from SA Ken. SA states customer was in rental from April 7th through the 11th for 5days. SA states actually customer in since the 5th but will only charge for 5 days.SA states to agent any questions to contact him back. Agent will do RA for rental and follow up with customer to verify repairs.
Customer seeking rental assistance because VOR
Contacted Service Manager, Ken at 42283 to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5days of rental per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by choose CAC or dealerÙ
REASSIGNED TO BC/DLR 51 42283 04/14/14 13:54 C[redacted]
Agent contacted SA Ken. Agent left message stating that the RA for rental has been completed and DM notes added. Agent states will follow up with customer to verify repairs. Agent thank Ken for all he has done and call was ended. Agent to follow up with customer.
Agent attempted to follow up with customer to verify repairs. Agent left contact information requesting a return call. Follow up 4/16/2014
Agent received call back from SA Ken. SA Ken states he has one more favor to ask and does not know if agent will even be able to help. SA states he has a tow bill for $59.00. SA states customer wanted nothing to do with it because of the tie rod breaking and the fact that he will still need to bring vehicle back for recall. SA states and this is due to a recall and the tie rod breaking for the reason of the tow. Agent states will speak with supervisor and see what can be done if anything.
Agent received call from SA Ken. SA states if agent found out anything on the tow bill for $59.00. Agent states will look into that and call him back. SA states also customer will be bringing vehicle back Friday for a check engine light. Agent states to Ken will check on the tow bill and contact SA back later today.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $0.00
Labor = $0.00
Tow = $59.00
Total = $59.00

Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Agent attempted to reach customer. Agent left message in regards to check engine light and to see how vehicle is doing after repairs to the tie rod. Agent states SA Ken stated customer will be in on Friday. Agent states will follow up with dealer Friday afternoon. 4/18/2014
Case closed MWBC WAM al parties aware of goodwill decision.
Agent received call from customer. Customer states he canceled his appointment because the engine light went off. Customer states that he will wait until the engine light comes back on before he take vehicle in to dealer. Customer would like to be compensated for all the down time that he has had with his truck. Agent states to customer if vehicle has been at dealer for over 30 days in all. Customer states at least 30 days. Agent states to customer could look in to a car payment reimbursement and a sc for oil changes. Agent states can not promise anything but will look in to both. Agent states to customer would need a copy of car payment statement and proof of payment for last car payment. Agent states to customer could send a link for customer to email documents. Customer states sending email would be fine. Agent request customer email address. Customer states [redacted] Agent will send link. Agent states to customer once receive documents will take a couple of days to review and agent will follow up with customer 4/23/2014
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-04-18 @ 12:33
Agent contacted customer. Agent states to customer that have not received documents. Agent states to customer that sent the link on the 18th. Customer states he has not been home much lately. Agent states the link is only good for 7 days and may have to send another one. Customer states he will have his wife take care of it in a couple of hours. Agent states to customer that will follow up with him on Friday the 25th and if have not received documents then will send another link. Follow up 4/25/2014
Agent attempted to reach customer. Agent left message stating still waiting on documents. Agent states will send another link and will look for them and review. Agent states will follow up with customer 4/29/2014.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-25 @ 12:06
***** Customer Document Received *****
Agent attempted to reach customer. Agent left message stating documents have been received. Agent states documents will be reviewed and agent will follow up with customer 5/01/2014 to discuss possible reimbursement for a car payment.
Writer contacted the customer at [redacted]. Writer advised the customer of line 148-149. Writer advised the customer that his CM will follow up with him as soon as CM has information on customer s reimbursement request. Customer requested to notate that he will be going somewhere where his phone doesn t work as much in the next 2 full weeks. Customer stated that in those days his CM can contact him via email or by leaving a voicemail.
Customer Document Reviewed.
Writer contacted customer. Writer stated that there will be a call back on Monday with more information.
Writer contacted customer, Writer advised that I was going to handle some of the paper work for the CM as I was not sure how long the CM will be out for. Customer advised that CM offered the customer a vehicle payment for what has total about a month for mechanical concerns. Customer also advised that CM offered LOF SC. Customer had to go really fast and requested writer call back in 15 minutes.
[redacted] called back to speak with CM LV207 again. As per LV207, writer advised customer that CM is not currently available but will call customer back when available tonight. Confirmed customer s call back phone number is [redacted]
Writer attempted to contact customer, Left message.
Customer contacted writer, Customer confirmed his address and mileage at

57051 for the reimbursement and that SC we discussed yesterday. Writer advised that the SC was for 3 years or 6 oil changes. Writer advised that I will submit the check for approval and the case will go back to his original CM for closing. Customer advised that he has had a great experience with CAC and that his experience with us will keep him in the RAM family. Writer advised that the check will automatically close the case though for any reason we can reopen if needed or open another as customer advised that the vehicle is still in need of the new part for his N49 recall. Writer advised that the CM will contact the dealership to try and find out how long it will be. Writer advised that the CM will follow up as soon as the check is approved and the SC is added.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Customer seeking reimbursement for 1 months vehicle payment
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
57051
Enter the Date when the repairs were completed.
04/16/2014
What is the total cost of the Parts to be reimbursed?
$640.00
What is the total cost of the Labor to be reimbursed?
$0.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$640.00
****End structured narrative T2 - eReimbursement
Writer has reviewed case and documents. Please submit check.
ECDS36N Contract created. Contract number is [redacted].

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	3D7KS19D9	6G2[redacted]	***Open Date***	04/08/2014	***Built Date***	06/08/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	12/18/2006	***Mileage***	89,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68886	CHAMPION CHRY-DODGE			
Dealer Address	435 E PASS RD				
Dealer City	GULFPORT	***Dealer State***	MS	***Dealer Zip***	39507

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GULFPORT MS [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod but not recall part

Briefly summarize why the customer is contacting Chrysler: brought to the dealer and they said it needs to be changed. The left end of the tie rod broke during moving.
Briefly summarize what the customer is expecting: the part that broke is involved with the recall and it would be repair with the recall. Agent states will call dealer and gather that information. Customer states they have not looked at it yet. The SM did look and said the part that broke is replaced under the recall but not the part the recall is on. Agent states will call the dealer later today and gather the information and then we can look into going from there. Customer agrees and was given CAIR
Agent could not get call back time to call dealer.
Reason for Dealer Contact: To gather information on the steering component that needs to be repaired
Dealer Code:
Dealer Personnel Required: SA
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening) [redacted]
Customer Email address:
Reason for assigning to Resolution Team: could not get call back time due to high call volume
Assigned to 86T
-
DEALER CONTACT|68886|228-896-1515 and spoke with SM Lee, he advised the vehicle has been repaired and he spoke with the customer yesterday afternoon. SM states the vehicle was to have been picked up yesterday or this morning. SM advised the customer did have a tow bill and was seeking reimbursement.
-
CUSTOMER CONTACT|MR [redacted]
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
-
CUSTOMER CONTACT|MR [redacted] and he confirmed the vehicle has been repaired and returned to him. Customer states the

vehicle is running well since being returned. Customer states the tow bill was covered under his warranty so he is not seeking reimbursement.
-
Assigned to PG765 - Returned case for next step.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	04/08/2014	***Built Date***	10/27/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/08/2009	***Mileage***	88,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF	SANTA ROSA		
Dealer Address	2727 DOWD DRIVE				
Dealer City	SANTA ROSA	***Dealer State***	CA	***Dealer Zip***	95407

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	P[redacted]	***Home Phone***	[redacted]
	KELSEYVILLE CA[redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer states steering linkage broke because of recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer states steering linkage broke because of recall
Corporate - CNA Change - Default - Default - Default	Updated coin - phone number
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that he is having issues with his vehicle due to the N49 recall. Customer stated that he brought his vehicle into the dealership, they inspected it and put the parts on order for the customer.
Customer stated that the parts still haven t come in and when he was driving the other day, the steering linkage broke. Customer stated that he was stranded on a back dirt road. Customer stated that he called a tow truck company but they would not come down the back road where he was at due to the weather conditions. Customer stated that he had to leave the truck, go buy the necessary parts then come back and repair the vehicle enough for him to bring it to a paved road where a tow truck could then tow it to his house. Customer stated that the tow truck driver advised him the tie rods are broken and need to be replaced, needs new rotors and 4 new tires.
Customer stated that he is having it towed to Lithia Chrysler (45118) tomorrow to have this issue looked into further and just wanted his concerns documented. Agent advised customer that we will document what happened and provided cair number.
Briefly summarize what the customer is expecting: Customer is expecting his concerns to be documented.
-
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]

Customer email address for case updates: N/A
Reassigned to 961
Briefly summarize why the customer is contacting Chrysler: Customer called in to see if part was available for n49. Agent called dealership to see where customer was in line for the repair and was told vehicle has been repaired and driveable. Because part broke while driving it damaged more than what recall covers, SA states that customer has not yet picked up vehicle because he was waiting for Dodge to pay for additional repairs. Customer did not reach out in anyway for assistance. When agent went back customer was gone already.
Briefly summarize what the customer is expecting: To know if parts are available. Vehicle is ready repair has been complete. Additional costs or repairs will be out of pocket.
Briefly summarize why the customer is contacting Chrysler: Customer is calling for cost assistance. Customer is stating the steering linkage broke on the vehicle. Customer is stating when the steering linkage broke it ruined his tire and wheel. Customer states Chrysler is willing to replace 1 tire and 1 wheel. Customer is not satisfied with that he states 1 tire can not be replaced. Customer is stating all 4 tires have to be replaced at the same time. Agent advised we can not assist with the purchased of 4 new tires. Customer requested to speak with General Manager of the dealership. Agent contacted Litha Chrysler Jeep Dodge- 707-542-3331. GM was not available agent advised customer he would have to leave a message for a call back. Customer agreed agent transferred customer to voice mail.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance for tires.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48CX	6G2[redacted]	***Open Date***	04/09/2014	***Built Date***	02/20/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/20/2006	***Mileage***	140,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45319	LITHIA CHRYSLER JEEP DODGE OF		BRYAN COLLEGE STATION	
Dealer Address	301 N EARL RUDDER FWY				
Dealer City	BRYAN	***Dealer State***	TX	***Dealer Zip***	77802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	P[redacted]	***Home Phone***	([redacted]
	CALDWELL TX 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer looking for tie rod end replacement.
Product - Steering - Linkage - Other - Default	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - Default - Default - Default	

-
Briefly summarize why the customer is contacting Chrysler: Customer called in stating they the tie rod broke off of their truck.
Briefly summarize what the customer is expecting: Customer is seeking assistance with getting a tow to the dealership.
Agent advised customer that the tow to the dealership is not covered.
Agent transferred customer to Allan SA at #45319 for further assistance.
-
Agent advised that the part required to provide a permanent remedy for recall N62 is currently not available. Agent advised customer that their case will be assigned for special tracking until the part becomes available. Agent advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: declined
Reassigned to 961
Answer ID 24057
-
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	04/09/2014	***Built Date***	07/29/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	06/01/2011	***Mileage***	50,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LLC			
Dealer Address	3777 GERSTNER MEMORIAL DRIVE				
Dealer City	LAKE CHARLES	***Dealer State***	LA	***Dealer Zip***	70607

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	KINDER LA 7[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that his left tie rod broke.
Recall - N49: LEFT TIE ROD - Information Request	Customer would like to know when parts will be ready for the N49 recall.
Corporate - Consequential Expenses - Default - Default - Default	Reimbursement for towing costs with N49 recall repair
Corporate - Reimbursement - Default - Default - Default	Reimbursement for towing costs with N49 recall repair

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his left tie rod broke and has vehicle on its way to DLR 44690 and they say they do not have parts to complete the recall for the repair.
Briefly summarize what the customer is expecting: Customer is expecting a rental vehicle until recall parts are available to complete the recall.
Agent advised customer that Chrysler does not provide rental vehicles for a recall that needs to be completed, and unfortunately due to time and mileage on vehicle a rental can not be provided at this time. Agent advised that his case will be escalated to special tracking and he will be notified when the parts become available. Customer stated he will be calling his lawyer.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
Customer called and said her husband was told during the above call that they can be reimbursed for the towing. Agent stated that there is no guarantee that she will be reimbursed. Agent gave her the address for reimbursements.

Briefly summarize why the customer is contacting Chrysler: customer

seeking towing information
Briefly summarize what the customer is expecting: seeking towing information.
The customer, [redacted] provided writer with his VIN and stated that he received the recall for the tie-rod on his vehicle and he was on a waiting list at the dealer to receive the parts once they arrive, however, the component failed prior to having the parts arrive.
He contacted the selling dealer to inquire as to his steps moving forward, and they advised him to have the vehicle towed to the nearest dealer, which he did, and he would be reimbursed for the towing costs incurred. However, upon having the repair completed, he was told that he would not be reimbursed for the towing by the dealer and to contact Chrysler for reimbursement purposes.
He contacted us and was advised that he would not be reimbursed for the towing and was seeking the correct information.
Writer reviewed his vehicle warranty information and as per VIP, the customer does have towing assistance with the vehicle.
As per this information, writer provided the customer with the fax number and our address to submit the required information for reimbursement purposes.
Writer advised him of the required documents for reimbursement purposes and provided him with his CAIR number and advised him that an agent will follow up with him upon receipt of his information.
He thanked writer for the assistance and the added information.
POSTMARK DATE: 042214; DATE RECEIVED: 042214
Documents attached for review

Writer notes that the customer did submit their repair documents reflecting the N49 recall repair and the subsequent towing costs incurred with supporting documentation.
The vehicle was towed to the nearest dealer upon the direction from the servicing dealer: Mark CJD.

Writer notes that the customer will be notified of the fact that they do have towing assistance coverage and will advise the customer to contact the Cross Country Motor Club @ 800-521-2779

Tier 2 Agent

Recall: N49 - Towing Costs

Customer submitted request for reimbursement for their Towing Costs associated with the N49 recall. As per VIP, the customer also has Towing Assistance CoverageÙ
Parameters are unlimited time and/or mileage.

In-service Date: 06/01/2011
Date of repair: 04/09/2014-04/14/2014
Invoice #: 289886
Mileage: 55,707
Date of Towing: 04/09/2014
Towing invoice: #42782
Mileage: 55,707
Towing costs: $225.00
Tax $0.00
Total $225.00
Total Reimbursement $225.00

Customer s proof of payment is: the customer s towing invoice shows in handwriting a payment made Via: MC with an authorization number: #200287.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Writer notes that the customer s address on their repair invoice and towing invoice match and also reflect what we have on record for the customer at this time.

Writer contacted the customer [redacted] at 2:10pm and reached their VM. Writer left a detailed message advising the customer that their

documents have been received and reviewed, and writer would like to further discuss their reimbursement claim with them and requested a return call. Writer provided all contact information with hours of availability and CAIR number.

Writer received a message from the customer @ 2:52pm requesting a return call @ [redacted]

Writer contacted the customer at [redacted] at 3:50pm and spoke with Mrs. Manuel. Writer advised her that writer is able to reimburse her in full for the towing costs incurred with the recall: N49. However, writer did reiterate lines: 63-62 and provided her with the contact number for future reference.
Writer also had her confirm her mailing address for the check submission and also advised her of the time frame for the check to arrive. Writer also inquired if it mattered who the check was made out to and she stated that it did not. Writer thanked her for the address verifications, and her continued loyalty to Dodge.

Writer is submitting a check in the amount of $225.00 for approval.

----------TIER 2----------
Approved Amount of $225.00
CLOSED LOOP UPDATE - customer contacted today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A6	7G[redacted]	***Open Date***	04/09/2014	***Built Date***	05/15/2007	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/05/2007	***Mileage***	151,689	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OSAGE CITY KS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking recall reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that left tie rod is broken.
Corporate - Reimbursement - Default - Default - Default	N62 reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that their left outer tie rod assembly in their vehicle broke today and they had no way to get the vehicle to the dodge DLR and had to take it to an IRF to be repaired. Customer states that he is seeking reimbursement due to the fact the repair is directly related to a recall on the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
Agent advised : Writer advised the customer of the address to submit for reimbursement consideration. As per Answer ID 19074.
Reassigned to 86Y for handling.
POSTMARK DATE: 041814; DATE RECEIVED: 042314
Confirm name and address matches COIN & HPIMS: Customer s information matches HPIMS.
Any open recalls: N62 LEFT OUTER TIE ROD ASSEMBLY
Name of person writing in [redacted]
Does customer have an e-mail address: Not on file
Concern: Customer is seeking reimbursement for N62 LEFT OUTER TIE ROD ASSEMBLY
Reviewed previous files: Yes
Reassigned to 86y
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF. Agent found the customer had the tie rods replaced previously at BRIGGS DODGE claim #087132.
Agent found customer s documentation does not include proof of payment.
Agent called the IRF and spoke with shop technician Will about the customer s invoice. Will states the customer s invoice was paid in full.
Customer submitted request for reimbursement for recall N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: N62 LEFT OUTER TIE ROD ASSEMBLY
Customer s proof of payment is: confirmed with IRF
Date of Repair: 04/11/2014
Invoice #: 14160
Labor $ 58.50
Parts $ 81.68
Misc. Charges $ 77.00 (towing)
Tax $ 17.70
Total $ 234.88
Writer is submitting check for approval in the amount of $ 234.88

Agent called customer at [redacted] and left a message advising that his request for reimbursement was being processed and asking that the customer contact a Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	7J5[redacted]	***Open Date***	04/10/2014	***Built Date***	07/20/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/15/2006	***Mileage***	247,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67817	STAMEY CHRY-JEEP-DODGE			
Dealer Address	SUGAR HILL ROAD & I-40				
Dealer City	MARION	***Dealer State***	NC	***Dealer Zip***	28752

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RUTHERFORDTON NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he is seeking recall information. Customer states that last Friday his tie rod broke. Customer states that he understands the parts are on hold but is seeking confirmation on this information
Briefly summarize what the customer is expecting: to know if there is a wait on these parts.
-
Agent advised customer that there is a wait on these parts but dealerships should start receiving limited quantities the week of April 14th .
-
Agent advised the customer we would like to contact the dealership to make sure the customer is on the waiting list for when these parts become available.
Agent contacted the dealership and was informed by the parts Advisor that the customer is infact on the list and that they will contact him when they receive the parts.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is 8[redacted]
Preferred Afternoon/Evening call back number is 8[redacted]
Customer email address for case updates: denied.
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	04/10/2014	***Built Date***	07/12/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/12/2008	***Mileage***	76,273	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68871	BRANDL MOTORS			
Dealer Address	HIGHWAY 25 SOUTH				
Dealer City	PIERZ	***Dealer State***	MN	***Dealer Zip***	56364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LONG PRAIRIE MN 5[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	DLR called to confirm recall information
Corporate - Warranty Coverage - Default - Default - Default	Warranty inquiry
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: SA DAN from DLR 68871 contacted Chrysler seeking to confirm information on the N62 recall. SA states the customer s tie rod has broken but it is not a Mopar replacement part so he does not think it fits the recall.
Briefly summarize what the customer is expecting: SA is expecting the information requested to be provided. Writer advised SA that he is correct, only Mopar replacement tie rods are covered by this recall. SA stated he will inform customer and thanked.
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)
*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	8G[redacted]	***Open Date***	04/10/2014	***Built Date***	07/12/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/12/2008	***Mileage***	76,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68871	BRANDL MOTORS			
Dealer Address	HIGHWAY 25 SOUTH				
Dealer City	PIERZ	***Dealer State***	MN	***Dealer Zip***	56364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LONG PRAIRIE MN[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer states passenger tie rod snapped causing accident
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states passenger tie rod snapped causing accident
Product - Unknown - Unknown - Accident - Default	Customer states passenger tie rod snapped causing accident

1. Who is calling and what is their contact information? Robert Goldade
P[redacted]
2. What happened? Customer states while driving 60 mph down the highway the vehicles passenger side tie rod snapped causing a spin out accident.
3. What is the current location of the vehicle? Albany Chrysler Center (68871)
Service advisor Dan # 320-632-2908
BRANDL MOTORS CJDTR
14873 113TH ST LITTLE FALLS MN 56345 320-632-2908
****

Per OGC Matrix, reassigned to 82T.
4/11/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 04-11-2014 08:43
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 04-11-2014 08:43
CCRG Open Date: 04/10/2014 13:15:54
Letter Sent: Acknowledgement 04/14/2014 10:46:05

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	BG[redacted]	***Open Date***	04/11/2014	***Built Date***	08/24/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/01/2010	***Mileage***	50,787	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44295	COUNTRY CHRY-DODGE-JEEP INC			
Dealer Address	2158 BALTIMORE PIKE				
Dealer City	OXFORD	***Dealer State***	PA	***Dealer Zip***	19363

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	CECILTON MD null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Boost - Default

Roadside Assistance Contacted - DATE : 2014-04-11
Road Side File Created 04-11-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1320 ROCK SPRINGS RD 2158 BALTIMORE PIKE
NEW BRIDGE RD
RISING SUN OXFORD
MD USA PA
BROKEN TIE ROD ON FRONT LEFT TIRE,DUAL REAR WHEELS
DEALER CODE : 44295 COUNTRY CHRY-DODGE-JEEP INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	AG[redacted]	***Open Date***	04/11/2014	***Built Date***	05/27/2010
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4		
In Service Dt	06/29/2010	***Mileage***	114,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	52382	ED PAYNE MOTORS LLP			
Dealer Address	2101 E EXPRESSWAY 83				
Dealer City	WESLACO	***Dealer State***	TX	***Dealer Zip***	78596

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	EWING KY [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 - Reimbursement
Recall - N49: LEFT TIE ROD - Information Request	would like to be reimbursed.

Briefly summarize why the customer is contacting Chrysler: Customer called in because he had his tie rods break a few weeks ago. Customer stated that he went to the dealership to find out if they could do anything and he was told they cannot. Customer stated that he took the vehicle to an IRF because he needed to have the tie rods replaced. Customer stated that he was advised by the dealership that he could do that and then be reimbursed. Customer stated that he went to the dealership to ask if he can be reimbursed now and they told him Chrysler had to do it. Customer stated that he needed his vehicle for work and couldn t be with out if for another month or two. Customer wanted to know if there was anything that can happen. Agent advised customer that his case can be sent up to be looked into further. Agent advised customer that some one will contact him back when a decision had been made. Agent advised customer of information to include from answer connect ID 17420. Customer stated that he will have information faxed in on Monday morning. Agent provided customer with case number to include as well as refer too. Customer understood.
Briefly summarize what the customer is expecting: information about reimbursement.
Reassigned to 86Y.
Documents have not been received.
Documents have not been received.
OUTBOUND CALL TO CUSTOMER: [redacted] Customer states that he faxed in documentation today around noon. Customer requests a call back from case manager to verify that fax is received once it is attached to file.
POSTMARK DATE: 042314; DATE RECEIVED: 042314
Writer called customer [redacted]. Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back.
Writer was calling customer for proof of payment.
Writer called customer [redacted]. Customer said he paid cash for this repair.
Writer spoke to Mitchel, Owner - at IRF - 606-584-2666 and confirmed payment was received. Writer asked if he had a date for the repair. Mitchel said he was out on a wrecker call but did have the information at his shop. Mitchel was driving so he could not take down writer s phone

number. Writer said she would call him back later.
Writer called IRF and spoke to Mitchel but he was out getting parts but took writer s phone number so he could call back with information.
05/02/14 2:53 pm Mitchel from IRF called back and left a voice mail message. He stated the customer VIN, the mileage for the repair as 117829 miles and the date for the repair was 03/14/14.
N49 RECALL Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: See lines 32-33
Date of Repair:03/17/14
Invoice #:678805
Labor $165.00
Parts $284.00
Misc. Charges $120.00 Alignment
Tax $0.00
Total $569.00
Writer is submitting check for approval in the amount of $569.00.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	04/11/2014	***Built Date***	06/08/2011
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB		
In Service Dt	11/11/2011	***Mileage***	61,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43870	HEARTLAND MOTORS INC			
Dealer Address	717 NINTH STREET				
Dealer City	HAWARDEN	***Dealer State***	IA	***Dealer Zip***	51023

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JUNIATA NE[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated front left tie rod just broke.
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated the left outer tie rod on the vehicle just broke.
-
Briefly summarize what the customer is expecting: Customer seeking assistance.
-
Agent warm transferred caller to Roadside Assistance to get the vehicle to the dealership
-
Reassigned to 861 (SG893). Undiagnosed under recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C7	7G7[redacted]	***Open Date***	04/11/2014	***Built Date***	10/19/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/22/2006	***Mileage***	180,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHENEY WA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Other	made customer aware of the recall
Recall - K01: REPROGRAM ECM - OBD READINESS - Other	made customer aware of the recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	made customer aware of the recall

Refer to previous cases [redacted]
Briefly summarize why the customer is contacting Chrysler:Custoemr states that he is calling in because he never received his call back that the was promised. The customer states that the right tie rod came apart on his vehicle and states that when he had called in before no one informed him of this recall. Customer is seeking to be sent out all new wheels for the vehicle. Customer states that he spoke to his Servicing dealership and they informed him that it was due to Inadequate filtration. The customer would like to talk to a supervisor as to why this is, and to be able to be sent out the new wheels for the vehicle. Customer states that the injectors were clogged had to pay for 6 of them
Briefly summarize what the customer is expecting:Agent advised the customer of the recalls on his vehicle, and that in regards to why there s Inadequate filtration the higher ups wouldn t have that information for him from here. Agent advised that the customer could summit for reimbursement of the tie rod assembly since the steering linkage is related to the tie rod assembly. But the customer states that reimbursement at this point he didn t want to do.
Supervisor
Supervisor called customer @ [redacted] . Supervisor attempted to leave a voice mail message however customer s phone voice mail is full. Supervisor scheduled to make another call back within 1 business day.
Customer is contacting Chrysler because he received a call from Chrysler. Customer is just returning the call.
Agent advised the customer of lines 20-22
Supervisor
Supervisor called customer @ [redacted] . Supervisor spoke with customer with regards to recent repair request . Supervisor advised that vehicle is currently out of warranty. Supervisor advised that cost assistance remains declined.
JB2110 please close case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG6[redacted]	***Open Date***	04/12/2014	***Built Date***	06/08/2011
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB		
In Service Dt	11/11/2011	***Mileage***	61,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	63644	GREAT PLAINS CHRYSLER DODGE INC			
Dealer Address	2800 N HIGHWAY 281				
Dealer City	HASTINGS	***Dealer State***	NE	***Dealer Zip***	68901

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	HASTINGS NE null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-04-12
Road Side File Created 04-12-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
HASTINGS HASTINGS
NE USA NE
TIE ROD END BROKE,CUST CELL # IS[redacted],CUST I
DEALER CODE : 63644 GREAT PLAINS CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	04/12/2014	***Built Date***	12/16/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	07/27/2005	***Mileage***	170,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41981	DEUR-SPEET MOTORS INC			
Dealer Address	33 WEST DAYTON				
Dealer City	FREMONT	***Dealer State***	MI	***Dealer Zip***	49412

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HESPERIA MI 4[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall issue broke and now needs to be towed to be repaired
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that while backing out of his driveway his tie rod snapped and the vehicle is not driveable.
Briefly summarize what the customer is expecting: Customer seeking information for towing and rental. Customer seeking information for recall part N62.
Agent advised customer that unfortunately he does not have a service contract that provides towing. Agent advised customer to contact any local Chrysler Dodge Jeep dealerships to have this recall completed.
Agent advised customer that DLR s may not have this part available right now, but Monday they will be receiving limited quantities of this part.
Agent advised customer to contact the DLR and advise them of the situation so he can have the issue resolved. Customer understood, but was not happy.
re-assign to BR379.
Recall issue. Part unavailable.
Survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	04/12/2014	***Built Date***	01/30/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/25/2009	***Mileage***	80,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44495	GREEN DODGE			
Dealer Address	3801 WEST WABASH				
Dealer City	SPRINGFIELD	***Dealer State***	IL	***Dealer Zip***	62707

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PAWNEE IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod broke
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer states
he has the N 49 recall, and the tie rod broke, customer states the DLR
told him Chrysler has not shipped them any parts as of yet.
Briefly summarize what the customer is expecting:Customer looking for
assistance on the recall part needed.
Agent called DLR, and received no answer.
Agent checked restricted parts list:
Part needed for this N49 recall, is CBUEN491AA, No orders allowed –
auto-replenish.
Agent advised customer the last we were advised, we are expecting these
parts approximately 04/14/2014.
Customer is requesting rental vehicle and Dodge to cover cost of having
vehicle towed to the DLR.
Agent advised customer the cost of towing would be his responsibility, as
well we are not able to supply rental for any recall occurrences.
Customer became unhappy and stated his lawyer will be involved.
The part required to provide a permanent remedy for recall N 49
is currently not available.
Advised customer that their case will be assigned for
special tracking until the part becomes available.
Advised customer that an email will be sent
when second letter detailing part availability
is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Reassigned to 961
Customer calling for us to cover rental and towing. Agent concurred with
previous agent.
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62
recalls have been sent to affected customers.
Should customer contact CAC,Please handle
as per AC 23574 (M35), AC 24054 (N49)
or AC24057 (N62)

*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G[redacted]	***Open Date***	04/12/2014	***Built Date***	05/31/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	12/28/2006	***Mileage***	199,740	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44527	FRONTIER DODGE			
Dealer Address	5801 SPUR 327				
Dealer City	LUBBOCK	***Dealer State***	TX	***Dealer Zip***	79424

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LUBBOCK TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall on vin
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his tie rod broke while driving with his wife and kids.
Briefly summarize what the customer is expecting: Customer is expecting to have vehicle repaired. Customer states he took his vehicle into the dlr on Friday to inspect the vehicle. Agent could not call dlr it is Saturday after hours.
1. Who is calling and what is their contact information? [redacted]
P[redacted]
2. What happened? tie rod broke while driving.
3. What is the current location of the vehicle? being towed to dlr.
****

04.14.14
VEHICLE LOCATED AT:
FRONTIER DODGE CJDTR
5801 SPUR 327 LUBBOCK TX 79424 806-798-4500
Called Justin in dealer - was their accident damage?
I will call him back at 2PM 806-720-0267
Called Justin back - no accident damage - repairs will be covered by recall. If they find anything more they will call me back
Briefly summarize why the customer is contacting Chrysler: Customer called in upset that he has no idea what is going on anymore. According to customer, repairs were not going to be covered under recall then they were, but he just got a call from dealership stating it will not be covered any longer. Agent advised she would call dealership and see what was going on. Agent called dealership and spoke to Justin from lines 18-20 and asked if he could advise what was going on. Justin states that Gabriella his Chrysler rep advised repair will not be covered. Agent advised that customer was informed yesterday that it would be and nobody here had been notified. Justin states he did not know how to get a hold of MG17. Justin states it is the district managers decision. Agent advised that she will document all of it and advised customer of a call back as he does not know what to believe at this point.
Briefly summarize what the customer is expecting: To have recall repair completed under recall as he was advised.

Customer called back in requesting an update. Agent reviewed the case with a supervisor who advised to tell the customer that he will definitely receive a callback tomorrow and the supervisor will send a direct communication to the site lead to ensure the case is handled. Agent apologized to the customer and advised that agent reviewed with a supervisor and they are going to be in contact with this departments site lead who will make sure that the case is dealt with tomorrow. Agent advised that he will be hearing from someone tomorrow. Customer states that this is what he herd yesterday. Agent advised that yesterday the case was sent up to corporate but today we are going to be in contact with the CM s site lead. Customer was upset but understood.
****
04.17.14
Recall N62 caused damage but no accident damage _
AM declined.
Please follow-up with customer and dealer regarding decision.
Please update CAIR with handling
Repair is going to be cover under the recall. Thank you

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C7	6G[redacted]	***Open Date***	04/13/2014	***Built Date***	04/06/2006	
Model Year	2006	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	02/11/2007	***Mileage***	102,897	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MILTON WV 2[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	tie rod broke
Corporate - E-Reimbursement - Default - Default - Default	

Customer called stating that the tie rod broke on his vehicle and he has a recall on this. Customer states that the rod broke while he was on the highwary. Customer states that the dealership inspected it two months ago and they told him it was fine at the time. Customer states that he went back to the dealership and was told that the tie rods were only affected if it had the u bolt system on it and his does not.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 12/30/2013 COMPLETE
Customer states that the truck could not have been inspected properly if the tie rod broke.
Agent found:
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Agent advised customer of:
X42 (X42) MULTIFUNCTION SWITCH 120.0 months or 150000 MILES
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? GOLDY CHRYSLER DC 60582
Reassigned to 88F
Customer contacted CAC back seeking an update on his case, as he was advised someone would call him by today and he has not received a call.
Agent advised customer that his case has been escalated to a CM and it is a 1-2 business day callback, and as today is the first day by tomorrow at the latest he will receive a call form his CM.
Customer understood.
Customer then requested Chrysler Corporate contact number to call them as well.
Agent advised customer unfortunately we do not have access to the phone information for Corporate office.
Agent provided customer with mailing address to mail in complaint as he wanted to formally write a letter as well.
Customer thanked agent and advised he will wait for his CM to contact him.

* * * * * CASE MANAGER TEAM - District Q * * * * * *
Original Owner, 3rd owner
Warranty
None
Household
0, New
3, Used
Service Contracts
None
Status update provided via email to the following email address:
[redacted]
My name is Claudia and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have. Chrysler Case Management telephone- 800-763-8422 and your case number [redacted]. My direct extension is 66051, my work hours are Monday - Fridays from 8:00 AM- 4:30 PM MNT Standard Time. I will be contacting within one business day to review this case with you. Thank you for being part of the Ram Family!
End of Status Update
CONTACT UPDATE - 1st Contact attempt GOLDY CHRYSLER DODGE JEEP RAM, phone number dialed 304-781-0555. Writer spoke with Service Advisor (SA) Jesse. Jesse stated that the vehicle was inspected on 12/2013 and they have explained to the customer that they are 2 types of set ups, either one particular set up where the recall is not applicable and recall is not repair only inspected and the other where the recall needs to be performed and his truck it was only to be inspected. SA stated that Service Manager and Parts Manager already explained to the customer about the recall, SA advised that the tie rod is 8 years old 100 miles and the recall is not applicable to this truck. SA stated that the ticket was closed on 12/30/13, and miles then were 96647 and recall inspection for h46 was also done.
Customer: [redacted] calling to speak with CM; CD716. Writer warm transferred call to CM extension: 66051
Writer called dealer, phone number dialed 304-781-0555. Writer spoke with SA Jesse, Jesse stated that particularly set is not part of the recall. Jesse stated that they don t even have the parts available and stated that he will check. Jesse asked for a call back in 10 minutes and provided with direct extension 304-523-8065.
Writer took a transfer call for Mr. [redacted] stated that he took his truck for inspection and that recall states outer tie rod. Customer stated that he was advised by the dealer that they check the bar and because the bar is an abortion bar they were not be able to inspect the tie rod. Customer stated that he was advised that they will not been able to get pay for it. Customer stated again that this is the outer tie rod and when he was on the freeway the passenger front tie rod broke. Customer stated that it is already fixed and he wants his money back for the towing and the repair. Writer advised to send that receipts for review along with proof of payment. Customer also stated that he missed the whole day of work trying to get the parts and he will like to be compensative or else he get take it legally. Writer advised that Chrysler is not responsible for any time loss or any compensation. Writer advised that Chrysler is responsible for any repair that is under the warranty, writer advised that writer could look into a service contract for oil changes. Writer advised a follow up call no later than 04/22.
Writer called SA Jesse at 304-523-8065. Jesse stated that the parts are on NBO, writer advised that writer already spoke with Mr. Morrison and writer will be working with customer.
****** Below Customer Contacted for Documentation Request ******
hh261@chrysler.com on 2014-04-17 @ 18:24
***** Customer Document Received *****
Customer Document Reviewed.
Writer received message from Mr. [redacted] requesting a call back.
Writer called customer, phone number dialed 3[redacted]. Writer spoke with Mr. [redacted]. writer advised that writer received documents on 04/18 but have not reviewed them. Writer advised a follow up call no later than 04/23.
Writer sent e-mail to TL.
Writer called customer, phone number dialed [redacted]. Writer left message requesting a call back.

Customer called for CM agent transfered to 66051
Writer took transferred call from [redacted], writer verified address and current miles 102897. Writer also advised that case will close once check is submitted. Writer advised that check will arrive within 7-10 days. Customer also stated that he was not happy with the treatment that he received from dealer, and he wanted to know about gas reimbursement. Writer advised that we are going to covered the recall 100% alignment is $42.74, parts and labor $451.01 and towing $90.00 total of $583.75 with no co-pay because this was a recall, but we are not going to reimburse the gas. Writer advised that for the inconvenience writer is offering a EC24N.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Recall N62 reimbursement.
If this is a Recall or Extended Warranty, enter the campaign number.
Yes, N62
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
96647
Enter the Date when the repairs were completed.
04/14/2014
What is the total cost of the Parts to be reimbursed?
$421.50
What is the total cost of the Labor to be reimbursed?
$132.74
What is the total Tax to be reimbursed?
$29.51
What is the total amount being reimbursed?
$583.75
****End structured narrative T2 - eReimbursement
Reviewed, ok to send.
Check has been approved
EC24N SC not available.
ECPS24N Contract created. Contract number is 3[redacted]
JOHN MORRISON called to confirm a reimbursement check was mailed. Writer informed customer that the check was issued on 4/28/14 and a SC ECPS24N Contract was created 4/25/14
.
Writer received message from Mr. [redacted]n requesting a call back at [redacted] Customer stated that he needs to know where his check is. Writer called customer, phone number dialed 304-993-7687. Writer spoke with Mr. Morrison and advised line 145, writer advised that it takes 7-10 business days to received check. Customer also wanted to know about his oil changes, writer advised that contract is active and advised that dealer will be able to pull up his information under the VIN number.
Dealer 65725 (SM) Lesa calls to speak with their Case Manager. Transferred the dealer to CD716 at ext 40532. VM per dealer request.
Dealer stating that the customer was given 4 oil changes and the cost is $89.95 and it is not cost effective for the dealers to do 4 without charging the customer.
Writer received message from SM Lisa on 9/11 at 5:00PM, SM stated that customer was provided with a service contract for oil changes and that it only covers $15.00 per oil change. SM stated that customer s vehicle is a diesel and we need to provide him with a diesel contract to covered $60.00 or $70.00 per oil change.
ESSENTIAL CARE PLATINUM SYNTHETICSM
Diesel/Synthetic Lube, Oil & Filter Packages is what customer has active as a contract.
Customer requesting to speak with CM. Writer transferred customer to CM CD716.
Writer received call from Mr.[redacted] stated that the oil change Chrysler provided it covers $50.00 per oil change and dealer s charge is $89.95. Writer advised that writer will research that information and will call customer back. Customer also provided with SM s phone number 304-562-9011 Lisa Cortz.
Writer called customer, phone number dialed [redacted]. Writer advised customer that writer will need to request an upgrade for the contract and that could take 5 business days. Writer advised a follow up call no later than 9/18. Customer also stated that previous agent advised him that

there was a recall in regards wire harness. Writer advised that there is no recall in regards the harness and advised that the only two recalls were completed on 12/30/13.
Writer called customer, phone number dialed [redacted]. Writer advised Mr. [redacted] that plan has been changed to a higher coverage oil change.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G1[redacted]	***Open Date***	04/13/2014	***Built Date***	11/28/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/06/2008	***Mileage***	120,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PINE BUSH NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer's vehicle appears to be experiencing the N62 issue

Briefly summarize why the customer is contacting Chrysler: Customer states that he had everything on the front end of the vehicle, including the tie-rods and steering-linkage, replaced about a year ago. Customer stated that the tie-rod on his vehicle broke today and he heard there was a recall on it for this issue.
Briefly summarize what the customer is expecting: Customer wants to know what to do to get reimbursed for all recall-related expenses.
Agent advised customer of the N62 recall on his vehicle and explained provided him with the contact information and a list of everything he would have to send to the recall customer assistance centre in Auburn Hills MI. Agent made sure to explain to the customer that, because the N62 recall is on a replacement part, he would have to provide proof of payment for the original replacement in addition to all expenses related to the current issue. Agent then advised customer to take his vehicle to a dealership. Customer stated he planned to do so as soon as they are open.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2	AG[redacted]	***Open Date***	04/14/2014	***Built Date***	04/23/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/20/2010	***Mileage***	36,100	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57076	ELMWOOD DODGE INC			
Dealer Address	625 TAUNTON AVE				
Dealer City	E PROVIDENCE	***Dealer State***	RI	***Dealer Zip***	02914

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	[redacted]
	GREENVILLE RI 0[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	Recall with restricted parts
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod has broke

Briefly summarize why the customer is contacting Chrysler:Customer states the tie rod has broken on her vehicle yesterday. Customer states she had to pay $140.00 for the tow to the DLR.
Briefly summarize what the customer is expecting:Customer wants to know what to do for the recall since her tie rod broke.
Agent contacted DLR, spoke to SM Joe, who states they are able to order parts on a needed basis.
SM Joe states the customer will need to have the vehicle towed into the DLR and they will then see what they can do to repair the vehicle.
Joe states they have 2 other vehicle to repair today.
Agent advised customer to have vehicle towed into the DLR.
Customer requested to be transferred over to the DLR to see if they can tow it in since she purchased there under a year ago.
restricted parts/undiagnosed
Briefly summarize why the customer is contacting: Customer contacting Ram to get more information about her powertrain warranty and what is covered under it. Customer states that her axle broke and this caused the tie rod to break as well. Customer states her dealership is telling her that the axle is not covered under warranty. Writer directed customer to the warranty manual pg 13 which mentions that the axle housing and all internal components are covered under the powertrain warranty. Writer also informed customer that her powertrain warranty is still in place for another 70,997 miles or until May 20, 2015. Customer understood.
Briefly summarize what the customer is expecting: Customer is seeking warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	6G[redacted]	***Open Date***	04/14/2014	***Built Date***	06/26/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/07/2007	***Mileage***	145,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66404	LEE DODGE			
Dealer Address	200 MAIN STREET				
Dealer City	WESTBROOK	***Dealer State***	ME	***Dealer Zip***	04092

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW GLOUCESTER ME [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	customer stated recall part broke

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his tie-rod broke. Customer stated that the vehicle was towed to Lee Dodge 66404. Customer stated that he was advised that the dealership does not have the parts and is not sure of when they will get them. Customer stated that towing will be paid by Chrysler and he is taking the vehicle to an IRF to repair vehicle as customer needs vehicle for work.
Briefly summarize what the customer is expecting: Customer wants vehicle repaired today as he needs the vehicle for work.
Agent called dealership 66404, spoke with Josh, who confirmed that the recall N62 has broken. Agent was advised by Josh that they are not sure of when the parts will be in to repair this vehicle and he has 20 other vehicles ahead of this customer. Agent was advised by the customer that he is taking the vehicle to an IRF for the repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46L4	9G5[redacted]	***Open Date***	04/14/2014	***Built Date***	02/24/2009	
Model Year	2009	***Body***	D18H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	06/06/2009	***Mileage***	143,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63566	BILLION MOTORS			
Dealer Address	3401 WEST 41ST STREET				
Dealer City	SIOUX FALLS	***Dealer State***	SD	***Dealer Zip***	57106

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MERRILL IA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states that he received a recall notice months ago and has been waiting for a part. Customer states that the tie rod broke on his vehicle the other day and he was advised by the DLR that there is 2 vehicle s in front of him so it will be almost a month before they will have his vehicle completed.
Briefly summarize what the customer is expecting: Customer seeking recall information to find out why the DLR will not be able to complete his vehicle for another few weeks.
Agent advised customer that there has been a restriction for DLR s to receive this part. Agent advised customer that DLR s will start receiving limited quantities of this part April 14 which is today. Agent advised customer that since he is currently waiting for the part to come in, it shouldn t be long before the DLR receives this part and he will have the vehicle repaired. Agent apologized for the inconvenience.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HLX	AG[redacted]	***Open Date***	04/14/2014	***Built Date***	06/02/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/08/2010	***Mileage***	67,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP			
Dealer Address	8434 GATEWAY BLVD E				
Dealer City	EL PASO	***Dealer State***	TX	***Dealer Zip***	79907

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EL PASO TX[redacted]	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for towing
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke causing accident
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	inquiry on recall

Briefly summarize why the customer is contacting Chrysler The customer contacted Chrysler because after repeated unsuccessful attempts to have the tie rod recall completed the customer was just turning into home depot when the tie rod failed and the customer lost control of steering and ran into a trailer. The customer had the vehicle towed to his home as it was Sunday.
Briefly summarize what the customer is expecting: The customer expects to have the recall completed and the towing and accident covered.
The agent advised the customer to have the vehicle brought to the dealership for a diagnosis and the agent would escalate the cair to a case manager for reimbursement of costs and to expedite the parts required if they were the tie rods.
The customer said he would get the same towing company who towed him home to take the vehicle to the dealership.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? dealership
Has the vehicle been diagnosed by a CDJ dealer
If a CDJ dealer has diagnosed, what is the dealer name or code 44851 VIVA DODGE CHRYSLER JEEP 915-834-6300
Reassigned to 88F
Writer called and spoke to SA Pauli since the SM is in a meeting and then will be in Dallas. SA stated that the vehicle is done and ready to be picked up. SA stated that there is a little dent on the front bumper on the driver s side that is maybe an inch and a half. SA stated that there is a little scrap on the lower portion of the bumper as well.
Customer called in stating that his vehicle was towed on Sunday. His vehicle has since then been towed to the dealership. Customer is inquiring who will be covering the tow. Customer ended up getting a call on the other line and stated that it was Chrysler on other line.
Customer disconnected the call with the agent to speak with other agent.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[redacted]. Writer called and spoke to customer and customer stated he paid for the towing out of pocket. Customer is expecting the towing to be covered and the accident covered. Writer asked what he meant by the accident covered and the customer stated that there was no damage done to the trailer that he hit but it did a little to his truck. Customer stated that he didn t report this to his insurance company because he feels like Chrysler should cover it and he doesn t want his insurance to go up. Writer advised that usually we do not cover this but we will see what we can do for him. Customer stated that he called in about a month ago because he was on a waiting list for the part. Customer stated that he told the lady that he spoke with that if this causes an accident he will be calling back. Customer doesn t remember the name of the person he spoke to and he doesn t have a case number. Customer asked to be reimbursed for the towing and writer informed him that we can have him send in his documents but we won t be able to reimburse until his vehicle is repaired completely. Writer advised a follow up on Monday 4/21

[redacted] for Documentation Request ******
[redacted] on 2014-04-15 @ 14:12
Status update provided via email to the following email address:
[redacted]

This is Melanie here at Ram and I just wanted to let you know that I have not received your documents yet. I will give you a call on Thursday about your vehicle. I will send you another documentation link as well so you can send in your documents for reimbursement. If you have any questions please give me a call at 1-800-763-8422 ext. 66356
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-04-21 @ 18:14
Writer spoke with Service Advisor Peter and he stated that the last time the truck was at the dealership was for a recall N49 January 21st, closing miles 65447
Writer called and spoke to customer and customer would like to get reimbursed for the 2 tows on his vehicle and writer advised that we can do that. Customer asked on what we are going to do for the accident and writer advised that he is going to have to report it to his insurance company. Customer stated that he feels like he shouldn t have to do that since it was caused by the recall that he was on a waiting list for. Writer advised that on the recall notice it states that he can drive his vehicle at own risk. Customer stated that he he has proof that he called and writer advised that on our end we do not have anything stating that he had called. Customer stated that he wants to talk to someone that does and writer advised that no one here can tell him different. Writer advised that we will send him another documentation link and give him a call in 7 days.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-30 @ 17:04
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-07 @ 11:45
Writer called and spoke to customer and customer stated that he will be sending in the documents today. Writer advised that we will follow up with him in 2 days.
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for towing
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
67000
Enter the Date when the repairs were completed.
5/5/2014
What is the total cost of the Parts to be reimbursed?
$0
What is the total cost of the Labor to be reimbursed?
$0

What is the total Tax to be reimbursed?
$0
What is the total amount being reimbursed?
$240.00
****End structured narrative T2 - eReimbursement
Mr. [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
EL PASO , TX-[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T0	9G[redacted]	***Open Date***	04/14/2014	***Built Date***	09/09/2008
Model Year	2009	***Body***	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB		
In Service Dt	05/30/2009	***Mileage***	53,000	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZC	5.7L HEMI VCT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	44960	JONNY DODGE-CHRY-JEEP			
Dealer Address	1108 W HIGHWAY 275				
Dealer City	NELIGH	***Dealer State***	NE	***Dealer Zip***	68756

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	ATKINSON NE [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for recall related tow.
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states dealer (44960) contacted her and advised parts for recall N49 would be at dealer 04-15-2014 for recall repair. Customer states tie rods on vehicle have broke and vehicle needs to be towed to dealer. Customer states nearest dealer is (44960) and is 75 miles away. Customer states she would like reimbursement for towing as tow is required due to recall.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for recall related tow.
Agent advised customer of information for recall reimbursement from AC#17420. Agent advised customer once documentation is received, it will be reviewed for possible reimbursement.
Survey Bypass No Diagnosis Recall N49, Survey Bypass SG893
POSTMARK DATE: 041814; DATE RECEIVED: 042314
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: no
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: seeking reimbursement for towing due to the N49 recall
Reviewed previous files: no
Agent reviewed documents submitted by customer and found customer submitted documentation showing the N49 recall was completed at JONNY DODGE-CHRY-JEEP and submitted a towing invoice but no proof of payment.
Agent will contact the IRF to confirm proof of payment for the towing.
Agent called the IRF and spoke with the owner Ernie about the customer s invoice. Ernie states the customer is waiting to be paid by Chrysler before she pays the towing invoice.
Agent called customer at [redacted] and left a message asking that the customer contact CAC to discuss the request.
****
Next agent please advise the customer that she needs to pay the IRF for

the towing and provide proof of payment for the towing before Chrysler will reimburse her for the cost of the towing.
Customer called in stating that she received a voice-mail from this department and is seeking more information. Agent advised customer of lines 32-34, customer understood and stated she would go pay the IRF tomorrow and will send the proof of payment in right after. Agent advised customer once that documentation is received that it will be reviewed for potential reimbursement.
Ernie, Owner of Ernies Body shop is calling in as fax number he provided is incorrect. Agent provided 877 768 5076. Agent asked Ernie to please put Case # on documents. Copy of paid towing bill.
Agent is waiting for additional documentation.
POSTMARK DATE: 051214; DATE RECEIVED: 051214
Agent found the IRF submitted documentation showing the invoice has been paid by the customer.
Agent confirmed the customer s address matches COIN and is submitting a check for the amount requested.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 04/14/2014
Invoice #: 35705
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 309.00 (towing)
Tax $ 5.85
Total $ 314.85
Writer is submitting check for approval in the amount of $ 314.85

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	AG[redacted]	***Open Date***	04/14/2014	***Built Date***	02/09/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	02/25/2010	***Mileage***	61,500	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	NAPLES FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	had tie rods replaced in an emergency.
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod

Briefly summarize why the customer is contacting Chrysler: Customer called in because he had an issue with the tie rods. Customer stated that about two weeks ago the tie rods on his vehicle snapped. Customer stated that he went to the dealership for help but they told him there was nothing they could do for a few months and to have aftermarket parts put on and then Chrysler would reimburse him. Customer stated that he had the tie rods put on and then went back to the dealership. Customer stated that the dealership gave him this number to get the information that he needs. Agent advised customer of information to send in from Answer Connect 17420 as well as mailing address and fax number. Customer stated that he will send his information in. Agent advised customer to allow some time for processing. Customer understood.
Briefly summarize what the customer is expecting: information about reimbursement for recall.
Reassigned to 86Y
Writer will contact customer on 4/21/14 if documents have not been received.
Writer checked and documents have not been attached.
Customer calling to confirm that the documents have been attached to the file. Agent states not yet but could be done at anytime. Customer was told that there is a callback for later today and customer states very good.
Writer contacted customer at [redacted] Customer stated he faxed documents on 4/17/14. Writer informed customer that they have not been attached to the file. Customer states he will fax them again later today. Customer was not able to write down writers contact information. Writer informed customer that she would send an email with the information.
Writer verified customers address.
Status update provided via email to the following email address:
[redacted]
As discussed during our recent phone conversation you can contact me at 1-855-675-9291, ext. 4718304.
Our fax number is 1-877-768-5076.
Please send fax at Attention Case #[redacted]
End of Status Update
Customer called back in requesting an update on the documentation he had faxed in with regards to being reimbursed for the recall that he had paid out of pocket to have completed. Agent advised customer that at this time agent is not showing the documents have been attached to the file as of yet. Customer states he left a voice-mail for the CM at 8:00am this morning and has not heard anything back. Customer is quite upset that he

has not received a call back as of yet, agent contacted over to CM extension 4718304 and got voice-mail also. Agent advised customer that agent can leave an updated note on the file that customer had called back in and is seeking to speak with the CM directly. Customer was not happy with this information and disconnected the call.
Customer called back as lines 36-46. Agent advised it does take time for this process. There are no actual times we can give to this process because we can not tell how busy the company is. I understand that it was a fax but we do not know when Chrysler is able to look at that fax.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-22 @ 16:01
Writer contacted customer at [redacted]. Writer informed customer that the fax has not been attached but she was able to locate & view it.
Writer informed customer that the fax is 2 blank pages. Customer will try to send through document link.
***** Customer Document Received *****
RECALL LEFT TIE ROD END L16
****
Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 4/8/14
Labor $365.00
Parts $125.00
Misc. Charges $0
Tax $29.40
Total $519.40
Writer is submitting check for approval in the amount of $519.40.
****
Writer contacted customer at [redacted]. Writer informed customer that documents have been received and check is being submitted for approval for the full amount.
Writer verified address.
POSTMARK DATE: 041814; DATE RECEIVED: 041814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G1[redacted]	***Open Date***	04/14/2014	***Built Date***	09/05/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/05/2007	***Mileage***	50,600	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66887	FAIRFIELD CHRYSLER JEEP DODGE			
Dealer Address	3360 ROUTE 405 HIGHWAY				
Dealer City	MUNCY	***Dealer State***	PA	***Dealer Zip***	17756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MUNCY VALLEY PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer states part is about to fall apart
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: [redacted] customers nephew called on behalf of his Uncle. Jason states the left tie rod is about the fall apart and the DLR can not get them in for the repair for a couple of months. [redacted] states he just wants to purchase the part and get reimbursed for it.
-
Briefly summarize what the customer is expecting: Customer seeking recall completed.
-
Agent confirmed customer information. Agent advised customer that there is guarantee for reimbursement if he purchases the part to replace it. Agent contacted DLR code 66887 and spoke to SA Robin. SA states the customer has not been in for the inspection. SA states they have 90 people on the list for the repair. Agent contacted DLR code 43888 and spoke to SA John. SA states they have 15 people on the list and the customer can bring the vehicle in for the inspection anytime. Agent advised customer of this.
-
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: No email
Reassigned to 961
*** Below is the System closure Narrative*
Confirmed all second letters for M35/N49/N62 recalls have been sent to affected customers.
Should customer contact CAC,Please handle as per AC 23574 (M35), AC 24054 (N49) or AC24057 (N62)

*** System closure of CAIR***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	04/14/2014	***Built Date***	03/11/2011	
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	07/06/2011	***Mileage***	13,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	***Dealer State***	FL	***Dealer Zip***	33411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GREENACRES FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer called looking for status on the recall
Corporate - Survey By-Pass - No Repair - Default - Default	N49

Briefly summarize why the customer is contacting Chrysler: Customer called to see if he can get the recall repair done.
Customer states that he called the dealership and that they advised him that they are no longer doing this repair.
Briefly summarize what the customer is expecting: Customer is hoping to get the recall repair scheduled.
Agent called ARRIGO DODGE CHRYSLER JEEP RAM Dealer Phone : 561-683-1511 and spoke with Kelsey in service who advised that they can do the inspection and that she could schedule the appointment to do the inspection.
Customer states he is not in FL right now but is in Kalamazoo MI. Kelsey advised that they do not have the parts for the repair and he needs an inspection to get the parts ordered for the vehicle.
Agent offered to contact a dealership in his area but customer states that is panning for gold.
Customer states he won t be going to FL for 3 more months and wanted to know what happens if the tie rod breaks and he kills 6 people.
Customer states he can keep calling Washington about this recall and even offered to contact Japan to expedite the part.
A fair number of phone calls from someone who states he doesn t own a phone but has to borrow one from his neighbor.
The part required to provide a permanent remedy for recall N49 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 961
Restricted parts - Reassign for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	6J[redacted]	***Open Date***	04/14/2014	***Built Date***	05/30/2006	
Model Year	2006	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	01/08/2007	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	***Dealer State***	TX	***Dealer Zip***	78411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORPUS CHRISTI TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requested recall information
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer was advised of the open recall

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the recall notice received.
Briefly summarize what the customer is expecting: Customer seeking recall information due to the notice received. Agent advised the customer of the second open recall and looked up the closest dlr to the customer and then transferred the customer to the dlr for further assistance with being added to the waiting list
Briefly summarize why the customer is contacting Chrysler: Customer called stating he called a while ago to check on a recall. Customer states last week to schedule an inspection. He states 2 days later before he could have the inspection the tie rod broke and he went into a field. He states the dealer says the recall is for an inspection only and he will not repair the issue. He states they wanted to see the letter. Customer states he had the steering linkage inspected in 2009 and it was fine then. Agent called the dealer for more information. Agent spoke to SM Gordon. Gordon states the tech says the recall is for an inspection only. Gordon brought the tech Doug on the line. Doug states the steering linkage the customer has is not the recalled steering linkage therefore the repair is not covered under the recall. He states the steering linkage the customer has is the figure 1 steering linkage and was fine. Doug states he had a customer recently with the same issue and Chrysler denied the claim as he did not have the recalled steering linkage. Agent advised the customer of this. Customer states he understands. Customer ended the call.
Briefly summarize what the customer is expecting: Recall information regarding replacement of the tie rods.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	04/14/2014	***Built Date***	11/08/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/29/2010	***Mileage***	33,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68447	CHRYSLER OF RANTOUL			
Dealer Address	225 1/2 SOUTH MEYERS				
Dealer City	RANTOUL	***Dealer State***	IL	***Dealer Zip***	61866

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHILO IL 6[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken Tie Rod
Recall - N49: LEFT TIE ROD -	N49 Recall Fulfillment Request

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because their tie rod has broken and they would like to have the vehicle repaired under the N49 recall but dealerships are only able to order one part at a time.
Briefly summarize what the customer is expecting: Customer is expecting to know if they can be put farther up on a waiting list because they are not able to drive their vehicle because of this recall.
Agent stated we may contact local dealerships in their area to inquire as to if they would be willing to service Customer s vehicle next because Customer s tie rod has broken and they are unable to use their vehicle.
Customer stated they are going into an appointment and do not have time to wait to contact DLRs.
Customer requested to contact back and contact DLRs at that time.
Agent stated if Customer contacts back then we can assist further from there.
Next Agent: Contact CHAMPAIGN CHRYSLER DODGE JEEP RAM DC: 45624 and inquire as to if they would be able to service Customer s vehicle next because they have broken their tie rod.
Briefly summarize why the customer is contacting Chrysler: The customer is calling because his vehicle needs a tie rod. Agent called over to CHAMPAIGN CHRYSLER DODGE JEEP RAM and spoke with Brenton. Breton stated he has received four parts and all four have been used. Breton parts should arrive shortly but he does not have an eta. Agent stated AC ID 24054 to the customer. Agent called back to the dealership and spoke with Tom in service. Tom stated he has ordered another part for the customer. Tom stated he will personally call the customer once the recall part arrives. Agent stated above information to the customer understood and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D2	6G[redacted]	***Open Date***	04/14/2014	***Built Date***	03/02/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	12/08/2006	***Mileage***	72,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SCHURZ NV [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	No repair related to n62 no diagnosis h46
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	recall H46 needs to be done
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall N62 needs to be done

Briefly summarize why the customer is contacting Chrysler:Customer stated he saw online there was a recall on vehicles such as his and that his vehicle s tie rod ends were broken. Writer checked and vehicle has recalls H46 and N62. Customer stated he did not receive recall notice regarding tie rod ends. Writer called dealership and spoke to receptionist Jocelyn. Writer advised she was calling on behalf of customer who needed two recalls done. Customer disconnected while writer was talking to dealership. Writer inquired if receptionist Jocelyn could please call customer and arrange an appointment for the recalls. Jocelyn stated she would be glad to contact customer. Writer advised that customer had just called from [redacted] and that we also had phone number [redacted]
Briefly summarize what the customer is expecting:Customer wanted tie rod end repair done under recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8B[redacted]	***Open Date***	04/15/2014	***Built Date***	05/03/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	06/02/2011	***Mileage***	50,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44377	HENSON MOTOR CO INC			
Dealer Address	105 SOUTH MAY				
Dealer City	MADISONVILLE	***Dealer State***	TX	***Dealer Zip***	77864

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	NORMANGEE TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Boost - Default

Roadside Assistance Contacted - DATE : 2014-04-15
Road Side File Created 04-15-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
12942 TX-21 105 SOUTH MAY
TRINITY AVE
NORTH ZULCH MADISONVILLE
TX USA TX
BROKEN TIE ROD ON FRONT END// VEH IS CREW CAB// DU
DEALER CODE : 44377 HENSON MOTOR CO INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A8	8G1[redacted]	***Open Date***	04/15/2014	***Built Date***	12/05/2007	
Model Year	2008	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/31/2007	***Mileage***	39,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42832	DODGE OF BURNSVILLE INC			
Dealer Address	12101 35W SOUTH				
Dealer City	BURNSVILLE	***Dealer State***	MN	***Dealer Zip***	55337

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	ROSEMOUNT MN null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-04-15
Road Side File Created 04-15-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2750 145TH ST W 12101 35W SOUTH
BRAZIL AVE
ROSEMOUNT BURNSVILLE
MN USA MN
PASS TIEROD BROKEN
DEALER CODE : 42832 DODGE OF BURNSVILLE INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	BG[redacted]	***Open Date***	04/15/2014	***Built Date***	07/22/2010	
Model Year	2011	***Body***	D28P91	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/09/2010	***Mileage***	45,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42080	RINGGOLD CHRYSLER DODGE JEEP			
Dealer Address	7154 NASHVILLE STREET				
Dealer City	RINGGOLD	***Dealer State***	GA	***Dealer Zip***	30736

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	FT OGLETHORPE GA 3[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer needs tie rod
Corporate - Reimbursement - Default - Default - Default	N49 - reimbursement

Briefly summarize why the customer is contacting: Customer contacted Ram because his tie rod broke and it had to be towed to his dealership. It is a business vehicle. Writer contacted Mountain View Chrysler Dodge Jeep Ram and spoke to SA Nathan. SA Nathan states that the customer is the first vehicle they will replace once they get the parts. SA Nathan was unable to provide an ETA of when they will get those parts. Writer informed customer that the parts have been released to dealers as of yesterday and once those parts do come in, his vehicle is the first one to get done.
Briefly summarize what the customer is expecting: Customer is seeking help with getting the parts for tie rod.
Nathan from the RINGGOLD CHRYSLER DODGE JEEP is calling in today regarding issues with getting the N49 recall parts. Agent advised him that the parts should start to arrive at the dealerships this week and he could also open a STAR case. Nathan states that the customer is mad and wants a rental vehicle. Agent advised customer that Chrysler does not provide any rentals for recalls.
Customer called in seeking an update for this issue.
Agent advised the customer that Nathan from the dealership was supposed to have called in yesterday regarding issues with getting the N49 recall parts.
Agent again advised the customer that dealerships should start receiving parts this week for this recall.
-
Agent offered to call the dealership in regards to this recall and see if they have received any parts.
Customer declined stating that he knows people at the dealership really well and that he would give them a call.
Customer called in stating he is concerned about the safety of his vehicle. Customer stated that the dealership is not receiving parts until August and be feels this is not acceptable. Customer stated that his vehicle collapsed and he needed to get the tie rod ends replaced by the dealer, however they are not the parts that should be on the vehicle. Customer stated he would like to submit for reimbursement for the parts placed on his vehicle in the mean time.

-
Agent called dealer, 42080, and spoke with PA. PA was upset stating that he cannot order the parts, they are blocked until August 8th. Agent advised to reach out to the business center or star and they would be able to get the parts available. Agent advised that after they have one part they are on a capital control and will auto replenish. PA stated they do not have a recall list at this time. Agent provided PA with customers information in order for them to contact him as soon as parts are available.
-
Agent advised customer of this information. Agent provided Fax number and needed information to customer in order to submit for reimbursement. Customer thanked agent for the assistance provided.
POSTMARK DATE: 043014; DATE RECEIVED: 043014
N49 RECALL Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 for the left tie rod.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: Amex Receipt Approval Code 551586
Date of Repair:04/18/14
Invoice #:11859
Labor $179.78
Parts $105.64
Misc. Charges $79.95 - Alignment
Tax $7.39
Total $372.76
Writer is submitting check for approval in the amount of $372.76.
Writer called customer - [redacted], ext 122. Customer was unavailable. Writer left her name, phone and extension number 4718211 for a call back to verify the address to send their check to.
05/02/14 8:37 am Andrew called back and left his cell phone number 423-280-2635 for a call back.
Writer called customer - [redacted] and confirmed the name and address for the check.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	04/15/2014	***Built Date***	02/14/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/30/2005	***Mileage***	191,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60049	MT HOME CHRYSLER JEEP DODGE LLC			
Dealer Address	491 WEST 6TH SOUTH				
Dealer City	MOUNTAIN HOME	***Dealer State***	ID	***Dealer Zip***	83647

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FAIRFIELD ID 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem

Briefly summarize why the customer is contacting Chrysler:Customer states the tie rod broke on his vehicle. Customer has called the DLR and verified they do have the parts on hand to do the repair.
Customer wants to know if we will pay to have the vehicle towed to the DLR.
Briefly summarize what the customer is expecting:Customer expecting towing information.
Agent advised customer we do not approve towing, and if he wishes he can send in for reimbursement request after he pays, with no promises.
Agent supplied customer with FAX: 877-768-5076.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	04/15/2014	***Built Date***	12/01/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/01/2010	***Mileage***	78,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEAR LAKE WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	inquiring about reimbursement for repair to vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	the tie rod had broken while driving

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating while he was driving his vehicle the tie rod had broken on his vehicle. The customer had his vehicle towed to a facility where his vehicle had been repaired. The customer stated that is where he learned there was a recall on his vehicle for the left tie rod.
Briefly summarize what the customer is expecting: Reimbursement for repair.
Agent advised the customer he does have the N49 recall on his vehicle. Agent had provided the customer with the address he can send in his paperwork. Agent also had provided the customer with some information that was to be sent also. Agent advised the customer it could take approximately 30 days to process that information.
The Answer CONNECT article that was referenced to provide the answer to the
customer was # 17420

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C5	6G2[redacted]	***Open Date***	04/16/2014	***Built Date***	05/09/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/07/2006	***Mileage***	200,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45145	QUALITY DODGE			
Dealer Address	1141 N MAIN ST				
Dealer City	TOOELE	***Dealer State***	UT	***Dealer Zip***	84074

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	5[redacted]	***Home Phone***	
	TOOELE UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer inquiring about recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer is calling in as tie rod broke yesterday and is wondering if there is a recall on. Agent advised customer of recall N62 and that he needed to contact local DLR to set up appointment as parts are available 04/14/14.
Briefly summarize what the customer is expecting: Customer wanted to inquire about recall in vehicle.
Customer called back requiring roadside assistance to get it towed over to the dealer. Agent transferred customer to roadside assistance for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	BG[redacted]	***Open Date***	04/16/2014	***Built Date***	10/11/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	11/01/2010	***Mileage***	114,965	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23187	TONY DOMIANO CHRYSLER DODGE JEEP			
Dealer Address	RT 6 SCRANTON-CARBONDALE HWY				
Dealer City	EYNON	***Dealer State***	PA	***Dealer Zip***	18403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TEXICO NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Recall Inquiry

Briefly summarize why the customer is contacting Chrysler:Customer seeking information on the recall for the vehicle as the tie rod for their vehicle had broke in the driveway. Customer states they had to have vehicle towed to dealership.
Briefly summarize what the customer is expecting:Customer expecting reimbursement.
Agent gave the address to the customer to mail in the receipt for the tow. Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	AG[redacted]	***Open Date***	04/17/2014	***Built Date***	06/23/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	08/03/2010	***Mileage***	49,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	MESA AZ null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Winch - Default

Roadside Assistance Contacted - DATE : 2014-04-17
Road Side File Created 04-17-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3155 W CHANDLER BOULEVARD 6130 E AUTO PARK DR
PARKING LOT
CHANDLER MESA
AZ USA AZ
TIE ROD BROKE DRIER SIDE 2500 RAM,CCB MISSED ETA
DEALER CODE : 26822 SUPERSTITION SPRINGS CHRYSLER

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	04/17/2014	***Built Date***	10/12/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	12/30/2011	***Mileage***	42,753	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CYPRESS TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	rental request
Corporate - Product Information - Default - Default - Default	selling DLR location

Briefly summarize why the customer is contacting Chrysler: Customer states that while driving last night with his family the tie rod broke and he ran off the road. Customer states that he was not aware of the recall till this happened. Customer states the vehicle has been towed to the DLR. Customer requested the selling DLR s state.
Briefly summarize what the customer is expecting: Customer seeking a rental vehicle while his is at the DLR for repairs. Agent provided the state of the selling DLR. Agent advised customer that Chrysler does not cover any consequential effects or costs related to recalls as per Answer ID 19226

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A6	7J[redacted]	***Open Date***	04/18/2014	***Built Date***	03/01/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/31/2007	***Mileage***	103,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56904	SOUTH DADE DODGE			
Dealer Address	16501 SOUTH DIXIE HIGHWAY				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33157

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ORLANDO FL[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods destroyed.
Product - Wheels and Tires - Tires - Defective - Unknown	Tires destroyed.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	n62 related diagnosis

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he had gotten new tires and an alignment and 4000 miles later the inside of his tie rods and the tires are destroyed.
Customer stated he had gotten the alignment done at Dadeland Dodge Chrysler Jeep; however he no longer lives in Miami so he had gone to Greenway Chrysler Jeep Dodge. Customer stated he was working with the SM who was very helpful and trying to contact the other DLR, customer stated until he disappeared, the salesman customer had spoken with advised the SM was busy doing something else and they would sell him new tires.
Customer stated he just wants to confirm the alignment s been done; otherwise he may have a vehicle that is no good.
Agent attempted to contact Greenway; however no one could take the call.
Agent contacted Dadeland and was not able to speak with anyone.
Agent advised she will try and contact them later, customer agreed.
Briefly summarize what the customer is expecting: Customer is seeking information.
Reason for Dealer Contact: Iquire if alignment has been done.
Dealer Code: 56904
Dealer Personnel Required: SM
Customer s Preferred Method of Contact: Phone
Customer Phone Number ([redacted]
Customer Phone Number ([redacted]
Customer Email address: n/a
Reason for assigning to Resolution Team: End of shift, never got call back.
Assigned to 86T
**

DEALERSHIP CALL: DADELAND DODGE CHRYSLER @ 305-278-9994 SA Jessica advised there was an alignment completed on April 18 2013, they completed a mount and balance for one tire, and replaced the window regulator. SA Jessica advised they completed the alignment for the N62 recall.
Dealership contact completed, reassigning CAIR to JF1084 for next step.
Agent left a message for customer at [redacted] advising of line 29-31.
Agent requested customer call back in for more information.

Next Agent
Please advise customer he will need to get the recall done on the vehicle which may be causing the alignment to be off. Please contact DLR of choice and get an appointment set.
Customer called. Agent informed customer that it has been confirmed that Dadeland Dodge completed an alignment on 4/18/13. Agent advised customer of lines 36-38. Customer states he wants the specifications for before and after the alignment to verify it was completed. Agent informed customer that if it is a workmanship issue he would need to take it up with the dealership because vehicle is OOW. Customer became irate and kept repeating himself & stating agent did not understand. Agent again informed customer that alignment completion was verified and anything further is between him & the dealership. Customer asked who he could speak with other than dealer or CAC. Agent informed customer that she could not advise him of that. Customer continued to argue.
Call was disconnected.
SA Jose Enjamio from dealer 56904 called in stating he was advised to contact us back. SA states he doesn t know why he is calling he doesn t even remember the customer that well. SA states last time the customer was there was April 2013.
Agent advised customer someone from Chrysler spoke with the SA Jessica and got the information they needed.
Agent is closing case as customer needs to take vehicle to DLR to determine if the concern is due to the recall or not.
Assigned to JR1305 for no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG1[redacted]	***Open Date***	04/18/2014	***Built Date***	01/18/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/25/2010	***Mileage***	60,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELLINGHAM WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer needing recall completed as soon as possible

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because his left tie rod has broken, and now he is without a vehicle. Customer states that he is being told that he would have to wait at least 2 months in order to have it repaired. Agent contacted Karmart Chrysler Jeep Dodge and spoke with Parts Advisor Kelly. Kelly stated that they have 121 people on the list waiting for the part. Agent explained customer s situation with Kelly. Kelly stated that he spoke with the Service Manager and they are willing to fix the vehicle today for customer. Kelly requested to have customer call him to get the vehicle repaired. Agent advised customer of information. Customer thanked agent.
Briefly summarize what the customer is expecting: Customer is expecting to get recall completed as soon as possible.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL2 B[redacted]	***Open Date***	04/18/2014	***Built Date***	07/01/2011		
Model Year	2011	***Body***	DJ7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	12/05/2011	***Mileage***	56,726	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44831	SZOTT M-59 DODGE, LLC			
Dealer Address	2565 HIGHLAND				
Dealer City	HIGHLAND	***Dealer State***	MI	***Dealer Zip***	48357

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HIGHLAND MI [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod is broken
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Dealer code: 44831
POC Name and position: SM Adam
POC number: 248-529-1162
POC e-mail: no provided
Current mileage: 56726
Customer concern: Customer: Tied rod is broken.
Dealer diagnosis: Tied rod is broken
Recommended repairs: Tie rod needs to be replaced
SM states the vehicle was towed to the dealership.
Is the customer in a rental: No
Is the customer waiting: Yes
Customer name: [redacted]
All customer contact numbers: [redacted]
CONTACT UPDATE - 1st Contact spoke with SM/ Adam who advised its not the tie rod its the Pitman Arm . Will not be billed under warranty will be billed under the SC.
Customer is in a rental per the SC
Writer called SZOTT M-59 DODGE left message for SM/ Adam to return the call
Writer took call from SM/ Adam who advised all repairs were completed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 248-462-5914 left message to confirm repairs
2nd attempt made to contact customer. Left message at 248-462-5914 next contact on or before 5/1/14
3rd attempt made to contact customer at [redacted]4 left message that case will close in 2 days.
Writer [redacted] message
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	04/21/2014	***Built Date***	11/29/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/30/2010	***Mileage***	75,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66684	MOSS MOTOR COMPANY INC			
Dealer Address	1005 S CEDAR AVE				
Dealer City	S PITTSBURG	***Dealer State***	TN	***Dealer Zip***	37380

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	BRYANT AL 3[redacted]	***Country***	UNITED STATES

Corporate - Consequential Expenses - Default - Default - Default	customer requesting reimbursement for towing
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	inquiry on recall
Corporate - Reimbursement - Default - Default - Default	reimbursement for towing expenses
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke

Briefly summarize why the customer is contacting Chrysler The customer contacted Chrysler because his tie rod broke on his ram 2500. The customer states he has been waiting and is on the list to get the tie rod recall completed. The customer says his family was in the vehicle but he did manage to control the vehicle and get home. The customer does need a rental vehicle if his vehicle is out of commission for awhile.
Briefly summarize what the customer is expecting: The customer expects to have the recall completed and the truck repaired and a rental if the repair will take awhile.
The agent advised the customer that she would contact the dealer for further assistance. The agent spoke to SA Phil who stated that he did think they still had a part for the customer and if so and there was no further damage the vehicle may be repaired today or if the customer required a rental in case the repair took longer one could be arranged.
The agent advised the customer who said he would arrange a tow to the dealership. The agent advised the customer he could apply for a refund of the tow if the damage was related to the recall and that he should call back when he gets a diagnosis.
Customer wants to submit for reimbursement. Writer stated that reimbursement is on a case by case basis and that reimbursement could not be guaranteed.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
POSTMARK DATE: 042614; DATE RECEIVED: 050214
Documents attached for review.
******
Writer verified the customer s information to match coin, invoice and envelope
******
Customer requesting reimbursement for towing charges under the N49 recall

Customer sent in towing invoice showing cash as payment
Customer sent in repair invoice showing N49 recall completed
Invoice - 7284 - 4/21/14 - 75754 Miles - towing charge to dealership
Invoice - 6055700 - 4/21/14 - 75750 Miles - tie rod broken - replaced tie rod - N49 recall complete
******
Writer located the N49 recall attached to this vehicle and completed N49 LEFT TIE ROD SAFETY 12/20/2013 04/21/2014 COMPLETE (date matches invoices sent)
******
Writer will contact Bryson s Towing @ 423-867-4567 to verify payment as cash is written on the invoice
Writer received a message this number is no longer in business.
******
Writer will call the other number on the invoice - [redacted]5.
Writer left a message this call is seeking verification payment has been made for the towing charges to have the vehicle owned by Cory Wade - invoice number 7184 taken to a dealership. Writer supplied 855-675-9291, extension 4718492 and cair number [redacted]
******
Writer did not hear from the Towing company.
******
Writer will call - [redacted]
Writer spoke with the owner of the facility Rich asking for verification of payment for a towing charge. Rich stated he is on the road at this time and will be back in the shop tomorrow after two, writer can call back then he will be able to look up the information at that time.
******
Writer will call [redacted].
Writer spoke with Rich who stated he is doing a repair at this time.
Writer advised verification of payment is required. Rich spoke with the driver who had taken the vehicle to the dealership, the invoice was paid in full in the amount of $100.00 dollars.
******
RECALL - N49 LEFT TIE ROD (consequential expenses)
****
Customer submitted request for reimbursement for recall N49 LEFT TIE ROD.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: verified by the owner of the towing company
Date of Repair:4/21/14
Invoice #:7284
Labor $100.00
Parts $00.00
Misc. Charges $00.00
Tax $00.00
Total $100.00
Writer is submitting check for approval in the amount of $100.00
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G2[redacted]	***Open Date***	04/21/2014	***Built Date***	03/05/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/19/2008	***Mileage***	23,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARRISONVILLE MO [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called stating she is calling about the n49 recall. Customer states the tie rod broke and she wants to know what to do now. Agent advised her to have the vehicle towed to the dealership. Customer asked if she has towing coverage. Agent advised she does not. Customer states she needs her truck. Agent advised she will need to leave the vehicle at the dealership until the parts come in to fix the recall. Agent advised we do not have rentals available for recall repairs. Customer states she will contact her insurance company and see what they can do for her.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	7J[redacted]	***Open Date***	04/21/2014	***Built Date***	07/19/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/23/2007	***Mileage***	107,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44756	WEST-HERR DODGE LLC			
Dealer Address	3551 SOUTHWESTERN BLVD				
Dealer City	ORCHARD PARK	***Dealer State***	NY	***Dealer Zip***	14127

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EAST AURORA NY[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	tie rod broke

Briefly summarize why the customer is contacting Chrysler: The customer is calling because his tie rod broke today well backing out of the driveway. Customer states he spoke to the dealership earlier to today and they stated parts would not be available for months. Customer stated he will repair his vehicle and file for reimbursement. Agent stated AC ID to the customer. Customer thanked agent and disconnected.
Briefly summarize what the customer is expecting: The customer is expecting parts to be available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38AX	8G[redacted]	***Open Date***	04/22/2014	***Built Date***	09/22/2007	
Model Year	2008	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/18/2007	***Mileage***	189,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45010	GARY MATHEWS DODGE & DODGE TRUCKS			
Dealer Address	1623 I-45 BYPASS				
Dealer City	JACKSON	***Dealer State***	TN	***Dealer Zip***	38305

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JACKSON TN [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer wanted information on recall

Briefly summarize why the customer is contacting Chrysler: Customer called asking for information on what the recall N62 was. Customer stated that the vehicle was taken into the dealership as the left tie rod broke. Customer also stated the they were charged $719.97 for the repair of Steering linkage, steering damper, pitman arm.
Briefly summarize what the customer is expecting: Customer wanted information as to what was on the recall.
Agent called the dealership 45010, spoke with Jimmy (service advisor), who did confirm that the customers vehicle did not have the u-bolt design so they did not need the N62 recall done. Agent was advised that the left tie rod did break but that had nothing to do with the recall. Agent advised the customer of the information and the customer understood.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	3D7MX48L5	9G[redacted]	***Open Date***	04/22/2014	***Built Date***	03/23/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	04/14/2009	***Mileage***	57,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44669	PORT JERVIS AUTO MALL INC			
Dealer Address	131-139 KINGSTON AVEN				
Dealer City	PORT JERVIS	***Dealer State***	NY	***Dealer Zip***	12771

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	
	PORT JERVIS NY [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	recall on vin
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	recall on vin

Briefly summarize why the customer is contacting Chrysler: Customer states he has a recall and his vehicle is broken in his driveway.
Briefly summarize what the customer is expecting: customer is expecting to have vehicle repaired. Agent contacted dlr sa John states he will talk with the sm to see if anything can be done. Agent gave sa John customer s phone number and he will contact customer when with more information.
Writer contacted (PORT JERVIS AUTO MALL INC 44669) and spoke with (SM or SA John).
(SM or SA name) stated part information for order is as follows:
Part #:
Part Description: LEFT TIE ROD
Order #:
ETA: 8 weeks
Is customer in rental? no
If yes, who authorized rental?
Is the vehicle off road? yes
Order type: Choose OneÙ (Daily/Special Handling/VOR)
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to Choose oneÙ (96W (Parts Only)) or (88F) for handling.
Customer called in seeking an update on his case.
Agent advised customer of lines 5-6 and lines and lines 18-21
Agent advised customer we are working very hard to get a resolution for him.
Customer thanked agent.
BK375 sent case to 96W
CD872 sent case to 961
-
Customer calling seeking an update: Customer states SM is requesting CAC contact him ASAP
-
Agent contacted:
Dealer Code: 32- 44669 Dealer Name : PORT JERVIS AUTO MALL INC Dealer

Phone [redacted]
Agent left a message for: SM, Paul Deserto
-
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 8[redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Currently being Towed to the DLR.)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?44669
Reassigned to 88F
845-800-0765 - Cm left Vm stating that parts are availabe for the L19 and
the N49.
Please Close CAIR.
* * * * * CASE MANAGER TEAM - District T * * * * * *
OOFW of 3/36 by 5 years, 1 month and 21,000 miles
6 Chrysler vehicles in household, 3 new and 3 used
MVP Contracts = CERTIFIED PRE-OWNED LIMITED WARRANTY
Writer contacted dealer 44669 and spoke with PA John. Writer inquired
about recall for customer. Writer inquired if parts have been ordered or
if the customer is on the list for the recall parts. PA advised there are
not parts on order for this customer and the customer is not on the list.
Wrier advised will follow up with the customer to see if he can be put on
the list.
Writer contacted customer at [redacted]. Writer left message requesting
call back to review case. Writer will attempt to contact again tomorrow
05/08/14.
CONTACT UPDATE - 1st Contact attempt. Lines 61-63.
Writer contacted dealer 44669 and spoke with Parts Advisor Dave. Writer
inquired if the customer can be put on the recall list and what number in
line he will be. PA advised he will get the customer on the list for the
recall and advised the customer is about number 33 in line. Writer
advised will follow up once the parts become available to the customer
for the recall.
Writer contacted customer at [redacted]. Writer left message requesting
call back to review case. Writer advised will contact the customer again
on Monday 05/12/14 to review the case.
Writer contacted dealer 44669 and spoke with Parts Advisor Tony. Writer
inquired about what number in line the customer is and to inquire about
part number information. PA advised that the customer is number 22 in
line and that he does not have any information on the recall because they
are on restriction. Writer advised will follow up with the customer.
Writer contacted customer at [redacted]5. Writer was informed that the
phone number is incorrect. Writer apologized and advised will update the
file and the customer will not receive calls again.
Writer contacted dealer 44669 and spoke with SA John. Writer inquired
about an updated phone number for this customer. SA advised the number
they have on file is 9[redacted]. Writer advised will attempt to contact
the customer tomorrow.
Writer contacted customer at [redacted]. Writer left message requesting
call back to review case. Writer advised will follow up with the customer
again next Tuesday 05/20/14.
Writer contacted dealer 44669 and spoke with Parts Advisor Tony. Writer
inquired about what number in line the customer is for the N49 recall. PA
advised that the customer is 18th in line. Writer advised will follow up
again next week on Wednesday 05/28/14 for another update on the
customer s position on parts.
Writer contacted customer at [redacted]. Writer left message requesting
call back to review case. Writer advised will contact again on Thursday
05/22/14.
Writer contacted customer at [redacted] Writer was advised to contact
8[redacted] to reach the customer.
Writer contacted customer [redacted] Writer left message requesting
call back to review case and recall information. Writer will attempt to
contact the customer again on Tuesday 05/27/14.
Writer attempted to contact the customer at [redacted] to inform him
that his CM is still conducting research regarding the recall N49 on the
customer s vehicle. The line rang and the call was disconnected. CM will
follow up with the customer tomorrow 05/28/14 as per lines 92.

[redacted]. Writer attempted to contact the customer and left a message for the customer. writer informed the customer that a follow up will take place on 5/30/2014.
Writer contacted dealer 44669 and spoke with Parts Advisor Tony. PA advised customer is number 17 in line.
Writer contacted customer [redacted]. Writer left message on voice mail. advising will follow up again on Thursday June 5th.
Status update provided via email to the following email address:
[redacted]
Dear Customer:
Case #: [redacted]
VIN: 3D7MX48L5 9G[redacted]
Vehicle Description: 2009 DODGE RAM SLT 4X4 3500
Hello, my name is Jae and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 845-800-0765, within the one business day as promised. My office hours are 9:00 AM 5:30 PM (Eastern Standard Time). My contact information is 800.763.8422 EXT 66132. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).
Sincerely,
JAE
Customer Assistance Center
End of Status Update
Writer attempted to contact customer [redacted].
Resident states there is no RICHARD REINHARDT or BUSINESS R3 ENTERPRISES LLC at the number. This is a wrong number.
Writer attempted to contact customer [redacted]
Resident states he got the number from STRAIGHT TALK and this is a wrong number.
Writer attempted to contact customer [redacted].
Left a message. Follow up scheduled for 6/5/14.
Writer contacted customer Mrs [redacted] Customer Mrs [redacted] states the vehicle has already been fixed. Customer requests that writer contact her husband at 845-800-7654.
Writer contacted Dealer 44669, Service Manager Paul at 845-856-5104. SM Paul states the recalls were completed on 5/7/14 and customer is not waiting for additional parts for any other repair with dealer.
Writer contacted customer Mr. [redacted]. Customer confirmed that the recalls have been completed, he is satisfied with the repairs, no further assistance is needed, and authorized the case to be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	7G[redacted]	***Open Date***	04/22/2014	***Built Date***	06/06/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/08/2007	***Mileage***	132,611	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALHOUN GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Tie rod snapped

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he was speaking to SM Scott in regards to recall N62. Customer stated that his tie rod broke in front of his drive way and was told if he calls us he can have vehicle towed. Agent advised Roadside assistance will not cover his tow. Agent also advised these parts are restricted, so we should double check and see if parts department has these parts. Agent contacted DLR 45445Ù and spoke to PA Bryan who stated they didn t have any parts available. PA Bryan spoke with SM Scott, he stated that they did have a part that was designated for someone else, but they are going to give it to this customer as his vehicle s tie rod is actually broken. Agent let customer know, he stated that his vehicle was on it s way to the dealership. Customer was very pleased by this.
Briefly summarize what the customer is expecting: Find out more information about recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G1[redacted]	***Open Date***	04/22/2014	***Built Date***	11/20/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/30/2008	***Mileage***	141,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68750	VANN DODGE-CHRY-JEEP			
Dealer Address	899 SOUTH DELSEA DR				
Dealer City	VINELAND	***Dealer State***	NJ	***Dealer Zip***	08360

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TODD PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer seeking information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recall N62. Caller is mother, [redacted]y, states that customer had to replace passenger tie rod last week as it broke. Agent advised this recall applies to a previous mopar replacement. Customer will check with IRF if part was mopar. Agent advised customer needs to take vehicle to CDJR dealership for inspection. Agent provided caller with CAIR number.
Briefly summarize what the customer is expecting: Customer looking for N62 recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	04/22/2014	***Built Date***	07/21/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/29/2010	***Mileage***	58,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66439	HOWARD WILSON CHRYSLER JEEP INC			
Dealer Address	4000 LAKELAND DRIVE				
Dealer City	JACKSON	***Dealer State***	MS	***Dealer Zip***	39232

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRAXTON MS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wanted to get the recall fixed.

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know when the parts would be available for the N49 recall. Customer was concerned because his friend s vehicle failed and the truck fell apart on the highway.
Briefly summarize what the customer is expecting: Agent called over to Howard Wilson Chrysler and spoke with Kathy in service. The SA confirmed that the customer was 17th on the list. The SA also confirmed that the L16 recall for the Left tie rod ends was done in 2012. Agent let the customer know this information which helped put the customer more at ease. Agent suggested the customer go to the other dealership where it is first come first serve to see if they would be able to complete the recall faster.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A5	8G2[redacted]	***Open Date***	04/22/2014	***Built Date***	03/04/2008	
Model Year	2008	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	08/11/2009	***Mileage***	201,162	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EDMOND OK [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Tie rods went out.
Corporate - Roadside Services - Default - Default - Default	Towing charge for a recall repair.
Product - Wheels and Tires - Wheels - Other - Unknown	Wheel rim damaged due to recall.
Corporate - Survey By-Pass - No Response - Default - Default	

Customer contacted Ram on the advice of a dealership. Customer states that the tie rod broke on the vehicle. Customer states that when the part broke it, it put a hole into the wheel rim. Customer states that this is the second time the tie rod broke on the vehicle. Customer states that when it went out the second time, they could not purchase the part. Customer states that the dealership advised him that they would not be able to cover the cost of the hole in the rim, and advised to speak with Ram. Customer states that there was also a problem with the tow bill and that it would not be covered under the recall.
Agent contacted Ada Dodge 26860 and spoke with Doug in service. Doug confirmed that it was the tie rod recall was completed on the vehicle. Doug states that it was SA David who had worked on the vehicle, and he will have David contact Ram. Agent provided contact number and case number.
****
Next agent: 1. Confirm that the recall was completed.
2. Find out information regarding the hole in the wheel due to the recall damage.
3. Inquire about the towing charge and what occurred there.
****
Customer s call back number [redacted].
Addition to line 20: 4. Find out about the previous tie rod repair on the vehicle.
Agent attempted to get call back time to contact the dealership again but was unable to.
Reason for Dealer Contact: 1. Confirm that the recall was completed.
2. Find out information regarding the hole in the wheel due to the recall damage.
3. Inquire about the towing charge and what occurred there.
Dealer Code: 26860
Dealer Personnel Required: SA David
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address: None provided
Reason for assigning to Resolution Team: Dealership closed.
Assigned to 86T
Caim #651126 04/17/2014 04/17/2014 CLAIM SAFETY/RECALL 201162
PAID $353.09-- Recall was completed.
ADA DODGE CHRYSLER JEEP RAM 580-332-9400: Agent called the dealership and

requested to speak with SA David. Agent asked David why the customer was told why it wouldn t be covered. SA stated that they do not have tire and rims there because new people just bought the dealership and they are in the process of getting signed up. Agent thanked the SA and stated the customer more then likely has already paid for this repair.
CUSTOMER CONTACT [redacted] 6: Agent attempted to call the customer, no answer unable to leave message no voicemail.
-
CUSTOMER CONTACT[redacted]: Agent contacted a construction number and requested to speak to the names listed on file and was transferred to a John equipment manager. Agent disconnected.
****
NEXT AGENT:
If Customer call back Seek if he has replaced the Rim and Tire already
If so Please advise to send in his documents by fax or mail for reimbursement.
Agent direct number 855-675-9291 ext 4718558.
****
Note send in tire, rim and towing invoices with Proof of payment.
CUSTOMER CONTACT [redacted]: Agent attempted to call the customer, No answer unable to leave message.
CUSTOMER CONTACT [redacted] 6: agent attempted to call the customer, again no answer unable to leave message.
Reassign to JK671- Unable to reach.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A2	8G1[redacted]	***Open Date***	04/22/2014	***Built Date***	02/26/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	04/18/2008	***Mileage***	146,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	7[redacted]	***Home Phone***	[redacted]
	WATERTOWN TN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	looking to see why the recall does not effect the vehicle

Briefly summarize why the customer is contacting Chrysler: Customer is calling to see why his truck is not under the recall when he had two tie rods break on him both left outter tie rod and the right tie rod. At the first of the call customer states the parts to complete recall did not fit his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting his vehicle to be repaired under the recall.
Agent called BILL BORUFF AUTOMOTIVE, LLC 45261 spoke to SM Robert he stated to writer that the customer s vehicle does not fall under recall. as the inspection was preformed today. SM did state that they did do an alignment on the vehicle. for the customer at no cost.
Agent advised customer what the SM advised writer. Customer not happy as he feels his vehicle should fall under the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL8	BG[redacted]	***Open Date***	04/23/2014	***Built Date***	04/19/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	06/28/2011	***Mileage***	75,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42355	MELLOY DODGE			
Dealer Address	9621 COORS BLVD NW				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELEN NM 8[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer is seeking to get the part for his vehicle.
Corporate - NHTSA - Inquiry - Default - Default	Customer states that his left tie rod snapped

Briefly summarize why the customer is contacting Chrysler: Customer states that he was driving last night and the recall N49 the tie rod had broke. Customer states that he uses his vehicle for work and that he would need to get it fixed if at all possible.
Briefly summarize what the customer is expecting: Customer is seeking assistance in getting tierod replaced.
Agent apologized to the customer and asked if anyone was ok and safe. Customer states that they are safe. Customer states that everyone is fine. Agent advised customer that they would like to contact the dealer to see about getting in touch with their SM to see about getting them in touch with their Business Center to force a part through to get that fix.
Agent contacted dealer and Spoke with Jerry who advsied him that the customer s tie rod broke while driving last night and is safe, but is seeking to get in touch with your buisness center to get a part forced through for him. Jerry states that the customer can get their vehicle towed into the dealer and they will figure that out for him to get it done.
Agent advsied customer that they contacted dealer 42355 and spoke with Jerry who states that if u can get it towed into the dealer and they will get a part to fix the vehicle. Customer states that he is too from away from dealer 42355 that he is closer to 45567 dealer.
Agent contacted dealer 45567 and Lvm for SM to call us back to confirm he got the message and that if the customer can have the vehicle towed and for them to get in contact with their business center to get a part forced through.
Agent advsied customer they contacted the SM at dealer 45567 and lvm for him to call us back.
Agent advsied customer they will contact roadside to see about getting it towed to the dealer.
Agent contacted roadside and spoke with Felecia who stated that the customer does not have towing for that specific issue as the tierod is covered under the basic warranty which is now expired.
Agent thanked felecia. Agent advised customer that the towing assistance is not covered as the tierod is covered under the basic warranty which will have to be out of pcet expense. Agent also advised customer that if

he pays out of pocket he can submit his documentations for possible reimbursment.
Customer asked the agent if they can get the number for roadside to see about the cost as the dealer is an hours away. Agent provided roadside phone number :1-800-521-2779 Customer thanked the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	AG[redacted]	***Open Date***	04/24/2014	***Built Date***	11/19/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/16/2009	***Mileage***	40,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,		LLC	
Dealer Address	283 N FRANKLIN ST				
Dealer City	HEMPSTEAD	***Dealer State***	NY	***Dealer Zip***	11550

Owner	BASICSLANFSCAPINGCOI, .	***Contact Type***	ROADSIDE
Address	1971 DEER PARK AVENUE	***Home Phone***	
	DEER PARK NY null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2014-04-24
Road Side File Created 04-24-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
GLEN COVE RD 283 N FRANKLIN ST
LAUREL LN
OLD WESTBURY HEMPSTEAD
NY USA NY
BROKEN TIE ROD EXTENDED CAB W/SHORT BED,MR BERNST
DEALER CODE : 60227 GARDEN CITY JEEP CHRYSLER DODGE,

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	7G[redacted]	***Open Date***	04/24/2014	***Built Date***	03/06/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/01/2008	***Mileage***	135,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44237	MUSSELMAN'S DODGE INC			
Dealer Address	5717 BALTIMORE NATIONAL PIKE				
Dealer City	BALTIMORE	***Dealer State***	MD	***Dealer Zip***	21228

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BALTIMORE MD [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Advised customer of recall.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-24 @ 13:14
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-24 @ 13:19
Briefly summarize why the customer is contacting Chrysler: Customer states he was in an accident while driving 75 miles an hour down the highway. Customer states he tie rods broke apart. Customer states this happened while he was in Minnesota and his vehilce was towed to Papik Motors for the repairs. Customer states they replaced both tie rod ends, upper ball joints and outer tie rod ends, as they came separated and the Center drag links and assembly. Customer states his DLR at Musselmans called him about a survey and he was advised he had a recall n62.
Briefly summarize what the customer is expecting: to document he has already had this issue which caused an accident.
Customer is not sure if he had the original parts at the time of the accident.
Writer spoke to SA Darin at Papik Motors DLR 42226, 507-283-9171. SA states the customer had repairs completed on 10/11/2013. SA states they replaced both tie rod ends, upper ball joints and outer tie rod ends, as they came separated and the Center drag links and assembly. SA in not sure if it was original parts replaced and offered to send the work order and states the parts were returned to the customer.
Customer line dropped and writer called customer back on [redacted] to advise him that his concern would be documented and he would need to take his vehicle to the DLR for inspection to determine if he needs to get the parts ordered for the n62 recall.
***** Customer Document Received *****
Customer called seeking an explanation as to why his tie rod snapped. Customer states they were the tie rods from factory, not replacement parts that broke. Agent apologized and advised customer agent does not have the resources to answer his request, agent apologized for customer s experience. Agent advised customer the best person for him to address his questions would be a Chrysler dealership. Customer seeking why the original parts were not being recalled instead of just the replacement parts. Agent confirmed with SA (44237) that the customer only had the

vehicle inspected for the H46 recall, no parts were changed. Customer is seeking a definitive explanation for the concern he experienced. Customer is very upset with the situation. Customer is seeking to speak to Papik Motors, agent transferred customer Papik Motors 801 W Commerce Dr Luverne, MN 56156 (507) 283-9171.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL6	BG[redacted]	***Open Date***	04/24/2014	***Built Date***	04/29/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	07/26/2011	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	38108	BLACKBURN MOTOR CO INC			
Dealer Address	2135 N FRONTAGE RD				
Dealer City	VICKSBURG	***Dealer State***	MS	***Dealer Zip***	39180

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JACKSON MS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer needs the N49 recall completed

Briefly summarize why the customer is contacting Chrysler:Customer contacted Ram because he needs the part for the N49 recall expedited. Customer states his tie rod broke and his vehicle is at the dealership, but the parts are on back order. Customer states he needs this vehicle for work. Writer informed customer that this part is currently on restriction and that we cannot expedite the part. Writer contacted PM Jimmy at ROUNDTREE CHRYSLER DODGE JEEP RAM 45613. PM Jimmy states that the customer s vehicle is priority as soon as they get the parts in and that he will work with his regional manager to see if they can get one faster. Writer informed customer of this.
Briefly summarize what the customer is expecting:Customer is seeking to get help with expediting the parts for the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	AG[redacted]	***Open Date***	04/24/2014	***Built Date***	06/02/2010	
Model Year	2010	***Body***	D28L92	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	07/23/2010	***Mileage***	98,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45192	DOWNIE CHRYSLER JEEP DODGE			
Dealer Address	2450 N MAIN ST				
Dealer City	NAPPANEE	***Dealer State***	IN	***Dealer Zip***	46550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	NETTLETON MS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer states tie rod is about to break

Next few dayts -back ad fourth the next 3 days
Briefly summarize why the customer is contacting Chrysler: Customer states that customer drived daily for their job and their tie rod is breaking. Customer states customer has brought vehicle to 4 DLRs who advise customer is affected but customer cannot get part for several months. CUstomer states steering is creaking and one DLR told customer the tie rod is causing it but cannot get part for customer. Customer states every 3 days customer is in the area of DOWNIE CHRYSLER JEEP DODGE if this can be fixed.
Briefly summarize what the customer is expecting: Customer seeking vehicle repair
Agent adivsed that agent would try to contact DOWNIE CHRYSLER JEEP DODGE to see if customer can be bumped up on the list due to the need for repair or atleast get customer for diagnosis.
DLR was closed
Agent advised custoemr that CAC would contact DLR tomorrow and call back with information gained.
-
Reason for Dealer Contact: Customer believes tie rod is broken. Please ask if customer can gain part faster or if diagnosis can be completed and set up appointment.
Dealer Code: 45192
Dealer Personnel Required: Service
Customer s Preferred Method of Contact: Phone
Customer Phone Number ([redacted]
Customer Phone Number ([redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: DLR Closed
Assigned to 86T
Customer states she called in yesterday and spoke to an agent but gave the wrong DLR information. Customer states that she will be dealing with Tupelo Auto in Tupelo Mississippi. Contact number is 662-842-6093 , and she has been dealing with the SM Sarah. Customer states she has an appointment for Monday May 5, and would like to be sure this part is going to be available when she goes into the DLR.
Agent contacted DLR and spoke to Service who advised agent that this part

is in stock and they will push the customer ahead of the other customer s to have this issue resolved. Agent advised customer that there is parts available and they are willing to push her ahead of other customers to have the issue resolved. Customer understood and thanked agent. Returned case to AL763 for next step

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	04/25/2014	***Built Date***	08/25/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/22/2011	***Mileage***	23,925	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	CHAMBERSBURG PA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-04-25
Road Side File Created 04-25-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3106 PHILADELPHIA AVE 608 W KING ST
NORTH AVE
CHAMBERSBURG SHIPPENSBURG
PA USA PA
AT DOCTORS OFFICE,TIE ROD BROKE
DEALER CODE : 60400 SHIVELY MOTORS OF SHIPPENSBURG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG6[redacted]	***Open Date***	04/25/2014	***Built Date***	05/19/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	08/16/2011	***Mileage***	21,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the tie rod broke last night in the middle of the highway. Customer stated that he missed work today and left early last night. Customer stated that he has lost $650 in pay due to this tie-rod breaking. Customer stated that he wants compensation for this. Customer stated that the vehicle is at the dealership being repaired now.
Briefly summarize what the customer is expecting: Customer is requesting reimbursement for missing pay as the recall (N49) broke.
Agent was advising the customer that we need to contact the dealership to get more information on the repair that is being done on the tie-rod, when the call was disconnected. Agent was unable to contact the customer back.
Customer calling back since they were disconnected from the previous agent they were speaking to. Customer stated that would like to get reimbursed for the time lost at work. Agent advised that unfortunately consequential damages and costs are not covered. Agent advised they could submit for reimbursement once the repair is complete through mail they would have to submit documentation to Chrysler Customer Care P. O. Box 21-8004 Auburn Hills, MI 48321-8004 however there would be no guarantee as to what can be done. Customer understood and thanked the agent for the information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	8G[redacted]	***Open Date***	04/25/2014	***Built Date***	03/12/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/06/2008	***Mileage***	93,200	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67736	SUNBELT CHRYSLER-PLYMOUTH-DODGE	INCORPORATED
Dealer Address	6703 WEST HIGHWAY 90		
Dealer City	LAKE CITY	***Dealer State*** FL	***Dealer Zip*** 32055

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANSON ME 0[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer seeking to complete

Briefly summarize why the customer is contacting Chrysler: Customer seeking to complete recall N49. Customer states he spends winters in FL and returns home to ME in summer. Customer just returned to ME and left tie rod end has broke. Customer called dealership, Hight Chrysler (60294) and spoke with Fred is service. Agent inquired he has customer with broken tie rod are they completed first. Fred stated he has customers waiting since November for this part and Mr Bill Merry has never been to dealership. Fred stated there are 14 customers ahead of him. Agent had customer put on waiting list. Agent tried to call Franklin Chrysler (26202) to inquire if they will complete broken recalls first but service department closed. Agent offered to send to resolution team to call dealership Monday, customer declined stating he will call himself on Saturday 04/26/14. Agent provided customer with CAIR. Customer inquired about towing and agent advised handled on individual basis. Customer would need to pay then submit for review and possible refund. Agent provided customer with mailing address.
Briefly summarize what the customer is expecting: Customer looking to complete recall N49.
Customer calling in to receive information about completing the recall. Agent advised customer of the recall and to complete it, as he was on the waiting list at a dealer.
Briefly summarize why the customer is contacting Chrysler: Customer calling to tell us that he wanted to find out what was required for DLRs to do in regards tot the N49 recall.
Briefly summarize what customer is expecting: Customer would like to have his alignment completed for him at no cost to him
Agent informed the customer that at this time the repair instruction that were provided By the Chrysler head office was that they just replace the tie rod and they didn t actually need to do an alignment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	6G[redacted]	***Open Date***	04/25/2014	***Built Date***	08/19/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	12/16/2005	***Mileage***	194,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44548	SAN MARCOS CHRYSLER PLYMOUTH DODGE			
Dealer Address	2990 I.H. 35 SOUTH				
Dealer City	SAN MARCOS	***Dealer State***	TX	***Dealer Zip***	78666

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KYLE TX 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	The customer is calling about the recall issued toher vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	The customer states the left tie rod snapped on the vehicle

Briefly summarize why the customer is contacting Chrysler: The customer states she received a recall notice in February. The customer states her tie rod snapped and they had the vehicle towed to the dealership today. The customer states the dealership has told her that the left tie rod but they are telling part has already been replaced the faulty one was already been replaced. The customer states that is impossible
Briefly summarize what the customer is expecting: The customer is looking for Chrysler to assist with the repair. The writer updated the customer file with a secondary phone number and her email address. The writer confirmed the N62 recall that has been issued to the vehicle. The writer contacted the dealership with the number listed on file and received a message that the number was disconnected. The writer contacted the dealership with (877) 290-1740 found on the dealer website. The writer spoke to SM Tina. SA Tina states the vehicle came in on 04/25/2014. SA Tina The drive link broke on the vehicle which is a different part then the N62 recall for the it did not require part replacement as it has the correct part. SA Tina states the customer repair will be $1200. The writer informed the customer that the part that has failed on her vehicle is the drive link which is different then the N62 recall part. The writer explained to the customer that the N62 recall part that they have on their vehicle was inspected and the dealership has determined that the part does not require replacement it already has the correct.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C1	6G[redacted]	***Open Date***	04/26/2014	***Built Date***	03/24/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/27/2006	***Mileage***	220,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66490	CRENWELGE MOTORS			
Dealer Address	301 MAIN ST				
Dealer City	KERRVILLE	***Dealer State***	TX	***Dealer Zip***	78028

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BANDERA TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer needs to get the tie rod recall done

Briefly summarize why the customer is contacting Chrysler:Customer contacted Ram because the tie rod broke on his vehicle yesterday. Customer states that he had it towed to a local garage but he does not know how to go about getting the recall completed. Writer informed custom that the parts for this recall are on restriction and that he would have to get his vehicle towed to a dealership. Writer offered to call a local dealership to see if they had parts available to complete it and to see if he could get it done right away since it broke. Customer declined offer and states he will contact the dealership himself. Writer provided customer with the contact number.
Briefly summarize what the customer is expecting:Customer is seeking information on the tie rod recall and how to go about getting his completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	BG[redacted]	***Open Date***	04/26/2014	***Built Date***	10/15/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	02/18/2012	***Mileage***	78,710	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MARIETTA TX 7[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for recall
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Worn - Front	tie rod

Briefly summarize why the customer is contacting Chrysler: Customer called states he called the Dlr to inquire about the N49 recall. Customer states the Dlr advised the parts were not available for this and they placed him on a waiting list of over 300 people. Customer states he then called 3 other Dlr s around him and got the same answers. As the recall notice didn t mention an inspection, he just assumed it needed replacement and he had it done at an IRF. Customer states Jerry s Automotive service 409-983-5118 did this repair. Customer read from the invoice and it shows replace left tie rod outer end and set toe end. Customer states it was $241.68 and is seeking reimbursement for this repair. Agent advised this recall was to inspect and repair as necessary, and as such without the inspection we can t be sure if he did in fact need to have the repair done. Agent advised he can forward the documents for consideration but no promises were made.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for repairs.
Preferred Morning/Midday call back number is [redacted]7
Preferred Afternoon/Evening call back number is 9[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-26 @ 12:51
Writer will contact customer on 5/2/14 if documents have not been received.
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
We have received your submitted documents requesting reimbursement for repairs made to your 2011 Ram 3500. We require the repair invoice & proof of payment which consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
The only document that arrived was a copy of the recall notice.
I have sent a document link in a separate email or you may fax your documents to 1-877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.
End of Status Update

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-28 @ 16:06
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Thank you for submitting your proof of payment. We also require the entire repair invoice showing the repairs that were performed.
I have sent another document link in a separate email.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-30 @ 09:45
***** Customer Document Received *****
Writer reviewed submitted documents and noted both left & right outer tie rod ends were replaced. Writer will reimburse full amount of RO#96041 and will reimburse parts & labor for outer tie rod end plus alignment on RO#96057.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 3/27/14
Customer s proof of payment is: 2880
Invoice #: 96057
Labor $110.50 referred to RO#96041 labor breakdown for tie rod onlyÙ
Parts $117.37
Misc. Charges $59.50 alignmentÙ
Tax $0
Total $287.37
****
Date of Repair: 3/28/14
Customer s proof of payment is: 2880
Invoice #: 96041
Labor $140.00
Parts $101.68
Misc. Charges $0
Tax $0
Total $241.68
****
Combined Total $529.05
Writer is submitting check for approval in the amount of $529.05.
****
Writer contacted customer [redacted] explained reimbursement amount to customer and verified address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C7	7J[redacted]	***Open Date***	04/27/2014	***Built Date***	07/26/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/26/2007	***Mileage***	178,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	ST CLAIR MO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	seeking recall information
Corporate - CNA Change - Default - Default - Default	updated ownership

***** EMAIL BRIEF DESCRIPTION CONTENT *****
recall tierod
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have been waiting for a repair on my truck since the recall. I travel pulling a 5th wheel camper. the dealer tells me your are only sending them 1 tie rod every 3 wks which means that it could take a year or 2 to get my truck repaired. so if this breaks while i am traveling over the road how am i to get it repaired if you are only putting out 1 tie rod a month. and i pray that it doesn t cause a wreck. how are you going to resolve this issue. 5 months on a waiting list for a potential fatal event is not smart on your part and do I need to cancel my travel plans for the next 11/2 years at the rate you are going. I bought my truck new 2007 and am planning on buying a new one when the 2016 come out but it looks like a dodge is not the right way to go at this this point. i need an answer on this issue
********END OF CUSTOMER EMAIL******
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
I regret to hear that you are waiting so long for the recall parts. I have looked into this further and the VIN number you have provided me with 1D7HU18297[redacted] currently does not have the recall on the vehicle.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Chelsea
Customer Service Representative
RAM Customer Assistance Center
******END OF CAC RESPONSE*******
you are so wrong you sent me a recall notice and the dealer verified the tie rod needs replaced. try the right vin 1d7ks28c77[redacted]
*******END OF CAC RESPONSE*********

Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
I am sorry you have provided me with the correct VIN. Unfortunately you will have to keep working with your dealership as we are trying to get the parts out as fast as we can. There is nothing on our end that we are able to do to speed up the process. I wish I could have provided you with a more favorable response
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Chelsea
Customer Service Representative
RAM Customer Assistance Center
******end of cac response******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4EL7	AG[redacted]	***Open Date***	04/27/2014	***Built Date***	12/22/2009	
Model Year	2010	***Body***	D28H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	02/01/2010	***Mileage***	47,968	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	NEW HAMPTON NY 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wants information about recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke

Briefly summarize why the customer is contacting Chrysler:Customer contacted Ram because his tie rod broke. Customer states that it took out his tire as well. Customer wants to know why it has taken so long to get the parts out and why his dealership has not contacted him yet about it. Writer informed customer atht the parts have recently been released in limited quantity. Customer states he should be on a waiting list. Writer was unable to confirm because dealership was closed. Customer needs to get the vehicle towed to his dealership, but his vehicle no longer has towing coverage through Chrysler. Customer is frustrated and upset. Customer believes that he should have his tire covered and his tow covered. Customer states he will find a way to get his vehicle to the dealership.
Briefly summarize what the customer is expecting:Customer contacted Ram because his tie rod broke. Customer states that it took out his tire as well. Customer wants to know why it has taken so long to get the parts out and why his dealership has not contacted him yet about it. Writer informed customer atht the parts have recently been released in limited quantity. Customer states he should be on a waiting list. Writer was unable to confirm because dealership was closed. Customer needs to get the vehicle towed to his dealership, but his vehicle no longer has towing coverage through Chrysler. Customer is frustrated and upset. Customer believes that he should have his tire covered and his tow covered. Customer states he will find a way to get his vehicle to the dealership. Customer is contacting Chrysler stating that he had his vehicle towed into a Chrysler dealership because the tie road broke due to the recall. Customer stated that the vehicle has now been repaired, he just got it back and the dealership advised him to contact us directly to get reimbursed for the tow bill. Customer paid $216.50 for the tow of the vehicle.
Agent contacted R I Suresky & Sons Inc (37058) and spoke with service advisor John - Agent advised that we are looking to confirm that the repairs that took place were directly related to the recall. John stated that yes they were, they did cover the repair under the recall and did some goodwill work to replace the tire, rim, etc.
Agent reviewed file with TL SJ372 and was advised to have the customer

send in his documents for further review. Agent advised customer of the documents that need to be sent into us. Customer wanted to fax in his information, agent provided customer with fax number.
Agent advised customer that we have received the documents they will be reviewed for possible reimbursement.
POSTMARK DATE: 050514; DATE RECEIVED: 050514
Documents reviewed. Reimburse customer $216.50 for towing.
-
Agent contacted customer to confirm his mailing address and advise that we are processing the reimbursement for towing in the amount of $216.50. Agent was not able to reach the customer but did leave a voice mail advising that we will be proceeding with the reimbursement and we are looking to confirm his address. Agent advised customer to contact us back to confirm this and left phone number and cair number.
Customer contacted back after receiving the voice mail. Agent advised customer that we needed him to confirm the mailing address. Agent verified customer s PO Box address and advised that reimbursement has been confirmed. Agent advised customer that it can take a few weeks once the reimbursement is sent out. Customer thanked agent for the information and will wait for the reimbursement.
Reassigned to SB1356 for CAIR closure.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	04/27/2014	***Built Date***	01/18/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/13/2011	***Mileage***	33,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67897	BILL MARSH CHRYSLER-DODGE & JEEP			
Dealer Address	1655 SOUTH GARFIELD AVE				
Dealer City	TRAVERSE CITY	***Dealer State***	MI	***Dealer Zip***	49686

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEWISVILLE OH [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	recall information
Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	recall information
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling in because his tie rod broke on the vehicle and he now wants Chrysler to cover all his damages. Agent advised customer that consequential damages are not something that we cover under recall parameters, and that we would not be able to look in to coverage until vehicle is diagnosed. Agent provided CAIR# and advised customer to contact us back once vehicle is diagnosed, and we will proceed further. Customer understood and is not happy, and is adament Chrysler will be paying for this.
Briefly summarize what the customer is expecting: Customer is expecting us to fix his truck, and pay for all the damages caused by his tie rod breaking.
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding cost assistance. Customer states that tire rod snapped and customer is looking for Chrysler to pay for repairs
Briefly summarize what the customer is expecting: Customer is seeking cost assistance
Agent advised customer that does still have warranty. Agent advised customer that can contact back once vehicle is at dealership for diagnosis
5/5/2014 Customer claims body damage and accident due to tie rod failure please set up for EAA inspection. GPJ
1. Who is calling and what is their contact information? Jordan Seebach
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Customer had tie rod snap on the vehicle, causing damage to other vehicle components.
3. What is the current location of the vehicle? DLR 67897
BILL MARSH CHRYSLER-DODGE & JEEP CJDTR
1655 SOUTH GARFIELD AVE TRAVERSE CITY MI 49686 231-941-4141
****
Per OGC Matrix, reassigned to 82T.

5/5/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted]2 REQUEST DEKRA INSPECTION 05-05-2014 13:26
CAIR NUMBER [redacted]E-MAIL SENT TO DEKRA 05-05-2014 13:27
CCRG Open Date: 05/05/2014 13:13:10
Letter Sent: Acknowledgement 05/06/2014 09:55:29
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/14/14 AT 18:41:34 [redacted]
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/14/14 AT 19:17:01
Letter Sent: Denial 05/16/2014
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC as she did not receive the denial letter from Chrysler yet
Briefly summarize what the customer is expecting: Customer is expecting the letter to be sent out again
Agent advised customer that Chrysler will send a denial letter again
****

07.30.14
Customer called back to discuss letter of denial, wants another mailed.
Per OGC Matrix, reassigned to 82t for their review and handling. MG17
7/31/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L7	9G[redacted]	***Open Date***	04/28/2014	***Built Date***	08/27/2009	
Model Year	2009	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	09/21/2009	***Mileage***	58,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJT	DK. KHAKI PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44309	CROWN MOTORS			
Dealer Address	970 WOODLAWN DR				
Dealer City	FARMINGTON	***Dealer State***	MO	***Dealer Zip***	63640

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	POTOSI MO [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer states that there is a popping sound
Recall - N49: LEFT TIE ROD - Information Request	Customer upset with the wait for the part
Corporate - Survey By-Pass - No Repair - Default - Default	Recall N490 - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the issues with the vehicle. Customer upset with the wait for the part for the recall repair.
Briefly summarize what the customer is expecting: Customer seeking information due to the wait for the part. Customer states that there is a popping sound, customer states that he is on the waiting list but the vehicle is seems to be getting worse and the customer is concerned that the tie rod would break while driving. Agent contacted the dlr and spoke with Chris advised that the customer is 28th on the list. Chris stated that the vehicles seem to have the tie rods breaking in tight turns. Agent then advised the customer that the once the dlr submits a claim then the dlr will receive a new part. Agent advised the customer to keep working with his dlr.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL7	AG1[redacted]	***Open Date***	04/28/2014	***Built Date***	02/18/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/12/2010	***Mileage***	87,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INDEPENDENCE KY 4[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called quite upset that there are no parts for recall #N49. Caller stated that he is forth on dealership 60475 list but hasn t any new information. Customer stated that he tows a RV trailer is is concerned that the tie rod will break and someone will get hurt.
Briefly summarize what the customer is expecting: Recall #N49 information.
Agent called dealership 60475 and spoke with parts advisor-Jim who stated that his dealership hasn t received and recall #N49 parts and they have no information as to when they will receive parts. Jim stated that this customer is 4th on their list.
Agent advised the customer to continue to work with his dealership and gave customer his case number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A4	8G[redacted]	***Open Date***	04/28/2014	***Built Date***	04/23/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	10/10/2009	***Mileage***	72,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26775	RYAN CHRYSLER DODGE JEEP			
Dealer Address	1212 2ND ST W				
Dealer City	WILLISTON	***Dealer State***	ND	***Dealer Zip***	58801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILLISTON ND[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customers left tie tod broke

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that he has a 08 dodge ram 2500, drove down the road and states that he has a recall on his vehicle about the left tie rod and steering wheel. Customer states that the driver side complete, the tie rod end broke off in two. Customer states that WILSON DODGE doesn't have any parts for the recall until this summer. Customer wants to know what he is suppose to do. Agent contacted RYAN CHRYSLER 701-577-1111 and spoke with SM shaun, to get the customer on a waiting list. SM states that action auto might be able to get the customer a little soon, agent contacted ACTION AUTO 406-433-2312 and couldn t get a hold of the DLR, agent tried to contact another number (888) 577-8691 and then tired another number (888) 379-4962 and couldn t get through. Agent advised the customer that we couldn t get a hold of anyone, agent provided the number to the customer, no further assistance. Briefly summarize what the customer is expecting: customer is expecting assistance with the left tie rod to be fixed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	A[redacted]	***Open Date***	04/28/2014	***Built Date***	10/27/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/01/2009	***Mileage***	98,011	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	REDWAY CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer aware of N49
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer called to complain their left tie rod went on vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated left tie rod broke on vehicle
Product - Drive Shaft/Universal Joint - Universal Joints - Other - Unknown	
Product - Wheels and Tires - Wheel Covers - Other - Unknown	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called to complain the left tie rod on the vehicle went on them late last night. Customer stated they had to have the vehicle towed to the nearest reputable establishment, therefore vehicle has been towed to an IRF. Customer stated the mechanic told him it was left tie rod failure.
Briefly summarize what the customer is expecting: Customer is seeking to get the vehicle fixed.
Customer stated they are currently not at home, but in LA. Customer stated they have had the vehicle at the DLR Glendale Dodge Chrysler Jeep, 900 S Brand Blvd, Glendale, CA 91204, (818) 242-4161, and they did not like dealing with them.
Agent offered to call another DLR within their location and Customer agreed.
Agent called DLR Motor Village La, 2025 S Figueroa St Los Angeles, CA 90007 (213) 477-1800, and spoke with SA Joseph. SA stated they did not know parts were available for the N49 repair. When trying to order the part, it stated parts were not available for order. SA stated they are more than willing to try to help the Customer out. If they can bring the vehicle to be diagnosed and can leave the vehicle with them, they will get the part ordered, if it is part of Recall N49.
Agent advised Customer they needed to have the vehicle towed to the dealer for diagnosis, and that currently, they did not have these parts available, however, if this is a result of the N49 recall, they will order the parts, and Customer may need to leave the vehicle there until parts arrive.
Customer understood and stated they were leaving to go on holidays with family and would be gone about 10 days, if they could have it ready by the time they got back, that would be good.
Agent apologized for the Customer s inconvenience, and wished them well on the vehicle repairs and their vacation.

Customer thanked the Agent for their assistance.
Agent advised Customer
Reassigned to SJ372 for Survey By-Pass
No diagnosis.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
Customer called in and tie rod failed while customer was driving. As a result other damages to wheel.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (/Dealer/60523
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O* * * * * *
Status update provided via email to the following email address:
[redacted]@[redacted]
Hello, my name is Arianna and I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 8:00AM 4:30PM (Mountain Time). My contact information is 800.763.8422 EXT 66043. If your preferred telephone number mentioned above isn t correct, please reply with the correction
End of Status Update
CONTACT UPDATE - 1st Contact attempt, by email per lines 51-52
Out of warranty by two years and 87,000 miles
MVP: None
Ownership history: 0 new 1 used
Writer left a message for customer at #3[redacted], writer will follow up with customer on 5/7 to inform customer the in order for us to look into assisting we would need customer to go into our direct dealership.
Customer contacted writer, stated that his tie rod failed at the time he was driving his vehicle and states this has caused damage to his vehicle, customer states would like us to assist with the repairs and was told from dealer that it s not in our policy. Writer informed customer will look into it to see if there is anything we can assist with and follow up on 5/8.
Writer left a message for SM Juan to get information on the damage customer states he has on his vehicle from the N49.
Customer contacted writer informed he was just contacted from dealer and was informed his repairs on the N49 have been completed and if he does not pick up his vehicle he will start getting charged a storage fee.
Customer states he told the dealer he was going to be out of town and was not told that the pat would be in that soon.
Writer spoke to dealership to inquirer if the N49 could have caused damage to customer vehicle at the time it failed. SA stated the concerns with the wheel it has inward damage and that it could have been caused from the recall and that the other concerns are ware n tare (joints, brakes). Pricing for part $485.75 labor $61.75. Dealer states customer vehicle has been repairs since 5/5 and mileage at 98,003.
Writer contacted customer informed we are willing to assist with the repair of the wheel customer stated he feels like we should also assist with the joints. Writer informed we have been advised these are wear and tear. Writer will contact customer at a later time to review case further.
Writer left a message for SA to get clarification on the joint.
SA contacted writer informed that the joint needed to be replaced is wear and tear. Does not believe that the N49 could of cause any damage due to the fact the joint is in a housing area.
Writer left a message to inform customer we will follow up with him tomorrow to inform that we will not be assisting repair on the joints, but are still willing to assist with the repair of the wheel.
Writer will send D2D once we speak to customer.
Customer contacted writer to get information to see what we are going to assist with. Writer informed customer we are willing to repair the wheel, customer states he feel we should assist with the joints as well, writer

informed customer that joints are considered to be wear and tear .
Customer requested a supervisor.
Writer left a message for SM Juan to discuss the customers concerns.
*********SUPERVISOR CALL********
Writer took call from customer MR [redacted] N. Customer stated that he received the recall notice in January 2014 and took his vehicle into Glendale for some maintenance to be completed, while there he asked the dealer to complete the recall and was informed by the dealer that they could not complete the recall due to there was a recall on the part for the recall and sent him on his way. Customer stated that he had been driving on the freeway and had just got off and turned on a side street when the recall part broke. Customer stated that he would like Chrysler to pay for the CV joints and the brakes, but would be willing if needed to pay for the brakes. Customer stated that he was told by Joseph at dealer 60523 that the repair would take 3 weeks, so he explained that the time frame would be fine as he was leaving for vacation and would not be home until this Sunday 5/11. Customer stated that 3 hours after leaving for vacation, he received a call from Joseph stating his vehicle was completed and the customer could come pick the vehicle up. Customer explained that he was 3 hours away and would not be able to pick up the vehicle and now customer is receiving phone calls from Joseph stating he will be charged storage fees if he does not come pick up his vehicle. Writer explained that writer would like to see a copy of the repair order from Glendale and will do some research. Writer explained that writer is not promising anything, but will look into all possible options. Writer explained that customer will receive a callback on Monday to remind him about the documentation. Writer verified customers email address [redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-05-08 @ 16:41
Writer spoke to SA Joseph while getting information on another customer case and informed he we are currently in the process of researching Ians case to see if we are also going to assist with the repairs on the CV joints along with the wheel repair.
Writer contacted customer to inform him of our fax number, writer will send link as well. Customer will follow up once he s able to do either one.
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-05-12 @ 12:45
Customer contacted writer informed he has gotten the documents and will fax them in.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-05-13 @ 11:55
***** Customer Document Received *****
Writer contacted dealer to get pricing on joints. SA Joseph will contact writer with pricing and if the SM wants to accept an RA.
Writer received a call from SA and was informed they will accept an RA and gave the prices Labor for repair on both sides $185.82= $371.64 Price for the u-joints $139.20 each= $278.20. We are also assisting with the repair on the wheel cost for Labor $61.75 Parts $485.75. Writer will inform customer that we are going to assist with the one wheel that got damaged and both u-joints with an deductible of $150.00.
Writer left a message for customer requesting a call back, to let customer know we will assist but will have a deductible of $150.00.
Customer left writer a message.
Writer contacted customer informed per lines 155-156 customer agreed to the deductible of $150.00. Writer will contact dealer and inform we can begin the process of repair.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $764.15
Labor = $433.39
Total = $1197.54
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number.

When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Was the customer in a rental? None
Did the customer have a co-pay? Yes If yes, how much? $150.00
What is the RO #? 825981
Does the SM have the CAIR #? Yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer left a message for SA informing of the co-pay and we will reassign the case over to them.
Writer will follow up on 5/19.
REASSIGNED TO BC/DLR 71 60523 05/13/14 16:53 R [redacted]
Writer contacted dealer SM unavailable.
Agent attempted to contact dealer Service Adviser Joseph however, SA not available. Left message for a return call at extension 66043
The reason for the dealer contact was to provide or request the following information: To get an update in repairs.
Customer Document Reviewed.
Agent attempted to contact dealer Service Manager Juan, however, SM not available. Left message for a return call at extension 66043
The reason for the dealer contact was to provide or request the following information: to get an update and see if parts have arrived or the ETA for them.
Writer will follow up with dealer and customer tomorrow 5/20.
Writer spoke to the SM Juan to get an update on the vehicle. He had advised he does see that the customer does not have factory wheels. SM transferred writer over to SA Joseph so we can get additional information from him. Writer was informed the repair on the joints have been completed, the wheel arrived and they noticed that it does not match the wheels that are currently on the vehicle they believe the band is x-m which are off set. SA advised they are going to try to find the band and size that are currently on the vehicle. SA stated he will contact writer once they found one.
Writer contacted customer informed the dealer is in the process of finding a wheel to match the others on the vehicle. Customer had stated he can t be without his vehicle must longer and if it s going to be longer then a week he will need a rental. Writer informed customer we can give him an update on 5/21 on how long they expect repairs to take.
Writer contacted dealer neither SM nor SA were available, writer will contact them at a later time.
Writer contacted dealer and was advised that the SM and SA Joseph are both out today. Writer asked to speak to any SM or SA to get an update on customer vehicle. Writer was asked for the VIN and contact info and was told writer would receive a call back.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for Alex a return call at extension 66043
The reason for the dealer contact was to provide or request the following information: Called to get an update.
Writer contacted customer informed the SM and SA and out today, informed we have not got an update but will contact him once we do.
Writer received a voicemail from Joseph advising they found the wheel it is aftermarket x-m quality, cost $330.00 and requested a call back to get the okay so the part can be ordered. SA advised it could take up to 5 working days for part to arrive.
Writer contacted dealer spoke to Alex the service director informed we are okay with assisting for the wheel. Alex gave the CM his email at aflores@motorvillagela.com to update when the part should arrive.
Status update provided via email to the following email address: aflores@motorvillagela.com
Hi Alex, this is Arianna with Chrysler Customer Care. Here is my email thank you for your time.
End of Status Update
Writer contacted customer to inform we haven t spoken to the dealer to see when part will arrive. Customer advised he has and he was informed the wheel will arrive in 5 business days. Writer informed we can authorize 5 days of rental 5/23 till 5/27. Writer will follow up with customer on 5/27.
Writer contacted customer to inform we haven t spoken to the dealer to

see when part will arrive. Customer advised he has and he was informed the wheel will arrive in 5 business days. Writer informed we can authorize 5 days of rental 5/23 till 5/27. Writer will follow up with customer on 5/27.
REASSIGNED TO BC/DLR 71 60523 05/23/14 12:59 R [redacted]
Agent attempted to contact dealer Service Manager not available. Writer left message for the SA Joseph for a return call at extension 66043. The reason for the dealer contact was to provide or request the following information: Writer called to see if we have a date on when the part will arrive and to verify if customer pick up a rental on 5/23?
Writer contacted dealer spoke to SM Juan and was informed the part was ordered on 5/22 and could take up to 5 to 6 business days to arrive, the SM informed writer customer has not picked up a rental. Writer will follow up on 5/30 to see if the part arrived.
Writer contacted customer informed per lines 255-256. Customer states he will be leaving out of town and needs a vehicle. Writer informed CM will contact the dealership to see if they have any available rentals for tomorrow.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66043. The reason for the customer contact was to provide or request the following information: Writer contacted customer to inform that the dealership advised it would be okay to pick up a loaner if available or a rental CM approved assistance.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 66043 The reason for the dealer contact was to provide or request the following information: writer called to see if the part arrived for the customer vehicle.
Writer contacted the dealership spoke to the SM Juan to get an update on Ms. [redacted]. The writer was informed they are going to begin the process of the tear down on Wednesday. Writer asked about the loaner vehicle the customer was waiting on. The writer was advised to call back since the one who deals with the loaners vehicle is unavailable.
Correction per lines 274-278 notes are not for this case.
Writer called the dealer and left a message for the SA Joseph to get an update, to see if the part has arrived.
The SA Joseph contacted the writer informing the part will arrive on 6/2.
Writer contacted the customer to inform we have been advised the part is expecting to arrive on 6/2. Customer has mentioned he is not satisfied with the outcome the repair. Customer also states he shouldn t have to pay the co-pay and states he wouldn t be in this spot if the repair on the recall were completed the times he went to the dealership. Writer informed customer we are coving the damage to the wheel since that could have been from the recall but the reason why we requiring a co-pay for the u-joint is he is out of warranty and we don t cover joints, there was no damage to them it is wear and tear. Writer will follow up with the customer on 6/3 to confirm repairs.
REASSIGNED TO BC/DLR 71 60523 06/02/14 17:10 R 24944043
Writer contacted the dealership and was informed the SA in unavailable at this time. Writer will contact the SA at a later time.
Writer contacted the dealership spoke to the SA Joseph. Writer was informed that the part arrived on 6/2 and the repairs are expected to be completed by today. SA stated he left a message for the customer yesterday 6/2 and informed of this information. The SA informed the writer the customer has been in a loaner for 2 weeks. Writer will follow up with the customer to inform of what the writer has been informed.
Writer contacted the customer at [redacted]2 left a message advising the part has arrived and the dealer expected the repairs are to be completed today 6/3. Writer advised if we don t hear back from the customer today we will follow up with him on 6/4 to see if he has pick up his vehicle.
Customer contacted writer informed he received a message from the dealer last night and has not heard from them since with letting him know if his vehicle is finished. Writer informed customer we will reach out to the dealer and have them contact the customer. Writer will follow up with the customer on 6/6.
Writer received a call from the SA advising while in the process of finishing up the repairs they have noticed that the spindle which allows the wheel to turn left or right is bent up wards and with this the yoke

can t be install properly. The part will take 3 days to arrive the vehicle is un-drivable. The customer is upset with the process and has had his vehicle at the dealership for about 38days. Writer will do research to see if there is anything else we can do to assist the customer.
Writer called dlr 60523, spoke with Juan (SM) and states okay to talk with Joseph (SA) on this case or any further authorizations. Writer spoke with Joseph (SA) states waiting for yoke part # 68065441AA to the u-joint and no back order situation but will take approximately 3 days on arrival due to coming from Oregon. Dlr SA said vehicle came in on 05/16/2014 at 98003 miles, the left tie rod was replaced and dlr has test drove vehicle and has additional mileage of 98011. Dlr SA said the vehicle is still under powertrain warranty so the u-joint kit and yoke are covered under warranty, repair completion may take until end of week, the wheel part/labor is being covered by CAC under goodwill:
Wheel Part 347.80
Wheel Labor 39.48
Wheel Total 387.28
Dlr SA said concerned with customer and appears that very upset of this repair & part delay and requesting CAC to talk with customer to ease the tension with dlr.
Writer informed dlr that CAC will be talking with customer on this matter and for customer satisfaction that CAC will be covering the wheel under goodwill in full and customer will not have co-pay and will adjust the RA claim, CAC will keep in touch with dlr on Monday.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the wheel replacement are as follows:
Parts = 347.80
Labor = 39.48
Total = 387.28
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 71 60523 06/04/14 12:16 R 24944043
Additional information from dlr SA said that customer has been in the dlr loaner vehicle, no charge to the customer.
Writer called customer at [redacted], spoke with [redacted] states exhausted with whole matter of repair delay and requesting rear brakes to be covered at the dlr as well for customer satisfaction due to this recall N49 situation causing problems with his vehicle and the long delay on repair and part completion, emphasizes just wants vehicle fixed and back on the road, also complained that has a transmission leak and expects this to get addressed as well.
Writer informed customer that according to vehicle information that has powertrain warranty still and will contact dlr to check on the transmission leak and no guarantees on the rear brakes cost coverage but will evaluate, if unable to get rear brakes covered, then next option would be a possible reimbursement to the customer if gets rear brakes done at the dlr, also CAC has covered the wheel parts/labor under goodwill in full, no co-pay to the customer. Writer informed customer that dlr is waiting for 1 more part to complete repairs which is estimated by Friday arrival and no sign of a back order situation.
Customer and writer agreed once have an update on his request and expectations to contact him no later than Friday, 06/06/2014.
Status update provided via email to the following email address:
[redacted]
Hi, this is Becky your Case Manager from Ram Customer Care. This email is confirmation that your case is [redacted]3 and was successfully escalated to me. I will be calling you at your preferred number, 310-486-8512 once I have an update. My office hours are 8:30 AM 5:00 PM (Mountain Time). My contact information is 800-763-8422 EXT 66082. If your preferred telephone number mentioned above isn t correct, please reply with the correction.

Thank you for contacting Ram.
End of Status Update
Agent attempted to contact dealer 60523, Service Advisor Joseph, however, SA not available. Writer left message for a return call at extension 66082. The reason for the dealer contact was to provide or request the following information: to go over transmission leak and rear brakes.
Voice message from [redacted] checking on update of case.
Writer called dlr 60523, spoke with Juan (SM) states that will need to get with Joseph (SA) on the transmission leak and part update. Writer informed dlr that due to delay on a combination of things if dlr willing to accept RA goodwill from CAC on rear brakes for customer satisfaction. Dlr SM said if that is what CAC wants to do for the customer then would accept RA goodwill but does have to inspect the vehicle rear brakes to check what exactly needs replacement, SM will have Joseph (SA) call CAC tomorrow with vehicle information.
Writer called customer at [redacted] spoke with [redacted] and informed that SM has to do some checking on the vehicle and will have Joseph (SA) call CAC tomorrow on update, plus CAC reviewing rear brake cost assistance and CAC wants to offer goodwill for customer satisfaction but there would be some type of co-pay participation from customer and CAC will do the best to keep co-pay as possible but do not have dollar amounts yet due to dlr has to diagnose to determine what is needed on the rear brakes, will keep in touch with dlr and customer tomorrow on more updates. Customer states just wants his vehicle fixed and resolved.
Correction; line 405; CAC will do the best to keep co-pay low as possible but do not have dollar amount.
Writer called dlr 60523, spoke with Joseph (SA) states still waiting for the yoke part, ETA possibly later today but no guarantees, transmission pan leaking, reseals may need to be replaced and dlr advised customer to repair, dlr SA checked and need to find out through the customer if follow required transmission service in the Owners Manuel, if has then would need authorization from Chrysler to go cover repairs under the powertrain warranty but needs to be verified first, if no required service done on the transmission, then customer pay. Writer informed customer dlr will check with customer on the maintenance on the transmission and rear brakes inspection authorization.
Writer called customer at [redacted], spoke with[redacted] and informed that transmission leak needs to be repaired but customer would need to provide transmission service records around 60000 miles and 90000 miles to determine if covered under warranty, also dlr is still waiting for a part to complete repairs and customer will need to contact dlr to give authorization on rear brakes diagnoses/inspection to determine what exactly needs replacement so pricing and co-pay can be determined. Customer said this is so frustrating that repair is not completed yet and now has to contact dlr again to go over more things on this vehicle but will contact dlr today.
Writer received a call from[redacted] provided the transmission service records and gave authorization to dlr to diagnose rear brakes. Customer request to contact dlr right now and to call customer back on update today.
Writer called dlr 60523, spoke with Joseph (SA) states and confirms customer provided the transmission service records and gave authorization to dlr to diagnose rear brakes, dlr SA said has inspected rear brakes, SA needs to get with technician on front and rear brake pads is what is being mentioned and rotors, dlr will call CAC back before CM shift is up on exact brake status and pricing.
Voice message from Joseph (SA) returning CAC s call on vehicle information pricing on rear brakes and yoke part did not arrive so vehicle may not be repaired until Monday, SA can be reached at 213-477-1837.
Writer called dlr 60523, spoke with Joseph (SA) states yoke part did not arrive, dlr confirmed that customer provided service records but showing by Monday and provide front and rear brake information below:
Front brake pads and rotors need full replacement:
Front pads parts 109.20
Parts 381.78
Labor 166.80
Total 548.58
Rear pads and rotors need full replacement
Parts 381.78

Labor 166.80
548.58
Grand total is 1097.16
Writer informed dlr that CAC is offering goodwill on the front and rear brakes for customer satisfaction with customer paying 200.00 co-pay towards the front and rear brakes and CAC will contact customer on the goodwill offer information.
Writer called customer at [redacted], spoke with [redacted] and informed that dlr said front pads/rotors and rear pads/rotors all need replacement and CAC will offer goodwill with customer paying a $200.00 co-pay and if accepts offer then to contact dlr to give authorization to move forward with brakes replacement, also yoke part did not arrive and so vehicle may not be ready until Monday. Customer said okay and will contact dlr to give authorization.
Writer called dlr 60523, spoke with Juan (SM) states Joseph (SA) out of office and has to check with technician regarding update of the vehicle repairs but appears repairs are not completed yet and SM unable to call back today but can call CAC tomorrow on update of the vehicle.
Status update provided via email to the following email address:
[redacted],
I contacted the dealership today and repairs are still in progress. The Service Manager said he would call me tomorrow on update of your vehicle. I will keep in touch with you by the end of day on Tuesday, 06/10/2014. Thank you.
End of Status Update
Writer received a call from Mr. [redacted] states unacceptable that there is still no updates on the vehicle repairs and ready to go down to dlr to check what is going on with being upset about it. Writer advised customer not to go to dlr on an upset basis but will try dlr SM again but no guarantee that would be able to get SM on the line due to SM already informed CAC today that has to check with technician on the vehicle information and SM would not be available today to talk with calling CAC tomorrow but writer informed dlr will try again today with no guarantees of an update. Customer to call him back today on any information.
Writer called dlr 60523, operator transferred to service and dlr dropped the call.
Writer called dlr 60523, spoke with Juan (SM) and informed if can get information sooner regarding vehicle repairs. Dlr SM said the service department is in high volume and if can email information to CM. Writer informed dlr that if can do so today due to customer is very upset and wants answers today. Dlr SM okay.
Email from dlr 60523, Juan (SM) states have spoken to the technician, he states the vehicle should be ready today. There was a U-Joint that was damaged. SM also left a message for the clients and asked customer to call SM regarding his vehicle, also advised him his vehicle should be ready today.
Agent attempted to contact customer at [redacted], however, customer was not available. Writer left message for a return call at extension 66082. The reason for the customer contact was to provide or request the following information: dlr SM said vehicle repairs should be done by end of day.
Writer called dlr 60523, spoke with Umberto (SA) states vehicle has been repaired and customer picked up vehicle on 06/10/2014 with paying the $200.00 deductible towards the breaks.
Was the customer in a rental? Yes
Did the customer have a co-pay? 200.00
What is the RO #? 825981
Does the SM have the CAIR #? Yes, previously
Review and Confirm the DM Notes with the SM while on the phone. Yes, previously
Does the SM have everything needed from Customer Care to process the claim? Yes, previously
Agent attempted to contact customer at [redacted] however, customer was not available. Writer left message for a return call at extension 66082. The reason for the customer contact was to provide or request the following information: checking if customer had anymore questions, the dlr confirmed that vehicle repairs are completed and customer has vehicle, CAC will close case on Monday, 06/16/2014 if customer does not have anymore questions.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	04/28/2014	***Built Date***	10/19/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/16/2008	***Mileage***	121,967	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FRANKLIN GA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated his vehicle has the N62 recall and has been waiting for parts. Customer stated the passenger side tie rod broke so he had the vehicle towed to his local Chrysler dealer were he was advised his vehicle doesn t qualify for the recall. Customer was calling to find out why he doesn t qualify for the recall to be completed. Agent advised as per AC A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Agent called the dealer and spoke with SA Nate to confirm needed repair. SA stated the passenger side tie rod end broke causeing the tire to be damaged and also the passenger side stabilizer bar. SA confirmed the inspection was completed on the steering linkage and advised the customers vehicle still has the original factory steering linkage.
Agent advised the customer as per SA Nate and the reason why the cost of the repairs are out of pocket expense to him.
Briefly summarize what the customer is expecting: Customer seeking recall information.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Brandon stated that he believes that the repair should be covered.
Writer reiterated lines 7-12 and 22-25.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D5	6G[redacted]	***Open Date***	04/28/2014	***Built Date***	09/14/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	12/17/2005	***Mileage***	140,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRANTS PASS OR [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	right tie rod

Briefly summarize why the customer is contacting Chrysler: Customer stated that the right tie rod broke on the vehicle.
Briefly summarize what the customer is expecting: Customer inquired if the right tie rod has been recalled, agent confirmed that the N62 recall only covers certain Mopar components that had been installed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	04/28/2014	***Built Date***	08/15/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/23/2008	***Mileage***	163,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66508	HAGANS D-C-P MOTORS INC			
Dealer Address	401 BUILDERS LANE				
Dealer City	MORRILTON	***Dealer State***	AR	***Dealer Zip***	72110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BALD KNOB AR[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Tie rod broke on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his wife was driving his vehicle and the right tie rod had broke. Customer states they had brought the vehicle in for the inspection in February and the dealership had advised him it was not part of the recall. Customer contacted 66508 dealership and was advised that he could bring the vehicle in and have it repaired but it would be at his cost.
Briefly summarize what the customer is expecting: Customer would like vehicle fixed.
Agent advised the customer that his vehicle is not part of the recall because there was not a factory part installed at the time of the inspection in 2010. Customer did not agree with this information and released the line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ET2	AG[redacted]	***Open Date***	04/29/2014	***Built Date***	12/10/2009	
Model Year	2010	***Body***	DJ7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	02/02/2010	***Mileage***	23,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43720	SOUTH OAK DODGE CHRYSLER JEEP			
Dealer Address	4550-4560 W LINCOLN HWY				
Dealer City	MATTESON	***Dealer State***	IL	***Dealer Zip***	60443

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PLAINFIELD IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	IRF repair
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	declined

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod broke while crossing through an intersection. Customer states he had the vehicle towed to an IRF for the repair. Briefly summarize what the customer is expecting: customer is seeking what can he do now for a reimbursement. Agent advised that he needs to go to the DLR for an inspection to determine if he may still need the recall N49 completed. Agent advised customer that due to his basic warranty expired he would not qualify for a reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C3	6G[redacted]	***Open Date***	04/30/2014	***Built Date***	01/09/2006	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	06/10/2006	***Mileage***	126,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PASCO WA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke last night
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	tie rod broke last night, seeking information

Briefly summarize why the customer is contacting Chrysler: Customer called stating last night he was pulling a trailer. While backing it up the tie rod broke on the vehicle. Customer wants to know what to do now. Agent advised him to bring the vehicle to the dealership for assistance. Customer asked if we would cover towing. Agent advised we cannot. Customer states he understands. Customer states he will contact his insurance company and see if they cover towing. Customer states he will get to the dealership as soon as possible. Agent advised this will all be documented. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: To find out what to do because the tie rod broke last night

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	BG5[redacted]	***Open Date***	04/30/2014	***Built Date***	07/22/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	12/30/2011	***Mileage***	77,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GIBSONTON FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Tie rod broken
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting: Customer contacted Chrysler regarding recall related damage to vehicle after tie rod broke while driving.
Briefly summarize what the customer is expecting: Customer expecting recall information. Customer stated that he was driving the vehicle this morning when the tie rod broke. Customer stated that he contacted the dealership and they had a tie rod part; however they were not able to cover tow. Writer advised customer that he would have to cover initial tow; however he could be reimbursed by faxing receipts. Writer provided customer with fax number, and transferred him to Chrysler Roadside. Please follow up for response.
Writer contacted customer following up on tow reimbursement. Customer stated that Chrysler covered the cost of the vehicle tow after the tie rod incident. Customer stated that he had to replace one of the vehicle tires, as it was damaged by the tie rod. Writer offered to further explore the cost of the tire replacement. Customer stated that the tire cost $315 to replace. Writer asked customer to fax in repair order and proof of payment. Customer stated that he would fax in documents; however due to work, it may not be for a week.
*** When customer phones back, please provide him with fax number, 877-768-5076.
Awaiting documentation
Awaiting documentation
*** Next agent, TL BR379 possibly reimbursing customer for tire replacement. Please notify TL when customer faxes documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	04/30/2014	***Built Date***	03/21/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/06/2006	***Mileage***	120,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59572	B AND B DODGE INCORPORATED			
Dealer Address	125 GRANDVIEW AVENUE				
Dealer City	HONESDALE	***Dealer State***	PA	***Dealer Zip***	18431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALLICOON NY [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod is broken
Recall - L16: LEFT TIE ROD END - Information Request	Tie rod is broken
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Tie rod is broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer is contacting Chrysler because his tie rod broke while he was driving. Customer states that he was getting ready to get onto the highway, and his tie rod broke. Customer was looking for towing assistance.
Agent informed customer that he would have to pay for the tow, and then file for possible reimbursement. Agent provided the customer with the fax number so he can fax in towing receipts. The number provided was 1-877-768-5076.
Agent informed customer that he will need to have his vehicle towed into the DLR, and to confirm that the diagnosis has to do the the N62 or L16 recall on his vehicle. Customer understands.
Reassigned to KM788 for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	04/30/2014	***Built Date***	03/08/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	07/12/2011	***Mileage***	40,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42803	RAMEY CHRYSLER DODGE JEEP			
Dealer Address	27992 GOV. G. C. PEERY HWY.				
Dealer City	NORTH TAZEWELL	***Dealer State***	VA	***Dealer Zip***	24630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	N TAZEWELL VA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer upset tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called and is very upset that his tie rod broke after him waiting 8 months and not being able to have the recall done.
Briefly summarize what the customer is expecting: Customer is very upset that the tie rod broke and thankfully he was in a parking lot and not driving very fast. Customer said thankfully his family was not in the vehicle. Customer just wants to speak to a Manager as he feels we should be more responsible and that he could of or his family could of been killed. Agent did advise the Customer that we understand how upsetting it is not being able to have the recall done and then have the tie rod break. Customer feels something is owed to him and did not want to speak to the Agent just wanted a Supervisor.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: Customer feels that Chrysler owes him something for this loss.
CAIR assigned to: RO188
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer is seeking to speak with a Supervisor.
Agent stated that previous Agent s Supervisor is not able to take Customer s call at this time but they will be receiving a call from this Supervisor.
Customer stated this is very important to them and they will be awaiting Supervisor s call.
****Supervisor*****
RO188 spoke with the customer but the customer was unable to talk at this time. RO188 stated a call will be made again.
****
**********Customer Called Back**********
Customer stated that he was called 05/01/14 at approximately 6:30 p.m. by a Supervisor in regards to the Customers concerns, Customer states that he was unable to speak with Supervisor due to Family Dinnner Time. Customer explained all issues in regards to the events listed above throughout most lines of conversation.

Agent did advise the Customer that the Dealerships are limited in their receipt of the Recall Parts at this time.
Customer was upset that the Dealership wanted to replace the broken tie rod parts with the original tie rods that are now being replaced.
Customer is concerned about everyone that could be or potentially be a vistome of yet another tie rod snapping.
Agent spoke to Service Deptment Manager, in conversation, I spoke with Parts department and parts department said that they were in receipt of two recall replacement part, the parts department.
Agent confirmed and spoke with Sarah from Service Department. Sarah said that she would set the customer up and make an appropriate meeting and schedule the vehicle for completion.
Customer was extremely happy with this outcome. Conferenced Customer and Sarah.
No further questions or concerns at this time.
****Supervisor****
RO188 attempted to contact the customer but received a voicemail. RO188 left a message stating a call will be made again.
****
****Supervisor****
RO188 attempted to contact the customer but received a voicemail. RO188 left a message stating a call will be made again.
****
****Supervisor****
RO188 attempted to contact the customer but received a voicemail. RO188 Left a message stating the it appears the recall has been completed and the case will be closed.
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4 B[redacted]		***Open Date***	05/01/2014	***Built Date***	12/07/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	09/22/2011	***Mileage***	63,877	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	***Dealer State***	LA	***Dealer Zip***	70508

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MORGAN CITY LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Recall part broke while driving
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer states there is a concern with the tie rod end breaking.
Customer is currently waiting on roadside as the vehicle is now not drivable. Customer would like to have the vehicle towed to dealer in home town an hour away. Customer requests to have tow, rental, and punitive damages covered. Customer states that a few more miles customer would have been on the highway and the truck could have rolled or flipped customer could have lost life.
Customer is only requesting to not have to spend more in travel and gas just to get the vehicle as it will be an hour away from home.
Customer seeks to have a rental and tow coverage.
Agent advised that these can not be covered.
Contact dealer 44107 at 337 232 7361 Spoke with Brian advised of customer concern and vehicle will be getting in to dealer shortly. If there is a part that may come in a day or two at this point there is a 3-4 month wait list.
Reassigned sj372

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	05/02/2014	***Built Date***	12/14/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	01/15/2011	***Mileage***	43,029	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	HERMISTON OR[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Tie rod went out on the vehicle, interim replacement done.
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Tie Rod Recall dated January 2014
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Back in January of 2014 I received notice of a recall for my truck to replace both tie rod ends due to issues with them. I went down to Tom €™s Country Dodge in Hermiston, OR to schedule an appointment to get it fixed. I did some light reading on the issue and noticed the demand of the recall exceeded parts availability. I understand that and have waited to get it fixed since then. On April 25th the tie rod end broke backing out of a driveway. I called Tom €™s Country Dodge and they dispatched a tow truck. Upon investigation they confirmed my suspicion that the tie rod indeed was broke. They provided me a rental truck free of charge on April 25th-April 30th. They are waiting on the new parts to fix my truck but in the meantime got me back on the road until it comes in (any day now) I am thankful for their time and attention to this matter and am very pleased with the level of professionalism I have received thus far. I can €™t express enough my gratitude to this dealer. My concern is with Dodge. Within a week of this breaking I had just towed my RV trailer on a family vacation down to San Francisco (2,500 mile trip). If this would have broken on the road, it would have potentially been catastrophic. I bought this truck to tow trailers and now I am questioning the safety of my truck. I bought this truck based on input from people and extensive research. I am really questioning my decision on purchasing this truck. I bought the truck because I had a Ford diesel with a bad 6.0 liter motor. I have had a few minor issues with my truck (since purchasing new) but the warranty addressed them. I really liked my truck until the tie rod broke. I question its safety and reliability.
Please keep in mind I have only 43,000 miles on it.
****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Ram Customer Assistance Center.
I am sorry to learn of the tie rod concern with your 2011 Ram 2500. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.
Please accept my sincere apologies for the issue you have encountered with your Ram. I am glad to hear the Dealership is being so helpful in this situation. I will need more information regarding exactly what you are seeking from Ram at this time.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Bree
Customer Service Representative
Ram Customer Assistance Center
*****END OF CAC EMAIL*****
Customer contacted back in after receiving the email. Customer states that he is very upset with what occurred with the part. Customer states that the dealership was able to an interim repair but they put one of the defect parts back on to the vehicle. Customer states that the dealership has bent over backwards trying to help him, and he is very satisfied with their assistance. Customer is seeking assistance from Ram itself about this. Customer states that he feels unsafe driving the vehicle and is worried.
Agent contacted Tom s Country and spoke with Eric in service. Eric states that they are unsure of when the parts will be in. Eric states that they contacted the local rep and they could not provide more information. Eric states that they were informed because they are a new dealership, they are only able to get one part a week, so they believe that there turn around for the parts might be two to three weeks to get all of the people who are on their waiting list. Eric did confirm that the customer is at the top of their list. Eric is hoping that something could be done to help them as well as the customer.
Agent advised customer that case is being escalated off for further assistance. Agent confirmed customer s best call back number and email. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Tom s Country 45650
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
I am your case manager - Suzie who will be assisting you in resolving your concerns.
My contact information is as follows:
Case number -[redacted]
Callback number - 1-800-763-8422
Extension 66093
Hours of availability - 7a-3:30p MST - Monday-Friday
I will contact you by end of business day Tuesday May 6th 2014 to discuss the concern and see what Ram Customer Care can do to resolve your issue.
Thank you for being part of Ram and allow me the opportunity to meet your expectations.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
Five (5) vehicles - 1-new & 4-used
NO SC
Tech Connect - tie rod end issue - Recall 49 information
CM called dealer 45650 and spoke with SA Eric to verify status of vehicle recall N49 repair. SA stated that the customer has the vehicle, been repaired with the old part but will be replaced with new recall part when available. The recent mileage on the repair was 43,029 and was completed on 04/30/2014.
CONTACT UPDATE - 1st Contact attempt, phone number dialed -[redacted]
CM left message for customer to discuss the concern with the open recall on the vehicle and furnished contact information with another call to be placed on Tuesday May 6th 2014.
2nd call made to contact customer.[redacted]
CM spoke with someone who stated that this was the wrong number.
3rd call made to contact customer. [redacted]
CM spoke with customer to discuss the concern with vehicle recall.
Customer stated that he has lost alot of faith in his vehicle, the

vehicle was taken into the dealer at the first part of January, 2014, and confirmed his expectations. CM offered Component Coverage Plan - Suspstr3 on the vehicle for 3 years unlimited mileage so another review will be completed on Thursday May 8th 2014.
4th call made to contact customer. ([redacted]
CM spoke with customer to discuss the SC that was offered and to explain since the prior SC will not work on diesel vehicles, CAC would like to add different SC. Customer was provided Added Care Plus SC for 7/100 with $100 ded and accepted this SC to be added to the vehicle and verified that CM is currently meeting his expectations. Customer also confirmed that the part will be arriving on Monday May 12th 2014 with repairs to be completed same day so CM confirmed that the follow up can be made on Tuesday May 13th 2014 and customer agreed.
WA7100N Contract created. Contract number is[redacted]
CM called dealer 45650 and spoke with SM Eric to confirm status of repairs. SM stated that the recall N49 was completed yesterday.
Was the customer in a rental? Yes If yes, how many days? 1 day of rental (CAC - RA)
Did the customer have a co-pay? $0.00 If yes, how much?
What is the RO #? [redacted]
Does the SM have the CAIR #? Sent it over If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Rental Assistance under Warranty Bulletin D-11-53 at $20.00 per day.
Rental day was 05/12/2014.
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
5th call made to contact customer. ([redacted]
CM left message for customer to confirm the vehicle is operating properly and repair was completed satisfactorily, no need to contact CM back if all is working well and the case will be closed on Friday, May 16th 2014. Customer was advised to contact dealer directly if he has any other issues arise.
REASSIGNED TO BC/DLR 70 45650 05/13/14 16:22 O[redacted]
CM called dealer 45650 and spoke with SA Victor to verify the customer has picked up the vehicle. SA stated the vehicle has been picked up and the out mileage was listed at 43,227. CM advised that the case will be closed today.
CLOSED LOOP UPDATE - no need for additional follow-up.
Status update provided via email to the following email address:
[redacted]
Good Day -
This is Suzie your Case Manager from Dodge Ram Customer Care.
I have reviewed and found that your repairs have been completed. At this time, the case will be closed but if you experience any other issues, please contact your local dealer.
Please be aware you may receive the opportunity to complete a survey on your interaction with me your Case Manager.
Thank you for being part of Dodge Ram.
Suzie
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL5	BG5[redacted]	***Open Date***	05/01/2014	***Built Date***	01/27/2011
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
In Service Dt	04/06/2011	***Mileage***	151,119	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45364	LEE'S SUMMIT CHRYSLER JEEP DODGE			
Dealer Address	1051 SE OLDHAM PKWY				
Dealer City	LEES SUMMIT	***Dealer State***	MO	***Dealer Zip***	64081

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PLEASANT HILL MO 6[redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Defective - Default	Tie Rod End broke needed tow

dealer 45364 contacted AM regarding tie rod end failure. Part is open recall. Customer had vehicle towed to dealership for repairs. Customer is inquiring on reimbursement for tow. Total tow bill $278.30. AM approved and will direct check to customer. sfw2
POSTMARK DATE: 070914; DATE RECEIVED: 070914

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	05/02/2014	***Built Date***	12/11/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/22/2009	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42685	STEVE WHITE MOTORS INC			
Dealer Address	3470 US HIGHWAY 70 EAST				
Dealer City	HICKORY	***Dealer State***	NC	***Dealer Zip***	28602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	NEWTON NC [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	TIE ROD BROKE

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the tie rod broke on his vehicle.
Briefly summarize what the customer is expecting: Customer is hoping to get the tie rod repaired.
Agent provided towing reimbursement to customer/dealership but customer did not want to pay out of pocket.
Agent was checking for ways to get the vehicle from his plant to the dealership for repair but could not see an option without customer to pay. Customer did not fall into Dealer Goodwill parameters and customer is not original owner.
Customer is going to try through his insurance.
Agent spoke with TL JE799 who advised that CM could not get the restricted part there either.
Restricted part - reassign to KB805

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL8	BG[redacted]	***Open Date***	05/02/2014	***Built Date***	04/19/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	06/28/2011	***Mileage***	61,155	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELEN NM [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	The customer is seeking a resolution for tthe broken tie rod N49
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	The customer states the left tie rod has broken
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Vehicle is in for repairs for related recall N49.

Briefly summarize why the customer is contacting Chrysler: The customer states he is in New Mexico and his left tie rod end has broke. The customer states his vehicle has been at the Lithia Dodge dealership in Las Cruces in New Mexico for over a week because they can not get the recall part in to fix his vehicle. The customer was advised to
Briefly summarize what the customer is expecting: The customer is looking for Chrysler to provide the recall N49 part to repair the vehicle. The writer contacted the Jack Key Motor Company 1840 N Main St Las Cruces, NM 88001 (575) 524-7741 as this was the only dealership coming up and was not able to reach any one at the dealership. The writer tried the number listed under dealer website (888) 560-9675 and spoke to a SA Justin who confirmed the vin is not in his system and he did confirm there is another Lithia Chrysler and the SA Justin provided the writer with the contact number to that dealership 575-556-2400. The writer contacted the Lithia Dodge dealership and spoke to SA Chuck states the vehicle is waiting on the N49 recall part and his parts department has submitted. SA Chuck states he does not have an ETA and they keep adding into the system but have no information on the part. SA Chuck states the the customer came in on 04/25/2014 and the mileage on the vehicle is 61, 151.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? LITHIA DODGE OF LAS CRUCES 70- 45567
Reassigned to 88F
Please refer to cair number [redacted]
Writer contacted LITHIA DODGE OF LAS CRUCES 70- 45567 and spoke with SA Chuck.
SA Chuck stated part information for order is as follows: The recall part is on back order
Part #: N49 recall
Part Description: Left tie rod
Order #: No
ETA: No

Is customer in rental? No
If yes, who authorized rental? No
Is the vehicle off road? No
Order type: Choose OneÙ (Daily/Special Handling/VOR)
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to Choose oneÙ (96W (Parts Only)) or (88F) for handling.
**********96W PARTS UPDATE **********
PLEASE PROVIDE PART AND ORDER NUMBER FOR CAIR TO BE WORKED PROPERLY
**********END OF UPDATE **********
The writer contacted the dealership and spoke to PM Donna. PM Donna states they have just released some of the N49 parts to her dealership she is getting about 8 of them in. PM Donna states four of the N49 parts are sold and that would leave her with four left. PM Donna confirmed one of the parts is for the customers vehicle. SA Donna states they will arrive later today so the repair will probably take place on the customers vehicle tomorrow. The writer tried to contact the customer back to provide him with an update but was not able to reach him at the number listed on his file.
* * * * * CASE MANAGER TEAM - District O * * * * * *
50000 vehicle miles
2011 Dodge Ram Original Owner
GAPN plan active
Originals 1
336 basic wty expired by 14000 miles
60 months or 100,000 miles powertrain wty valid
60 months or 100,000 miles diesel engine wty - valid
****
Writer called dlr 45567, left a message for SM to contact CAC on the status of vehicle repairs.
Writer called dlr 45567, Matt (parts) transferred to Chuck (SM) states vehicle is still at dlr and repairs should be completed by end of day, vehicle was towed into dlr on 04/25/2014 and the front end left tie rod broken which is related to recall N49 and covered under recall warranty, no rental provided due to customer did not need. Dlr SM confirmed 61151 vehicle miles.
Was the customer in a rental? No
Did the customer have a co-pay? No
What is the RO #60479
Does the SM have the CAIR [redacted] Yes
Review and Confirm the DM Notes with the SM while on the phone. Yes
Does the SM have everything needed from Customer Care to process the claim? Yes
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted], spoke with Justin Orr and informed that dlr is currently working on repairs and should be completed at end of day. Customer states did not have any questions or expectations but good to hear vehicle is being repaired, did not have an email and could not write CM contact information at this point. Writer informed customer that will call tomorrow to check if customer has any questions and to make sure all repairs are satisfactory.
Writer called dlr 45567, spoke with Chuck (SM) states vehicle is repaired that was related to the recall N49 and waiting for customer to pick up vehicle today, also add 4 miles to last mileage for the dlr test drive.
Writer called dlr 45567, spoke with Ashton (SA) states customer picked up vehicle today.
Writer called customer at [redacted] left a message for Justin Orr that dlr confirmed repairs completed and customer picked up vehicle, CAC will leave case open until Monday for questions, if none from customer and satisfied, then case will be closed on Monday, 05/12/2014.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D5	7G[redacted]	***Open Date***	05/03/2014	***Built Date***	10/06/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	03/14/2007	***Mileage***	61,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60148	DON-A-VEE CHRYSLER JEEP			
Dealer Address	777 WEST ORANGETHORPE AVE.				
Dealer City	PLACENTIA	***Dealer State***	CA	***Dealer Zip***	92870

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BREA CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods broke
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that his tie rod broke in front of his house and wanted to know what he should do.
Briefly summarize what the customer is expecting: Customer is expecting to know what to do with his tie rods that just broke off.
Agent advised customer that he has 2 recalls on his vehicle for the tie rods and advised customer that he would have to take it to the dealer on Monday and see if they can fix it but agent advised customer that these parts only come in one every 14 days but hopefully, they would be able to help him. Agent suggested that if he needed anymore help to call us back.
sent for survey bypass for needing to take in to dealer for repair
Customer calling in due to the fact that their vehicle broke down due to the recall and they would like to receive a rental until the part to complete the repair is received. Agent advised customer that Chrysler cannot cover any consequential expenses. Customer was upset.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	5G7[redacted]	***Open Date***	05/05/2014	***Built Date***	09/25/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/23/2005	***Mileage***	220,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41626	CHARLIE'S DODGE INC			
Dealer Address	725 ILLINOIS AVENUE				
Dealer City	MAUMEE	***Dealer State***	OH	***Dealer Zip***	43537

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOLLAND OH [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	customer broke down last night because of recall

Briefly summarize why the customer is contacting Chrysler: Customer called because her tie rods broke on her vehicle and she spoke to the dealership and they told her to call Chrysler. Customer stated that the dealership told her to call Chrysler because they don t have parts. Customer stated that she had the vehicle towed to the dealership. Agent pulled up information from AC 24057 and advised the customer that the parts are being shipped to the dealerships for the recall but agent could call around and see if she could get a shorter waiting list for the parts. Agent called Yark and had to leave a message to find out if they had parts. Agent then called Charlie s Dodge and spoke with the service manager and she stated that the customer would be number 5 on the list and they would attempt to force the parts thru because the customer s vehicle is broken down and they would try to get the parts sooner to get her on the road. Agent advised the customer that she could transfer her over to the dealership to discuss getting the parts but the customer stated that she would call on her own.
Briefly summarize what the customer is expecting: to find out about getting her vehicle repaired for the N62 recall parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLXBG[redacted]		***Open Date***	05/05/2014	***Built Date***	04/18/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/08/2011	***Mileage***	5,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23504	VASKO DODGE			
Dealer Address	3644 WASHINGTON RD				
Dealer City	MCMURRAY	***Dealer State***	PA	***Dealer Zip***	15317

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	14[redacted]	***Home Phone***	[redacted]
	CANONSBURG PA 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -

Briefly summarize why the customer is contacting Chrysler:Customer states she is unable to use her vehicle because of the fractured tie rod end. Customer states she spent $700 on towing and would like to be reimbursed. Customer states that waiting this long for recall parts is unacceptable. Customer states she is down on the waiting list because she lives in the country and did not get in touch with the dealer immediately after receiving the recall notice. Customer states she has a dually and would like to know if it would take longer for them to get the equipment available as well.
Briefly summarize what the customer is expecting: Customer seeking cost assistance, towing. Seeking recall to be completed.
Agent called dealer, 23504, and left a message for PA Tony. Agent advised at this time we are waiting for a dealer update. We are unable to expedite the parts as they are on restriction.
Agent would like to know :
Where customer is on the waiting list.
Are VOR s taking high priority.
When can the customers vehicle be fixed.
Will her dually vehicle cause an extra delay?
Pa Tony called back in customer is under 15 on the waiting list. VOR is not applicable as parts are auto generated upon completion. Customer will be contacted before part becomes available. Having a dually has no effect either way.
Please contact customer
Agent called and advised customer of lines 20-23.
Customer was frustrated but understood and thanked agent for reaching out to her.
Customer stated that she would like it documented that she was on the waiting list because the dealership has been sold and will be changed over on the 15th. Agent offered to call the new dealer but customer declined. Agent advised that everything will be documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46A6	7G[redacted]	***Open Date***	05/05/2014	***Built Date***	10/30/2006	
Model Year	2007	***Body***	DC3L63	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	02/28/2007	***Mileage***	374,575	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	43173	DODGE COUNTRY, LTD.			
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY				
Dealer City	KILLEEN	***Dealer State***	TX	***Dealer Zip***	76542

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	KILLEEN TX[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Customer stated she had the recall done and it broke again
Corporate - Survey By-Pass - No Documentation - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer contacting in regards to her left tie rod end braking again after she has had the recall complete. Customer states it broke again and had it fixed at an IRF because it need to be back on the road.
Briefly summarize what the customer is expecting: Customer expecting reimbursement for the recall part she had replaced again.
Agent advised customer he will be sending the case up for possible reimbursement. Agent contacted dealership 43173 and spoke to SA Madison. Agent asked SA if she could put the customer on the list for the N62 recall. SA stated she is on the list and will contact customer when her name comes up. Agent advised customer of the information that was provided to him.
Waiting for documentation.

N62 - Safety Recall - Left Outer Tie Rod Assembly / Dodge RAM
Answer ID 24057
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
MOPAR UPGRADE PARTS AS FOLLOWS:
-52122362AG
-52122362AJ
The steering linkage assembly must be inspected and replaced if required.

Writer will continue to monitor the case for the requested documents.
OUTBOUND CALL TO CUSTOMER: [redacted] Customer states that she is not in the office right now. Contact back in the morning.
OUTBOUND CALL TO CUSTOMER: [redacted] Writer requested to speak with Tracey Williams. Customer states that documentation was submitted by fax. Writer advised that no documentation was received. Writer requested that customer submit documentation again to fax number 877-768-5076.
Waiting on documentation.

ATTEN: JK671 Please add survey bypass as per disposition code #5-waiting on documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	7G[redacted]	***Open Date***	05/05/2014	***Built Date***	12/04/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	01/29/2007	***Mileage***	190,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
Dealer Address	1302 2ND AVENUE SW				
Dealer City	CULLMAN	***Dealer State***	AL	***Dealer Zip***	35056

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CULLMAN AL [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default	Right Tie Rod End Broken

SM (59150) reported that the subject vehicle was towed to the dealership with a broken right side tie rod end. Inspections revealed that the stud fell out of the socket and did not shear like the recalled covered part. AM instructed SM to contact the customer and explain that the part is not covered by a linkage or tie rod recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A8	7G[redacted]	***Open Date***	05/05/2014	***Built Date***	06/15/2007	
Model Year	2007	***Body***	DH7L41	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	09/25/2007	***Mileage***	66,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45249	DAVID DODGE, LLC			
Dealer Address	1801 ROUTE 202				
Dealer City	GLEN MILLS	***Dealer State***	PA	***Dealer Zip***	19342

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KENNETT SQUARE PA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod broken
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Tie rod broke on vehicle

Customer is contacting Chrysler because he had the N62 recall completed on his vehicle, then his tie rod broke. Customer brought the vehicle back to DAVID DODGE CHRYSLER JEEP but the DLR deemed that the right tie rod broke on the vehicle, which is not part of the recall. Agent contacted the DLR at 610-358-5300 and confirmed with SA Chris that the vehicles right tie rod did break, and confirmed that it is not part of the recall, so there will be no cost assistance on repairs. Agent advised customer of this information. The customer became irate and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26A5	7G[redacted]	***Open Date***	05/06/2014	***Built Date***	04/11/2007	
Model Year	2007	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	07/09/2007	***Mileage***	40,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44334	SOUTH CHICAGO DODGE CHRYSLER		JEEP INC	
Dealer Address	7340 S WESTERN AVE				
Dealer City	CHICAGO	***Dealer State***	IL	***Dealer Zip***	60636

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HEBRON IN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer stated he received his recall notice but had not had a chance to bring vehicle to dlr yet.
customer stated his tie rod has now broken.
customer wants to know if the repair will still be covered under recall.
Agent advised customer that dlr will need to inspect the parts on vehicle, to ensure these were the parts that are being recalled, if so then the dlr may still complete recall repair on the recalled parts, but if their is any other damage to additional parts due to the tie rod breaking, those would not be covered.
customer understood.
Briefly summarize what the customer is expecting:
customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A8	8G[redacted]	***Open Date***	05/06/2014	***Built Date***	07/10/2007	
Model Year	2008	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	07/15/2009	***Mileage***	17,328	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC.			
Dealer Address	2405 S TELEGRAPH RD				
Dealer City	BLOOMFIELD HILLS	***Dealer State***	MI	***Dealer Zip***	48302

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DETROIT MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	N62 but other problems are happening to the customer that are not due to
Corporate - Dealer Information - Default - Default - Default	SA Jody called in seeking customers phone number

Briefly summarize why the customer is contacting Chrysler:SA Jody (dealer code 09880) called in seeking customer s phone number.
Briefly summarize what the customer is expecting:SA Jody states he needs the customers phone number to contact him.
SA Jody stated the customer had the vehicle towed to the dealership on Saturday but unfortunately this dealership does not work on diesels so they want to contact the customer so he can have his vehicle towed to another dealership.
Agent gave SA Jody customers phone number.
Customer contacting to get towing information and reimbursement information. Agent provided the towing number and reimbursement information to the customer so he can try to get the vehicle towed to a different dealership.
Briefly summarize why the customer is contacting Chrysler:Customer contacted Ram because his tie rod broke and he needs the recall completed. Customer states that it is the right side that popped out and he has been receiving conflicting information about what will be covered under the recall. Customer states one dealership told him that both the left and right sides are covered under the recall while another is telling him it is only the left side. Writer informed customer that as far as she is aware that it is only the left side that is covered.
Customer states he has had many problems with the vehicle. Customer states that his fuel injectors have been replaced because the EGR keeps getting clogged, but this is not the current issue that he is dealing with. Customer had his vehicle towed to Bill Snethkamp last week when the tie rod broke but they contacted him back to have it towed to another dealership due to the fact that they don t have the hoist to lift it up.
Customer had it towed home because he is unable to get the part for the recall right away and does not want it sitting at another dealership.
Writer contacted GOLLING CHRYSLER DODGE JEEP RAM, 67243 and spoke to both the parts and service department who require an inspection before they can try and get the part in. Customer states he does not want it towed to that dealership unless he can have the part. Customer states he will just

go and get the part for the right side at Bill Snethkamp and put on himself and then send in his information for reimbursement. Writer did provide customer with the address of where he can send his letter too. Writer also contacted Bill Snethkamp to see if they did look at the customer vehicle while it was there. Customer was not sure.
Briefly summarize what the customer is expecting:Customer is seeking assistance with trying to get the tie rod fixed on his vehicle.
**********Next agent, if SA Jody from Bill Snethkamp returns the call, please ask if when the customer s vehicle was there, if they looked at the front end. If they did please ask if it was the right side that the tie rod had broke.
CONTACT UPDATE: Customer recontacted offices. States their vehicle is still immobile. No local Dealers can locate the tie rod to repair vehicle. Customer states they have found a pre-recalled part at a Dealer located half across the country. Customer is seeking assistance ordering this part, having it shipped, and installed on his vehicle free of charge.
Agent contacted Dealer 67243 where recall part is currently on order. Agent spoke with Sherry-SA. Agent explained nature of situation, that Customer s vehicle was now VOR and inquired if anything could be done to put an urgent review for recalled parts. SA reviewed issue with SM and Tech, stated they have one part at Dealer they will give to Customer. Stated the earliest they could accommodate Customer is 05/28. Agent inquired with Customer if this was agreeable, Customer was very appreciative of offer. Agent warm transferred Customer to SA-Sherry to schedule appointment.
customer called back stating that he could not get his part now until july 28th
agent placed customer on hold to seek parts for customer when agent returned customer was unresposive
agent advised customer he could no longer hear him and to contact chrysler back for further assistace
Customer seeking last agent. Agent apologized but we do not have direct extensions. Customer seeking part. Agent contacted dealer and spoke to PA Tim who states the customer was waiting on the recall part but now he is ordering the regular parts (52122362AL, 68039930AA). PA states the order has not been placed yet so there is no order number; customer had just come in today. PA states one part is the pitman rod and the other is the tie rod and the tie rod will be on back order but the pitman rod could possibly come tomorrow. Agent apologized to customer but agent could not expedite the part without the order being placed. Agent explained that they would need to contact us once the order has been placed and we could possibly expedite the part at that point but not at this time since the order has not been placed by the dealership yet. Customer understood.
Customer called back in stating he is going back and forth with the dealer. Customer states the truck has a recall for the tie rod. Customer states the vehicle is down and the case was suppose to expedited. Customer states the dealer advised him the he has to pay for the parts. Customer states he shouldn t have to pay for the parts. Customer states they have to replace the pitman rod and all tie rods. Customer states the dealer is suppose to be ordering the parts.
Agent contacted dealer spoke with Sherry. Sherry states they ordered the Pitman arm and another part AL steering. Sherry transferred agent to John. John stated the customer doesn t have the steering part that has been recalled. John states the part being recalled is the part that has ubolts on the steering damper. John states the customer doesn t have the recall part. John states they inspected the vehicle and found the recall doesn t need to be completed. John states they are ordering parts for the customer. John states they don t submit the order until 430. John states he has explained this to the customer.
When agent went to go back to customer the call was disconnected.
Briefly summarize why the customer is contacting Chrysler: customer called wanting to get some help with his vehicle on the issue that he has already called in for about the recall but it dose not apply to his vehicle.
Briefly summarize what the customer is expecting: customer is calling because she he would like to get some help with his vehicle.
Agent advised: that agent called the dlr and spoke with S/A john and asked him to have his S/M call us back because agent would like to to see if he willing to help the customer with the cost of the repairs under dlr

good will D-12-27.
NEXT AGENT. please document what the S/M has stated about dlr good will for the customer.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By-Pass: Dealer Call
Briefly summarize why the customer is contacting Chrysler: Jeff the SM states that the vehicle was towed in and there is nothing broken just disassembled. SM states that the vehicle does not qualify for the recall. SM states that pitman arm and steering linkage are missing parts and have to be ordered and the steering linkage is due to come in on 06/10/2014. SM states that there are conflicting stories on this vehicle and with missing parts and being a 2008 vehicle it does not qualify for the D-12-27 goodwill SM states this is the dealer s code 67243.
Briefly summarize what the customer is expecting: SM expects to have this noted on the case.
Agent advised that it will be noted for the SM.
SM states that the vehicle was inspected for the N62 recall and this vehicle does not qualify for the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A7	7G[redacted]	***Open Date***	05/06/2014	***Built Date***	06/14/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/28/2007	***Mileage***	91,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68461	HENKEL CHRYSLER JEEP INC			
Dealer Address	1275 W DICKMAN ROAD				
Dealer City	BATTLE CREEK	***Dealer State***	MI	***Dealer Zip***	49015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BELLEVUE MI[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Recall part defective

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that the tie rods have snapped and now her vehicle is at DLR 68461 but she is unable to have the vehicle fixed until the 16 other people in front of her have their vehicles repaired. Agent contacted Henkel to confirm. Agent contacted Cole Chrysler dodge jeep ram but the waiting list was 8 or 9 as well. Agent found in SC that the customer does have rental allowance. Agent contacted Henkel and advised SM Greg to contact enterprise and have the customer in a rental. Greg confirmed he would.
Briefly summarize what the customer is expecting: To have her vehicle fixed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D0	5G[redacted]	***Open Date***	05/06/2014	***Built Date***	01/31/2005	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	02/28/2005	***Mileage***	201,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	49930	VAN DYKE DODGE INC/PH & H			
Dealer Address	P O BOX 2174				
Dealer City	BALTIMORE	***Dealer State***	MD	***Dealer Zip***	21203

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]5	***Home Phone***	[redacted]
	EDMOND WV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Advised of recall/seeking possible reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating that he heard about recall in regards to tie rod and wanted to know if he had this recall because his tie rod broke and he replaced the tie rods/pitman arms, etc. Customer seeking possible reimbursement. Agent found that previous owner did not have H46 recall completed at all, and N62 is in relation to recall H46. Agent advised that since recall H46 was not performed and therefore no replacement parts that we are recalling are on the vehicle, we would not be able to consider reimbursement. Customer understood.
Briefly summarize what the customer is expecting: Find out more information about recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28AX	8G[redacted]	***Open Date***	05/07/2014	***Built Date***	06/05/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/08/2008	***Mileage***	67,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41582	CROWN DODGE-CHRYSLER INC			
Dealer Address	2707 SHORTCUT ROAD				
Dealer City	PASCAGOULA	***Dealer State***	MS	***Dealer Zip***	39567

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	IRVINGTON AL[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer added a number and an email address.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that his tie rods broke.
Recall - N49: LEFT TIE ROD -	Customer would like to complete the recall on the vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer states that he purchased his vehicle used. Customer states that when he purchased the vehicle, he was told by the salesperson that the recall was completed for the N49. Customer states that when he was driving and hooked a trailer, he hit a bump and the tie rods broke. Customer states that he lost control of the vehicle and found out that the factory tie rods are still on the vehicle. Customer states that they went to the DLR to see if he can have it repaired. Customer states that the service advisor told him it could take a couple of weeks and customer was fine with that. Customer states that he followed up with the DLR and was told that he will be waiting for a couple of months. Customer is upset that he has to wait so long and that the DLR lied to help and told him that the recall was completed. Agent advised the customer that the parts are on restriction to ensure that our DLR s can order their fair share.
-
Agent called 44952 and spoke to SA George; he states that the customer is 49th on the list. Agent asked to speak to the sales manager but he was not in yet.
-
Agent advised this to the customer and advised the customer that we have documented his concerns; we review things internally. Agent advised the customer that we will contact the SM later. Agent advised the customer that since we are dealing with this internally we will not follow up with him; customer understands. Agent advised the customer that we can contact another DLR to see if he can be placed on a shorter list; customer agreed.
-
Agent called 41582 and spoke to PA Mike; he states that the customer would be 4th on the list.
-
Agent advised this to the customer and provided customer with the DLR information.

-
Briefly summarize what the customer is expecting: Customer would like to complete the recall on the vehicle.
-
Reason for Dealer Contact: Need to contact Sales Manager to see why the vehicle was sold without the recall being completed. Customer states that he was lied to.
Dealer Code: 41582
Dealer Personnel Required: Sales Manager
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: End of shift.
Assigned to 86T
-
Outbound call to 1-228-769-1660 CROWN DODGE-CHRYSLER INC #41582 and writer asked to speak to Sales Manager. Writer was transferred to a voicemail and left a message for a return call.
-
Outbound call to 1-228-769-1660 CROWN DODGE-CHRYSLER INC #41582 and writer asked to speak to Sales Manager. Writer spoke to Ron Sales Manager, and he advised writer, that they have no record of this vehicle being at the dealership.
-
Outbound call to 1-[redacted] and writer was unable to reach the customer. Writer needed to get some additional information in order to further assist the customer.
-
Briefly summarize why the customer is contacting Chrysler: Customer states that he had a missed call from this number.
Briefly summarize what the customer is expecting: Customer expects to speak to the agent that just called the customer.
Agent advised of the notes and that there was nothing noted in the file for the call to the customer.
Outbound call to 1-ROUNDTREE CHRYSLER DODGE JEEP RAM 1-251-478-5252 and writer spoke to Cashier-[redacted]e and she advised writer that the last time that the vehicle was at the dealership was on 02/03/2014 and it was at the body shop. Writer then asked to be transferred to Parts Department.
*
Writer spoke to Parts Advisor George, and he advised writer that they currently have 9 in stock and once these recalls are completed, they will get 9 more in.
Parts Advisor George advised writer that the customer is on the list and the customer is 52nd in line to receive the part.
-
Parts Advisor George advised writer that he is not aware of this customer having any problems with his vehicle, as this has not been brought to his attention.
-
Customer was advised that their concern is being forwarded for review.
Confirmed customer s contact information.
Preferred method of contact:Phone
Preferred contact number: 2[redacted]
Servicing Dealer:CROWN DODGE-CHRYSLER INC #41582
Assigned CAIR to: 86L
-
**** Dealer Notification Sent ****
Assigned to JC2175 - Returned case for next step.
-
Customer states that he thought that he was suppose to be 4th on the list to receive the part.
Customer states that he has been waiting 2 weeks and he still has not moved up on the list.
Customer states that he is ready to trade in the vehicle if he can t get the recall completed soon.
-
Outbound call to 1-[redacted] and writer spoke to parts department and he advised writer that he is unable to look up the information that the writer is requesting. Writer was transferred to service and no one came

to the line.
Writer advised customer that she would contact the dealership and contact him back.
-
Customer calling stating that he was to recieve a call back from the agent KC509 who also documented that she would be contacting the customer today, customer is very upset and states that the dlr lied to him, agent advised the customer that the customer would have to work with the dlr due to it being a sales dispute. Customer requested that a supervisor call him ASAP due to he is tired of being on a list and being advised that he will receive a call back. Agent advised that the agent will have the agents supervisor emailed about the situation.
Please disregard lines 107-114 agent made mistake with notes, Customer called due to being upset that he was advised that he would be receiving a call back from previous agent, customer is seeking resolution to the issue with the parts. Dlr was closed when customer called so the agent could not contact dlr, customer requested that there be a supervisor call the customer due to he feels that the dlr and customer care keeps giving the customer the run around, agent advised that the agent will document the concern
-
Outbound call to 1-228-769-1660 CROWN DODGE-CHRYSLER INC #41582 and writer spoke to Parts Advisor Kenny
and he advised writer that he would transfer writer to the SM for further assistance.
*
Writer spoke to SM Mike, and he advised writer that the customer is 4th on the list to receive the part and it should be 3-4 weeks before he could receive the part.
Writer asked if he could possibly be moved up on the list, and writer was advised by the SM that he could not do that.
Writer thanked SM Mike for his time.
-
Outbound call to [redacted] and writer left a message for the customer to advise him that he is 4th on the list and it should be 3-4 weekswhere he is on the list at CROWN DODGE-CHRYSLER INC #41582.
-
Outbound call to ROUNDTREE CHRYSLER DODGE JEEP RAM 1-251-478-5252 and writer spoke to Parts Advisor Kevin, and advised him of the issue that the customer has been having. Parts Advisor Kevin was advised that the customer had wanted to deal with their dealership first, however, since he was provided the wrong information, he ended up going to another dealership.
Parts Advisor Kevin advised writer that he would be able to get the customer into the dealerhsip next week and he would have SA Steve Lowe contact the customer at [redacted] to schedule an appointment.
Writer advised Parts Advisor Kevin that she would add an oil change to the customer on behalf of the dealership.
Kevin thanked writer.
-
Outbound call to [redacted] and writer spoke to customer and advised him that he will be receiving a call from SA Steve Lowe to schedule an appointment next week.
Writer advised that because of the problems that he has had and the misinformation, she will be adding an Oil
Change SC to the file.
Customer thanked writer.
Writer advised customer that she would follow up with him next week to make sure that the repairs were completed.
06/05/2014.
-
-
Writer has submitted request for an oil change service contract goodwill.
Writer is suggesting ECUS23N as a goodwill gesture per customer satisfaction.
Date of Repair:05/29/2014
In-Service Date: 11/08/2008
Original Owner: No
Mileage: 67000 Miles
Loyalty: 1 Used

*
Customer just purchased vehicle and is currently looking to purchase another new vehicle.
Customer was misinformed about when he was due to receive recall.
Customer was not going to purchase a new vehicle with Chrysler before, but now he will,
because he is very happy that writer and the dealership has taken care of him.
-
2yrs - 3 oil changes (Synthetic)
-
$65.00 Cap....customer may have to pay for some of the oil change depending on the price at the dealership.
-
waiting for MVP
-
Outbound call to [redacted] writer advised customer that the oil change service contract has been added to the account.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	05/07/2014	***Built Date***	10/18/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/27/2010	***Mileage***	40,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44700	MODERN MOTORS DODGE			
Dealer Address	59 WATERBURY RD				
Dealer City	THOMASTON	***Dealer State***	CT	***Dealer Zip***	06787

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANDOVER CT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer is seeking further information on the recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that her customer has had a safety recall on the left tie rod and the customer has been waiting for the part for months, since December, and every place the customer goes states Chrysler has been slow moving. Customer states it s a dangerous situation, customer states the fracture and the part could cause a crash without warranty. Customer states that she wants to speak to someone higher up in corporate to know why the parts are taking so long. Agent advised the customer that she has another incomplete recall on her vehicle, the Left tie rod end, following by the left tie rod, agent also advised the customer that Dealers have started receiving limited quantities of parts, agent asked the customer if she was on a waiting list, customer states that she is the 30th on the list, agent stated that at the point since the dealership is receiving parts, that there isn t much that Chrysler can do at this point. Customer states that she wants to speak to the supervisor because she is upset that the parts are only coming in one at a time, customer states that she wants to go to another dealership, agent stated that she can go to any CDJM dealership of her choice, customer states that she already knows that. Agent stated that it will be a 1-2 business day contact with the supervisor. Customer understood no further assistance.
Briefly summarize what the customer is expecting: customer is expecting further information as to why the dealership is only recieving so many parts per week.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening [redacted]
Reason for request: Customer wants to speak to s supervisor because she is upset about the dealership only getting 1 part for the recall N49
CAIR assigned to: (SW722)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Callback 860-498-1050

SW722 attempted to contact customer but had to leave a voicemial stating another callback will take place 05-09-14
****
***Supervisor Callback [redacted]**
SW722 attempted to contact customer but had to leave a voicemial stating another callback will take place 05-10-14
****
Supervisor Callback[redacted]
SW722 attempted to contact customer but had to leave a voicemial stating due to lack of contact the case will be closed.
****
Customer contacted chrysler stating that she had a voicemail from Steve regarding a case, agent transferred the customer over to steve for further assistance.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Response
Supervisor
SW722 spoke with customer and agreed to contact other DLR s in her area to see if they could have the N62 repaired sooner. Capitol Garage (860) 423-4516 or Bolles Motors (860) 875-2595
****
Agent called parts department at Capitol garage 806 423 4516 but they were closed for the evening.
Agent called dealer Bolles Motors but they too were closed for the night.
Agent will contact dealership first thing in the morning.
Customer was placed as 11th on line for repair at Capitol Garage. SM Ed from parts will contact customer as soon as part is available.
Supervisor
SW722 attempted to advise customer that we have had them added to the recall list at 08767 CAPITOL GARAGE in Willimantic CT. They have her as #11 on the list and will contact her when the parts become available.
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	AG[redacted]	***Open Date***	05/07/2014	***Built Date***	06/04/2010	
Model Year	2010	***Body***	D28L91	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	08/19/2010	***Mileage***	18,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44259	DOVER DODGE CHRYSLER JEEP, INC.			
Dealer Address	396 ROUTE 46				
Dealer City	ROCKAWAY	***Dealer State***	NJ	***Dealer Zip***	07866

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLUMBIA NJ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Information on N49

Customer is contacting Chrysler because she would like parts expedited for the N429 recall. Agent advised customer that due to the circumstances of the recall, we are unable to expedite the parts. Customer asked who would be liable if the left tie rod broke while she was driving. Agent advised customer that since she has received the recall notification letter from Chrysler, then it is up to the customer discretion on if she wants to drive the vehicle or not. Agent contacted DOVER DODGE CHRYSLER JEEP, INC to see where the customer is on the list. Agent spoke to SA Tom who informed the agent that the customer is 23 on the waiting list.
Agent provided the customer with this information. Customer states that she is going to go on a road trip by herself with this vehicle and she would like to have the recall completed before she goes. Agent advised customer that she will just have to wait on the list at the DLR. Customer requested a supervisor call back. Agent advised customer that the agent has the same authority as the supervisor, and the supervisor will stand behind the agents answer. Customer was still persistent on a supervisor call back.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: Discus N49
CAIR assigned to: KM788
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*****Supervisor****called the customer to let them know to continue to work with the dealership. Dealership is able to order as they complete a repair.
Reassigned to BJ637 to close

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	AG1[redacted]	***Open Date***	05/07/2014	***Built Date***	11/16/2009	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	10/30/2010	***Mileage***	50,946	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44413	FAMILY DODGE INC			
Dealer Address	6735-39 ESSINGTON AVENUE				
Dealer City	PHILADELPHIA	***Dealer State***	PA	***Dealer Zip***	19153

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHILADELPHIA PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Tie rod broke
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling from the side of the road, his tie rod broke. Customer is upset that it has taken so long to get parts into the dealerships. Customer states he lost control of the vehicle but he is fine, customer asking why the dealer has no parts. Customer states he is waiting for a tow truck and the dealership said they can say the issue is the tie rod over the phone they need to look at it first. Agent tried to call the dealership but only got voice mail. Agent explained to the customer that I couldn t speak with anyone in service and once they have looked at his vehicle he can call us back.
Briefly summarize what the customer is expecting: Disappointed with recall not being completed
Customer wants to know what Chrysler is going to do, he has been waiting for this part and it has not been available. Customer states he needs a vehicle to drive.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]9
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Dealer/)
Has the vehicle been diagnosed by a CDJ dealer? (No) Agent spoke with SA Eric who stated the vehicle was not diagnosed yet, but stated that the parts for the N49 are on restriction
If a CDJ dealer has diagnosed, what is the dealer name or code? FAMILY CHRYSLER DODGE JEEP RAM #44413
Reassigned to 88F
* * * * * * * * * Case Management - District Q * * * * * * * * *
OOW NO
MVP NONE
Ownership history:
4 NEW, 2 USED
Status update provided via email to the following email address:
[redacted]:

Case #[redacted]
VIN: 3D7TT2CT4AG[redacted]
Vehicle Description: 2010 DODGE RAM SLT 4X4 2500 CREW CAB 4X4
Hello, my name is Mickey and I have been assigned as your case manager. This email is confirmation that your case, [redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 8:00AM 4:30PM (Eastern Time). My contact information is 800.763.8422 EXT 66131. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).
Note: This is a system generated message. Please do not reply.
End of Status Update
Writer contacted SA Eric he stats that the parts are not available at this time they are on restriction
Writer will call PA on Monday to see what can be done
Customer calls to speak with their Case Manager.
Transferred the customer to MC1599 at ext 66131.
Customer contacted writer I let him know that I had not been able to speak with the parts manager about this part issue I let customer know that I will follow up with him no later than Tuesday.
CONTACT UPDATE - Line 33-48
Caller [redacted] requesting to speak with Case Manager.
transferred to MC1599
Status update provided via email to the following email address:
[redacted]
VIN: 3D7TT2CT4AG[redacted]
Vehicle Description: 2010 DODGE RAM SLT 4X4 2500 CREW CAB 4X4
Hello, my name is Mickey and I have been assigned as your case manager. This email is confirmation that your case, [redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted], within the one business day as promised. My office hours are 8:00AM 4:30PM (Eastern Time). My contact information is 800.763.8422 EXT 66131. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).
Note: This is a system generated message. Please do not reply.
End of Status Update
Writer spoke with SM vehicle is in his yard with the tie rod end hanging down SM says parts are on back order with no ETA Agent will assign to 96w
Customer called writer and expressed that Chrysler provide him with a rental vehicle
Parts information for N49 Recall
cbuen491aa
The Order Number is
[redacted]
CAMPAIGN PARTS CBUEN491AA is a campaign part. The part is on hold and cannot be ordered at this time. Please advise dealer to contact Specifying for additional assistance.
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
CAMPAIGN PARTS CBUEN491AA is a campaign part. The part is on hold and cannot be ordered at this time. Please advise dealer to contact Specifying for additional assistance.
ASSIGN TO: KB851 CAIR HAS AN 88CM
**********END OF TRIAGE**********
CM contacted customer to find out what order the customer is in line to have part ordered. CM left message for PM.
Customer called in. Customer stated that he would like to speak to the customer s case manager. Writer transferred the call.
Customer called writer and was very un happy his vehicle has been down for 5 months waiting for parts for the tie rod recall parts I tried to explain to him that Chrysler was doing everything we can. He hung up on me
Writer called PM Jim to see where customer is in line to have part ordered.
PM JIM called writer back Customer is number 5 on the waiting list.
Writer called customer and let him know what place he was in on the waiting list. Writerhad to leave message and let him know that I will

call him no later than Monday for a up date unless I hear something before that
Writer left message for customer letting him know that he is # 5 on the list as soon as they are released
Writer left message for PM Jim to return call checking to see if we have an update.
Writer spoke with PA Jim still no movement on the parts
Writer called customer had to leave message that there is no movement on the back ordered parts set up call for Tuesday.
Writer contacted customer had to leave message set call back for next Tuesday or sooner if we have news.
customer is number #5 on the list.
Writer contacted dealer spoke with PA he stated no movement on parts
Writer Left message for customer letting him know there is no movement and set a call back for Tuesday
Customer: [redacted] calling to speak with CM; MC1599, Writer transferred customer to CM extension: 66131
Customer returned writers call and let me know that he is going to his Attorney he has waited 6 months for the parts to fix his vehicle and that is time enough. Then he hung up.
Customer calling back requesting to speak with CM MickeyÙ MC1599. Transferred to CM MC1599.
Customer called writer and is very angry about his vehicle being down for 6 months with no part available customer wants a truck rental writer tried to explain that this is something we cannot do. Customer states that he is going to get his attorney
Agent called customer and left voice mail that there has been no movement on his part statics Agent will call next week
Parts CM called FAMILY CHRYSLER DODGE JEEP RAM at 215-492-8600. CM spoke to Parts Advisor who stated that the one of two parts are in. The second part is a recall part ordered 1 every 7 days. Customer is currently ranked #4. Customer should receive the second part within 21-28 days.
Parts CM left a voicemail message for PM to call Parts CM back with the order # for part# CBUEN491AA - Package.
Agent called customer and let him know that the parts are starting to trickle in customer is now number 4 on there list.
Agent set call back for Wednesday
[redacted] called, requesting his Case Manager. Transferred customer to CM IG575 at ext 66298 as CM MC1599 is unavailable.
Writer received call from customer wanting to know if the part CBUEN491AA tie rod has arrived at dealer for he received an email stating that he could call to make an appointment. Writer advised writer will call dealer to make sure and would call customer right back to verify if he can make an appointment. Customer agreed.
Writer called dealer was transferred to parts department and was advised they received two of those parts today but it was for two other customers and that customer was next on the list. Parts Advisor stated they should receive the part for customer in a couple of days. He could call in Monday to verify part has arrived.
Writer called dealer and informed him of what Parts Advisor stated. Customer was upset because the email said the part had arrived. Writer informed him he could call in Monday or we could do it for him for parts are coming in quite fast. Customer disconnected the line.
Agent called dealer spoke with PM he said that the parts were billed out to the RO transferred to the service department had to leave a message
Agent called customer he drooped vehicle of at the dealer today customer said that there is a delay getting parts Told customer I would follow up on this repair
Agent called dealer had to leave message.
Agent called dealer had to leave a message for call back.
Agent called customer he states they are waiting for a part which should be in next week set call back for Tuesday
Agent called customer he is still waiting for parts. Agent called PA Jim had to leave message.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66131
The reason for the dealer contact was to provide or request the following information:Have the parts come in for this vehicle
[redacted] called to speak with CM MC1599. Writer advised customer that CM MC1599 is currently unavailable. Writer advised customer that

writer will request CM call customer back as soon as possible.
Agent attempted to contact dealer Parts Manager Jim (PM), however, not available. Left message for a return call at extension 66131
The reason for the dealer contact was to provide or request the following information:wanting update on the parts that are on order
SM Jim returned my call and informed me that the parts have come in yesterday
Agent called customer and let him know that the parts did come in
Agent called customer he has made his appointment for Wednesday we talked about a warranty for his truck like a Max care. Set up call back for Thursday
Agent contacted customer and he did get his vehicle back but has not had a chance to drive it yet agent told customer that I would follow up on Monday
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66131. The reason for the customer contact was to provide or request the following information: Follow up on repairs
Customer returned call his vehicle is running OK. Waiting for MVP to show up in care
XM3361N Contract created. Contract number is [redacted].
Agent called customer and let him know what his new service contract was added to his vehicle and gave him his contract number I let him know that I will close the case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2	BG[redacted]	***Open Date***	05/07/2014	***Built Date***	09/29/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	10/20/2010	***Mileage***	74,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MADISON AL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Front end went out.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Tie rods went out.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about an issue with their vehicle. Customer states that the front tie rod went out on his vehicle this morning at his home. Customer states that he was aware of the recall on the vehicle and had contacted his local dealership, Champion 60474, and spoke with SA Larry who advised him to contact Ram.
Agent advised customer that Larry had advised him of that as the part for the recall is currently on a restriction. Agent attempted to contact Champion 60474 and speak with Larry but he was unavailable.
Agent advised customer that case is going to be escalated off for assistance due to the part issue and he will receive a call back within one to two business days.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: None provided
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Not yet, but on the way.
If a CDJ dealer has diagnosed, what is the dealer name or code? Champion of Decatur 60474
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District u * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer was informed to call the customer on her number,
Dialed customer at [redacted]
Customer stated that the front left tie rod broke in half and needs to be replaced. Customer stated that the dealership is sending over a tow truck. Writer let her know that once the truck gets to the dealership writer will be able to contact them and see where writer can assist.
Dialed customer at [redacted]
to leave case mananger information on voice mail.
Writer spoke with the dealership and spoke with Elizabeth in service and she stated that the customer has not been in the dealership for the recall. Writer let her know that we will have the customer bring the truck in for the open recall but until then there is not much writer can do.
Dialed customer at [redacted]
Writer spoke with the customer who stated that the truck was towed to dealer 60474 yesterday. Writer let her know that we will call the dealership for updates.

Writer spoke with the SA Elizabeth and she stated that the truck recall is repaired but in the shop next door for an alignment. Writer offered to follow up on Monday, May 12th.
Writer spoke with Service Mat
Was the customer in a rental? no
Did the customer have a co-pay? no
What is the RO #? 86492
Does the SM have the CAIR #? If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? yes
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 66 60474 05/12/14 14:35 O [redacted]
Dialed customer [redacted]
Customer husband stated that the repairs went okay and they have been driving the truck all weekend. Customer stated to call his wife.
Dialed customer at [redacted]
Writer spoke with the customer and she stated that the repairs went great and that the dealership had her truck repaired for her in perfect timing. Writer let her know that we will be closing her case and if she needed any further assistance, to contact us back.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL0	BG[redacted]	***Open Date***	05/07/2014	***Built Date***	12/16/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	04/22/2011	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	POTTSBORO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Tie rod broke while driving
Corporate - CNA Change - Default - Default - Default	Updated email and phone number

Briefly summarize why the customer is contacting Chrysler: Customer called because the tie rod on his vehicle had broken. Customer stated that the he was driving the tire when on it s side and was smoking when he was trying to stop. Customer stated that he had to have the vehicle towed to the dealership which was about $200. Customer stated that the dealership did determine that the recall was the cause of the concern. Customer stated the dealership is not going replaced the tire.
Briefly summarize what the customer is expecting: Agent called dealer 60537 and spoke to SM Curtis. SM Curtis stated that the tie rod that is under the N49 recall has broken. SM Curtis stated that the tire was damaged and that he would consider it a safety concern. SM Curtis stated that he is not sure if the tire can be covered but he will reach out to his AM. Agent relayed information to the customer. Agent advised customer that if the AM does not approve the coverage of the tire then that is the final decision. Agent advised customer that there is a possibility that he can be reimbursed for the cost of the tow. Agent provided customer with mailing address. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT2	BG[redacted]	***Open Date***	05/08/2014	***Built Date***	02/21/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	04/11/2011	***Mileage***	60,192	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44303	WYATT ARP CHRY-DODGE INC			
Dealer Address	1550 W KINGSBURY				
Dealer City	SEGUIN	***Dealer State***	TX	***Dealer Zip***	78155

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRYAN TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking towing for broken tie rod.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to receiving towing as his tie rod has just broken on his vehicle.
Briefly summarize what the customer is expecting: Customer is seeking towing to be covered for the broken tie rod. Agent advised Customer that Chrysler does not cover the towing for the tie rod breaking as this is consequential expense. Customer understood thanked agent and ended call. Agent reassign to PC739 as part on restriction.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	8G1[redacted]	***Open Date***	05/08/2014	***Built Date***	07/30/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/18/2008	***Mileage***	76,655	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LORENA TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Right tie rod end broke

Briefly summarize why the customer is contacting Chrysler: Customer states that while his spouse was driving his vehicle the right tie rod end broke. Customer took vehicle to an IRF and was advised that the left tie rod end has a recall for it. Customer states that dealer is informing him that the tie rod is on the opposite side of the vehicle from the recall.
Briefly summarize what the customer is expecting: Recall information
Agent spoke with Service Advisor Eric at Dealer Code 36495 who informed that the IRF may have been looking at the vehicle head on and confused the right and left side of the vehicle. SSA states that customer has a third party service contract that will cover this repair. SA states parts were ordered yesterday and there are no restrictions or backorders. Agent relayed information to customer. Customer understands however is discouraged as his spouse could have been injured and would like on file that if this concern arises again and someone is hurt that he will be taking legal actions.
Reassigned to JR1305 concern with completed recall, no repair.
AG1264 - Repair has been completed, no need for a bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A0	8G[redacted]	***Open Date***	05/08/2014	***Built Date***	03/01/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/13/2008	***Mileage***	41,723	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25056	TOM MATSON DODGE JEEP			
Dealer Address	2925 AUBURN WAY NORTH				
Dealer City	AUBURN	***Dealer State***	WA	***Dealer Zip***	98002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TROUTDALE OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	complaint about part restriction
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling to make complaint about n49 parts not being available. Customer states they are number 21 on a waiting list. Agent offered to find shorter waiting list but customer declined stating hes already called all the dealers in his area. Customer wants complaint doucmented.
Briefly summarize what the customer is expecting: n49 part availability complaint.
reassigned to sj372 for survey bypass
Customer called stating that he just received another recall notice for the N49 recall and wants to know why this is not important enough to Chrysler to get these parts made for the recall repair. Customer states that he is concerned since his friend had his tie rod broke and he got the part fixed right away. Customer states he has been waiting since January and he feels that this is too long to be waiting for this recall to be done on the vehicle considering it has to do with the steering.
Agent apologized for the inconvenience and understands
Customer called stating that he just received another recall notice for the N49 recall and wants to know why this is not important enough to Chrysler to get these parts made for the recall repair. Customer states that he is concerned since his friend had his tie rod broke and he got the part fixed right away. Customer states he has been waiting since January and he feels that this is too long to be waiting for this recall to be done on the vehicle considering it has to do with the steering.
Agent apologized for the inconvenience and understand his safety concern.
Agent called the DLR (43594) gresham Chrysler and spoke with SA ken who states that the customer is number 8 on the waiting list for the N49 and they will contact him as soon as the part is available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46C7	6G[redacted]	***Open Date***	05/08/2014	***Built Date***	06/07/2006	
Model Year	2006	***Body***	D18H62	DODGE RAM 3500 SLT REG CAB 4X4			
In Service Dt	08/26/2006	***Mileage***	103,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45158	OUTTEN COUNTY CHRYSLER, LLC			
Dealer Address	16614 POTTSVILLE PIKE				
Dealer City	HAMBURG	***Dealer State***	PA	***Dealer Zip***	19526

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHOEMAKERSVILLE PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer states tie rod broke
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:customer called seeking recall information
Briefly summarize what the customer is expecting:customer states he had recall completed in january and now tie rod has broken
agent advised customer to have diagnosis completed to determine if a repeat recall is necessary

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	05/09/2014	***Built Date***	04/20/2009	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	11/12/2009	***Mileage***	103,331	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DUBLIN CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rid broke while driving/no parts available
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:customer states he was pulling out of driveway yesterday and the tie rod broke. Customer states he was unaware of recall.
Briefly summarize what the customer is expecting: customer seeking information
Agent updated customer information in Coin. Agent contacted SA Michael who states if we could get the part he would install it. Agent spoke with Brian in parts who states they have no parts and their orders keep getting cancelled. Agent spoke with parts manager Juan who states he has been unable to get the part. Agent advised Juan that he needs to order CBUEN491AB, for this job. Juan states it still tells him that it is a restricted part. Agent asked Parts Manager Juan if he could reach out to his area manager for information and help to get this part. Agent explained that this is the customers business vehicle and is necessary to the business.
Agent provided parts manager with cair#2[redacted] and asked if he could update us as soon as he know.
Agent advised customer that she would contact him as soon as she had some news. Customers cell is [redacted]
Agent contacted DLR for an update. Agent spoke with Freddy in parts who stated he did not know if Juan had any new information. Freddy advised that the parts were restricted, but that there were a 1000 in warehouse in L.A. but he did not know how to get them. Agent advised she asked Juan to reach out to his area manager for assistance in getting the necessary parts. Agent provided Freddy with cair#[redacted] and 1-800-247-9753, and asked for a call back with information as it becomes available
Parts Advisor Juan called back and stated that the Area Manager will be out of town till Monday May 12 2014. Parts Advisor stated that he will call back on May 12 2014 with what the Area Manager has said. Agent advised Parts Advisor Juan that his statedment has been noted.
Contacted Parts Advisor Juan, who stated the part was in. Agent asked for update on customers vehicle. Agent spoke with SA Michael who was unaware the parts were there, but was also waiting on a slash shield and wheel that were damaged when the tie rod broke. SA Michael took the cair #[redacted] and advised he would call back with an update as soon as one was available. Agent expressed concern that this is the customers business vehicle.
Michael the service advisor from STONERIDGE CHRYSLER JEEP DODGE OF states the tie rod is in today, the splash shield will be in tomorrow, and the wheel has to be ordered.

Agent left a message for customer advising him that the tie rod parts were available, the splash shield will be in tomorrow, and the wheel is ordered.
Reassign to T/L JR1305 for survey bypass
Restricted part

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D6	5G[redacted]	***Open Date***	05/09/2014	***Built Date***	12/09/2004
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	04/29/2005	***Mileage***	90,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	68671	CARBONE CHRYSLER DODGE JEEP			
Dealer Address	ROUTE 12				
Dealer City	BOONVILLE	***Dealer State***	NY	***Dealer Zip***	13309

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DRAPER VA [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	tie rod broken/vehicle at DLR

Briefly summarize why the customer is contacting Chrysler:Customer states the vehicle has the broken recall, and has been sitting at the DLR for past 15 days.
Customer states he just spoke to the DLR who told him they are not getting any parts.
Briefly summarize what the customer is expecting:Customer is seeking to know when parts will be available.
Agent contacted DLR, and spoke to SM Bobby who states the customer is on the list.
SM states they are allowed one part per week, and cannot push a customer up on the list if vehicle is broken down, as will not be fair to other customers.
Agent advised customer of the restriction and assured him he is on the waiting list for when parts come in.
Customer requested to be transferred to DLR.
Agent transferred customer to DLR.
survey bypass/restricted parts

[redacted] on 2014-05-09 @ 16:15

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL6	BG[redacted]	***Open Date***	05/09/2014	***Built Date***	08/18/2010	
Model Year	2011	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	04/18/2011	***Mileage***	60,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68426	THOMSON MOTOR CENTRE			
Dealer Address	2158 WASHINGTON RD NE				
Dealer City	THOMSON	***Dealer State***	GA	***Dealer Zip***	30824

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	THOMSON GA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod is broken

Briefly summarize why the customer is contacting Chrysler: [redacted] stated that the vehicle is at 68426 THOMSON MOTOR CENTRE 706-597-0062 needing to have the left tie rod replaced. Customer stated that is advising that the part is not available till next month.
Briefly summarize what the customer is expecting: Customer would like to get the recall completed sooner.
Writer called 68426 THOMSON MOTOR CENTRE 706-597-0062 and found the service department closed. Writer left a voice message explaining the customer s situation and asking the dealership to call CAC with the diagnosis. Writer also asked that the dealer confirm that the customer is at the top of the list for the required part, if N49, and when the part might be available.
Writer advised the customer that the handling of the case will require a call to the Dealer. Writer advised that the Dealer is currently closed.
Writer stated that the writer would assign the case to an Agent that will contact the Dealer on the customer s behalf within the next business day, and continue to work on this case. Writer advised the customer that the Agent will be contacting the customer within one business day, AFTER the Dealer has been contacted to provide the customer an update.
Customer asked if CAC would pay for towing to another dealership.
Writer advised the customer that the writer would be happy to check to see if other dealerships could assist the customer sooner, however towing to another dealership would be the responsibility of the customer.
Customer stated that the vehicle still has Roadside Assistance.
Writer advised the customer that towing is only covered to the nearest dealership. Writer advised the customer that if the customer chooses to bring the vehicle to another dealership that is more than 10 miles away, then the customer would be responsible for the cost.
Reason for Dealer Contact: Obtain diagnosis, confirm that the customer is at the top of the list for the required part, if N49, and when the part might be available.
Dealer Code: 68426
Dealer Personnel Required: Service Department
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]

Reason for assigning to Resolution Team: Outside normal dealer hours of operations.
Assigned to 86T
DEALERSHIP CALL: THOMSON MOTOR CENTRE @ 706-597-0062 SA Val advised the vehicle is currently at the dealership and not drivable. SA Val advised the SA Troy who is working with the customer is off today. Writer requested to speak with the Parts Department for more information. PA Carl advised the Parts Manager is working on trying to get the part to the dealership. PM David advised he has placed an order with expediting and has been working with the SM Ryan and the DM Don O Neil. PM David advised he is waiting to hear back from expediting and they have no outstanding R/O s at the dealership so he is not sure why he is not getting one in.
CUSTOMER CALL: [redacted] Writer left a voicemail advising the customer Dodge is working with the dealership to try and obtain the part required to repair his vehicle. Writer apologized for the inconvenience and advised contact will be made once more information is known. Writer provided 855 675 9291 ext 4718295 for case # [redacted].
DEALERSHIP CALL: THOMSON MOTOR CENTRE @ 706-597-0062 PM David advised he tried to order the part and the order was cancelled due to the restriction. PM David advised there are no open tickets for the recall and does not understand why the part can not be ordered. PM David advised he has given the DM all the information in hopes of them assisting. PM David advised the part number is CBUEN491AC. Writer requested a callback once the part can be ordered and provided 855 675 9291 ext 4718295.
Writer sent email to DCP15 for assistance.
** Waiting for update. **
DEALERSHIP CALL: THOMSON MOTOR CENTRE @ 706-597-0062 PM David advised the DM ended up ordering the part and sent it to the wrong dealership. PM David advised he ended up going to pick up the part at the other dealership this morning and they should be almost done with the repairs today. PM David advised he still does not know why he can not order the part but the DM is looking into it.
CUSTOMER CALL: [redacted] Customer advised he waited for 9 hours for a tow truck to pick up his vehicle. Customer advised once the vehicle was at the dealership the part was unavailable. Customer advised he is upset about the whole situation and is glad his vehicle is repaired. Writer apologized to the customer for the whole situation and writer offered the customer a 2 year 4 oil change Service Contract. Customer accepted the offer and verified the mailing address. Writer advised the customer an email will be sent with contact information and writer will follow up with the repairs on Tuesday.
Status update provided via email to the following email address:
[redacted],
As per our conversation, my contact information is as follows:
Telephone - 855 675 9291
Ext 4718295
Hours M-F 10:00 am - 6:30 pm EST
I will be in contact with you next week to follow up to the repairs.
Please do not hesitate to call me with any further questions or concerns.
Thank You
Jen
End of Status Update
Oil Change Service Contract being offered for customer satisfaction.
In-Service Date: 04/18/2011
Original Owner: Yes
Mileage: 60000
Loyalty: 2 New
Authorized Chrysler Dealership: 68426
Dealer Opinion: Customer had to wait 9 hours to have vehicle towed to the dealership due to recall N49 failure. Dealership then could not order the recalled part and had to wait longer for it. The DM then ordered the part for the dealership but it was sent to the wrong dealership. Offering contact for customer satisfaction for the inconvenience.
Service Contract/Warranty: 2 years 4 oil changes Plan #POC24N value $235.00.
CUSTOMER CALL: [redacted] Writer advised the customer of the oil change Service contract number and the documentation should be received in the

mail within 4-5 weeks. Customer thanked writer and advised the repairs were completed to his satisfaction.
CLOSED LOOP: No additional follow up required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL6	BG[redacted]	***Open Date***	05/10/2014	***Built Date***	08/18/2010
Model Year	2011	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB		
In Service Dt	04/18/2011	***Mileage***	61,399	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68426	THOMSON MOTOR CENTRE			
Dealer Address	2158 WASHINGTON RD NE				
Dealer City	THOMSON	***Dealer State***	GA	***Dealer Zip***	30824

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	THOMSON GA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-05-10
Road Side File Created 05-10-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1240 OLD SALEM RD 2158 WASHINGTON RD NE
GA-17
THOMSON THOMSON
GA USA GA
DATA ONLY DISP SVC/,TIE ROD BROKE,CUST IS COVERED
DEALER CODE : 68426 THOMSON MOTOR CENTRE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL5	AG[redacted]	***Open Date***	05/12/2014	***Built Date***	04/07/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	61,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68655	COLEMAN MOTORS INC			
Dealer Address	510 ADDISON ST				
Dealer City	NEW BOSTON	***Dealer State***	TX	***Dealer Zip***	75570

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WAKE VILLAGE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer is calling for recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer is stating his left tie rod has broke.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling for recall information. Customer is stating the tie rod broke off of his vehicle for the second time in one year. Customer is stating when the tie rod broke dust cover and the front deferential cover has a slit in it. Customer is seeking some cost assistance with the additional repairs. Agent contacted Coleman Motors - (903) 628-6553, SA were not available. Agent left a message for DLR to call back to verify all repairs that need to be completed on the vehicle. Agent advised customer she would contact him back when we speak with the DLR.
Briefly summarize what the customer is expecting: Customer is seeking assistance with repairs.
Dealer contact
SM Ralph stated the dust cover and the front deferential were bent. SM Ralph stated these would be covered under the recall as it was damaged due to the recall. Agent contacted customer and advised parts would be covered SM Ralph is just waiting for parts to be available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T4	9G5[redacted]	***Open Date***	05/12/2014	***Built Date***	02/03/2009	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	02/28/2009	***Mileage***	51,167	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44677	GABLE DODGE CHRYSLER JEEP INC			
Dealer Address	2444 STATE ROUTE 7				
Dealer City	COBLESKILL	***Dealer State***	NY	***Dealer Zip***	12043

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COBLESKILL NY [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall assistance.
Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Customer seeking reimbursment for consequential damages.
Recall - N49: LEFT TIE ROD - Other	Seeking assistance with towing and repair
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating was waiting to complete recall due to waiting list and now his tie rods broke and did other damage to his vehicle and wants to know if Chrysler will cover the cost of the repairs and towing costs.
Briefly summarize what the customer is expecting: Customer expecting Chrysler to cover costs for damage on vehicle due to recall.
Agent contacted dealer 44677 and spoke to the SM who stated they haven t had a chance to look at the vehicle yet but would do a diagnostics and then call back with the case number.
Agent advised customer once information about the diagnostics comes in we can look into possible assistance but is not guaranteed.
*****Next Agent*****
Confirm the damage done and find out if the damage was in fact caused by the tie rod breaking or if it was caused by something else.
Customer contacting in for followup in regards to his recall work that is required to be completed.
Agent contacted dealer spoke to SM Doug who advised the damages were caused by the tie rod snapping. and no further external source of damage.
SM Doug Advised vehicle damages consist of a duster plate being damaged and replacement of the part is a $8.35 and $44 in labour totalling - $52.35, Customer also has a rental vehicle at the cost of $35 per day which at the time has be valued at two days time ($70).
Agent advised customer of damage assesment from dealership.
Customer upset over information provided feels that Chrysler should be covering the damages/repairs/towing/rental
Agent advised customer would be in contact DLR further to see of additional avenue for costs to be covered.
Agent spoke to SM Doug and advised of situation, agent inquired if DLR felt if the work/tow/rental should be covered to be in contact to their Area Manager for further review.
SM agreed to contact Area Manager about this inquiry and would further

inform the customer at this time.
Customer will speak to DLR when vehicle is ready for pickup for further information.
Please Close Case
Customer states his vehicle has been repaired and the cost of repairs, towing and rental is $433.80 (repair to seal in drive shaft $100, towing $255, rental $70). Customer states he would like reimbursement or partial reimbursement. Customer states he had been waiting for this part for N49 since January and feels this shouldn t have happened. Customer states he is loyal to Chrysler and the dealership.
Agent contacted dealer (44677) and spoke with SA Paul. Agent confirmed pricing for repairs, towing and rental with SA. SA advised agent customer is loyal to dealer, has purchased multiple vehicles from dealer and has service completed at dealer.
Agent reviewed: 6 vehicles currently owns 3, 2nd owner, mechanical SC.
**
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] (voicemail)
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes.
If a CDJ dealer has diagnosed, what is the dealer name or code? 44677
Reassigned to 88F
*****CASE MANAGEMENT DISTRICT T*****
OOW of 3/36 by 2 years, 2 months and 15,167 miles
6 Chrysler vehicles in household, 0 new and 6 used
MVP Contracts = 1
Status update provided via email to the following email address: [redacted]
My name is [redacted] and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted], within one business day as promised. My office hours are 8:30 AM 4:00 PM (Mountain Time), Monday-Friday. My contact information is 800.763.8422 EXT 66271. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
Thank you.
End of Status Update
Writer contacted dealer at 518-234-1075 and spoke with SM Doug. SM stated that the customer has been to the dealership before for a couple warranty repairs and regular maintenance. SM informed writer that the customer s last repair was on June, 7 2013. SM stated that the current mileage on the customer s vehicle is 51,167. SM stated that Chrysler should assist with the towing fee and that customer should pay the rest of the bill. SM informed writer that customer had to pay a $200 deductible for a transfer case up shaft seal and that his rental was not covered. SM informed writer that there are no after-market parts on the vehicle. SM confirmed that the vehicle is with the customer.
Writer called back dealer at 518-234-1075 and spoke with SM Doug to confirm towing fee and total cost. SM stated that the total cost for repairs and towing is $363.80 and the cost of towing is $255.00. Writer informed dealer that writer will contact SM for further questions.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66271. The reason for the customer contact was to provide or request the following information:
Writer called customer to complete probing questions and offer assistance with his towing charges.
Writer contacted customer at [redacted] to inquire with probing questions and offer towing assistance. Customer stated that he has seen the dealer for the same reason last fall. Customer stated that he had the recall notice for 6 months while he waited on a part. Customer stated that this was an issue for him because the recall was serious and involved several fatalities. Customer informed the writer that he got the notice for the recall in the mail at least 6 months ago. Customer stated that this is the first recall on his vehicle. Customer confirmed that the vehicle is in his possession currently. Customer informed the writer that he paid $364.00 for towing and $70.00 for a 2 day rental. Customer stated

that the recall department didn t care about his issue. Customer stated that he is the primary driver of the vehicle. Customer informed the writer that he feels that he should not have to pay the whole bill. Customer stated that he uses the vehicle for both personal and business use. Customer informed writer that he was losing the call and was pulled over to the side of the road. Writer inquired if writer could call customer back today. Customer agreed and asked to be called back at 1:30 p.m. ET.
Lines 92-109 should precede 87-91.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-16 @ 16:50
Writer called and spoke to customer stating that we need him to send in documentation for further review for the reimbursement. Writer stated that we cannot promise anything but we will review it. Writer advised customer that the link she just sent him is good for 1 click and 7 days. Customer stated that he will send in the documentation on Monday 5/19/2014. Writer informed customer that she will have CM follow up no later than Tuesday 5/20/2014.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66271. The reason for the customer contact was to provide or request the following information: Writer is waiting for documents. Writer is following up with customer to find out when is he going to prove proof of payment. Writer stated to follow up 05/21.
Writer contacted customer. Customer stated that documents were emailed to case manager. Writer advised customer to follow up on 05/27.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66271. The reason for the customer contact was to provide or request the following information: Writer called customer at [redacted]. Writer left fax number and contact information for customer. Writer requested documentation from customer again because it has not been received.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-27 @ 11:59
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66271. The reason for the customer contact was to provide or request the following information: to inform the customer that no documents have been received yet. Writer informed customer in message that if the documents are not received within 2 days the case will be closed. Customer was advised in message that the customer may still send in the documentation within the next 30 days and the case can be reopened. CM will follow up with the customer on Thursday 06/05/14; if no documents have been received close the case.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-05 @ 10:08
Customer: [redacted] calling to see if documentation has been received that was emailed in yesterday, 06/04/2014. Writer informed customer will send another email link to resubmit requested documentation. Writer provided customer with fax number and informed customer to include case number on all document pages. Customer stated if not able to submit documentation will call back.
Status update provided via email to the following email address:
[redacted]
Mr [redacted] n,
This is Katie with Ram Customer Care,
I m helping your Case Manager Maddy today,
I am contacting you due to we have been waiting for the documents to be sent into to us so we can move forward with your case, however where it has been nearly a month since our original request, we will be closing your case at this time, Also once the case is closed the Email to send documents will no longer work so please feel free to Fax the documents to 801-736-3929, Please include your Case Number of [redacted] or you can also mail the documents to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Once the documents are received the case will be reviewed.
Thank You for being a valued part of the Ram Family
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39CX	6G[redacted]	***Open Date***	05/12/2014	***Built Date***	02/09/2006	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/03/2006	***Mileage***	140,685	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GOLD HILL OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information
Recall - H46: STEERING LINKAGE - Information Request	
Recall - L16: LEFT TIE ROD END - Information Request	

Briefly summarize why the customer is contacting Chrysler to say that she has a recall on her vehicle for the left tie rod and she called Lithia Chrysler and they said that they have 200 people on their list.
Briefly summarize what the customer is expecting to know why it s taking so long to wait for these parts to come in and what will happen if she gets into an accident if her tie rod breaks.
Agent called over to the other Lithia in Grants Pass, OR to find out if their list was any shorter but they weren t open yet.
Customer wanted to talk to someone higher about the parts not being in but agent advised customer that there is no one higher she could talk to. Agent suggested that she can write a letter of complaint to our customer assistance center. Customer wanted to know if she d be compensated if anything happens. Agent reassured her that if something does happen with her vehicle because of the tie rod, then she d be moved up to the top of the list and get it taken care of right away.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A0	8G[redacted]	***Open Date***	05/12/2014	***Built Date***	08/15/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/28/2008	***Mileage***	127,522	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59853	KILLEBREW INC			
Dealer Address	2108 HOUSTON HIGHWAY				
Dealer City	VICTORIA	***Dealer State***	TX	***Dealer Zip***	77901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VICTORIA TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken Tie Rod

Briefly summarize why the customer is contacting Chrysler: Customer called due to a recent repair he had done on his vehicle. Customer stated the tie rod broke on his vehicle so he had the vehicle taken to his local Chrysler dealer to have repaired. Customer stated after the repair was complete he went home, once home the tire went flat. Customer stated he replaced the tire with the spare and when looking at the tire and rim he noticed the damage to the rim and tire.
Agent called the dealer and spoke with SA Ely who confirmed they were aware of the damage to the tire and rim, SD was also aware of the concern and has requested possible coverage from AM. SA confirmed they complete recall N62 for the customer as part of the repairs.
Agent advised the customer of the information and to work with the dealer.
Briefly summarize what the customer is expecting: Customer seeking replacement of a damaged tire and rim.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A7	7J[redacted]	***Open Date***	05/12/2014	***Built Date***	02/22/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/28/2007	***Mileage***	165,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LINDEN NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	left tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer seeking the part. Customer stated the Left tie rod broke. Customer stated they need the vehicle. Customer seeking authorization for aftermarket part. Agent contacted dlr 45035 and spoke with SA Travis. Travis advised they have 4 other broken vehicles that needs parts. Travis advised they are working with the DM to get more parts. Agent advised customer they will need to wait 3 weeks for parts.
Briefly summarize what the customer is expecting:Customer seeking parts. Resigned to sg893 part restriction.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C3	6G[redacted]	***Open Date***	05/12/2014	***Built Date***	04/04/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	06/24/2006	***Mileage***	128,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	38356	PERKINS MOTOR COMPANY INC			
Dealer Address	1205 MOTOR CITY DRIVE				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80906

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLORADO SPRINGS CO [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer indicates their vehicle has a dangerous wobble
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Customer indicates their vehicle has a dangerous wobble
Corporate - Survey By-Pass - Default - Default - Default	

1. Who is calling and what is their contact information?
Preferred: [redacted]
Alternate: [redacted] (office)
2. What happened? Customers vehicle has the N62 recall for left outer tie rod assembly. Customer indicates that their vehicle has become very dangerous to drive and will wobble severely several times on each drive. Customer has visited seven dealerships and was told it would be 10 months before the recall repair can be completed. Customer unable to fix issue and apply for reimbursement. Customer states they have contacted an attorney and wishes to send in documentation pertaining to that. Advised customer that a case manager will contact them back within 2 days with further assistance.
3. What is the current location of the vehicle? Owner in possession of vehicle and is being driven.
Please review AC18819. No accident, no injury, not S/I. (If Attorney contacts us, S/I will respond)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G2[redacted]	***Open Date***	05/13/2014	***Built Date***	02/20/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/18/2006	***Mileage***	134,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKEWOOD CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer seeking reimburstment on recall N62

Briefly summarize why the customer is contacting Chrysler: Customer called seeking reimbursement on the N62 recall. Customer stated that he paid it out of pocket and got an invoice in the mail (no date was provided). Customer also stated that the recall of was fixed 9/16/2013. Customer stated that the dealership couldn t reimburse the recall because they couldn t determine the cause of the recall.
Briefly summarize what the customer is expecting: Customer seeking recall Information.
Agent advised customer that he ll be calling the dealership.
Agent advised cashier Sheryl about the situation, the dealership said they ll be calling back.
Agent advised customer that the dealership would be calling back.
Agent provided customer case number and NIC for a call back.
****
Customer advised a call back is required and will take place
Within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]6
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code
Christopher s Dodge World
****
Next agent
Please gather information from the dealership in regards to the out of pocket expense for the repair N62 Left outer tie rod.
Agent provided FAX number to customer for invoice.
Customer called in to find out if there has been an update. Customer stated that he was told a call back would happen between 2 weeks.
Customer just wanted to know if there was an update.
Agent advised customer that there is no update as of yet. Agent advised customer that it can take more then 30 days to receive an update because the reimbursement team is busy right now. Agent advised customer that once there is an update he will be update as well.
Customer understood and stated that he will wait.
H46 STEERING LINKAGE SAFETY 04/27/2009 07/07/2010 COMPLETE

N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer notes the following parameters of Recall N62:
IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
Customer contact Phone No : 3[redacted]
Secondary No : 3[redacted]
Writer contacted customer contact Phone No : [redacted]. Customer informed writer their claim had been denied. Writer did not know what to say but advised customer previous file would be reviewed. Writer thanked customer for taking call.
Writer notes customer had been informed of decline in Feb., 2014, File [redacted]
No further action required.
Writer will close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A2	8G[redacted]	***Open Date***	05/13/2014	***Built Date***	05/12/2008	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	07/21/2008	***Mileage***	180,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COUNCIL BLUFFS IA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information about N49 part

Briefly summarize why the customer is contacting Chrysler: Customer states her left tie rod has broke. Customer states that they have called the dealer but the dealer said parts aren t going to be available at this time. Customer states that without it being fixed the vehicle is un-drivable. Customer states that she would like to talk to someone who would know their stuff about the time frame on when parts are going to be available.
Briefly summarize what the customer is expecting: Customer expecting issue resolved.
Agent advised customer that yes the parts are not available.
Agent advised customer that we would call the dealership.
Agent talked to Jeremy in Parts department at Woodhouse Chrysler Jeep Dodge. Jeremy stated that there could be 2-3 weeks before parts come in.
Agent advised customer what Jeremy had told agent.
Agent advised customer that they would be on a waiting list and be waiting for 2-3 weeks.
Agent advised customer that we are sorry that there is no one at the moment that she could talk to rather than her dealership.
Briefly summarize why the customer is contacting Chrysler: Customer states that she called in seeking information for expediting parts.
Customer states that she would like to speak to someone who can expedite the part.
Briefly summarize what the customer is expecting: Customer seeking information for recall part N49.
Agent contacted numerous DLRS and found one that has this part available.
Agent contacted Pro Chrysler Dodge Jeep Ram
319 Fulton Ave Plattsmouth,
(402) 296-5000
and spoke to PD Tracey who advised agent that the part is available and to have the customer contact service Rick to set-up an appointment. Agent advised customer of the information and advised her to contact the DLR to set-up an appointment to have the issue resolved. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8	BG[redacted]	***Open Date***	05/13/2014	***Built Date***	10/13/2010	
Model Year	2011	***Body***	DJ7X91	DODGE RAM POWERWAGON 4X4 2500 CREW CAB			
In Service Dt	08/04/2011	***Mileage***	38,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CONROE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on his recalled part
Product - Unknown - Unknown - Accident - Default	Customer states tie rod broke and caused an accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting us because he is very upset that the DLR does not have the part for the customer. DLR told the customer that the part would be on backorder. Customer stated he got in two very bad accidents because of this part. Agent asked the customer to call over to the DLR to get more information. Customer said he talked to them ten minutes ago and they said that the part is not available at this time. Agent advised the customer that there is nothing we can do until this part becomes available.
Briefly summarize what the customer is expecting: Customer is expecting to get an estimated time on when the part would be available.
1. Who is calling and what is their contact information? [redacted]
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Customer lost total control of the vehicle. Customer stated he went off the road and into a ditch. Customer stated this happened twice.
3. What is the current location of the vehicle? At his house.
****

05.20.14
When were accidents? NO
Has vehicle been repaired?
I called
AUTONATION CHRYSLER DODGE JEEP CJDTR
21027 NORTH FWY # IH-45 SPRING TX 77388 281-651-3600
Spoke to Cathy in service - yes parts said they have about 60
I called customer - he is happy - he will call dealer.
If they find additional parts needed, I told customer to have dealer call me, so I can assist
Service drive mgr, Franki, contact AM to see if there is a special investigation CAIR open against this vehicle. There is not. Frankie confirmed that upon inspection, it was verified that all that this vehicle needs are two front ball joints that are worn and a steering dampner which was likely the cause of the owner experiencing loss of control. The dealer also verified that the control arms that are involved in the recall are fine and not causing any of the current concerns. Dealer will be asking the owner to pay for the worn ball joints and the steering dampner repair as they are straight up customer pay type repairs. sab20,AM.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	BG[redacted]	***Open Date***	05/14/2014	***Built Date***	01/31/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	03/19/2013	***Mileage***	30,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	MECHANTECHINC, .	***Contact Type***	ROADSIDE
Address	589 E 7TH STREET	***Home Phone***	(570) 389-1039
	BLOOMSBURG PA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-05-14
Road Side File Created 05-14-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
189 LITTLE MOUNTAIN RD 1409 MONTOUR BLVD
STONE HOUSE RD
CATAWISSA DANVILLE
PA USA PA
DODGE 3500 TIE ROD END BROKE/
DEALER CODE : 26854 FAIRFIELD CHRYSLER DODGE JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A6	8G[redacted]	***Open Date***	05/14/2014	***Built Date***	11/28/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/08/2008	***Mileage***	130,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26285	TOWN&COUNTRY CAR/TRK CNTR INC			
Dealer Address	20 KRAFT EXTENSION				
Dealer City	ALAMOSA	***Dealer State***	CO	***Dealer Zip***	81101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	5[redacted]	***Home Phone***	[redacted]
	MONTE VISTA CO[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	not escalated
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod is broken

Briefly summarize why the customer is contacting Chrysler: [redacted]
stated that the tie rod broke. Caller stated that the vehicle was brought
to 26285 TOWN&COUNTRY CAR/TRK CNTR INC 719-587-1800 where the customer
was informed that the vehicle steering linkage did not need to be
replaced under the N62 recall.
Briefly summarize what the customer is expecting: Customer is seeking
cost assistance.
Writer found the customer to be outside of customer care guidelines of 2
years / 24 000 miles.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Writer offered to contact the dealership regarding possible discounts.
Customer stated that she already spoke with the dealership regarding
discounts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	AG[redacted]	***Open Date***	05/14/2014	***Built Date***	04/21/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	09/07/2010	***Mileage***	50,031	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	GROVE OK [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	recall
Corporate - Consequential Expenses - Default - Default - Default	rental
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Recall - N49: LEFT TIE ROD - Reimbursement	would like to be reimbursed.

Briefly summarize why the customer is contacting Chrysler: Customer called in because he was recently at the dealership to discuss recall N49. Customer stated that he lives in a small town with no dealerships so he has to travel to get to his dealership. Customer stated on Friday September 13th 2013 he had his tie rods replaced. Customer stated that he did try to go to his dealership but because it was 5:00 at night they did not have time to get him in. Customer stated that his tie rods snapped. Customer stated that he tried to make an appointment for Saturday but the dealership was booked up for 2 weeks. Customer stated that the dealership then tried to call 2 other dealerships to get the repairs done but no one had any room. Customer stated that the dealership set him to an IRF called Omaha Truck Stop to have the repairs done. Customer stated that the dealership told him there was no recalls and this IRF is trusted by the dealership. Customer stated that he was told by the dealership today that he can submit for reimbursement because it was an emergency and he had no other option. Customer wanted to make sure that he still could. Agent advised customer that he can try. Agent advised customer that because the repairs were done at an IRF his chances for reimbursement are slim. Agent advised customer that because it is an emergency situation he might be able too. Agent advised customer that the case will be sent to the reimbursement department with his story so that when they get the paper work they know why he is sending. Agent advised customer that there is no promise. Customer stated that he is willing to take the chance.
Briefly summarize what the customer is expecting: information about issue with Tie rods.
Reassigned to 86Y.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Writer contacted customer at [redacted]7. Writer spoke with Mrs [redacted]
Writer informed customer to submit repair invoice & proof of payment.
Writer provided contact information & fax#.
Customer states they will try to fax it but if not they will have to mail the documents.

POSTMARK DATE: 051614; DATE RECEIVED: 051614
**
Writer reviewed submitted documents. Customer is seeking reimbursement for tie rod repair, alignment & rental. Writer noted that customer has MVP alternate transportation $45.00 per day with first day coverage.
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
****
Date of Repair: 9/14/13
Customer s proof of payment is: paid stamp
Invoice #: 392385
Labor $176.40
Parts $78.43
Misc. Charges $24.70
Tax $7.22
Total $286.75
****
Date of Repair: 9/13/13
Customer s proof of payment is: [redacted]
Invoice #: 212036
Labor $0
Parts $0
Misc. Charges $45.00 rentalÙ
Tax $0
Total $45.00
****
Date of Repair: 9/17/13
Customer s proof of payment is: [redacted]
Invoice #: 187285
Labor $49.95
Parts $0
Misc. Charges $0
Tax $0
Total $49.95
****
Combined Total $381.70
Writer is submitting check for approval in the amount of $381.70.
****
Writer contacted customer at [redacted]. Writer informed customer of reimbursement amount and verified address.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL4	BG[redacted]	***Open Date***	05/14/2014	***Built Date***	03/29/2011	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	08/31/2011	***Mileage***	87,014	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	68976	GUPTON MOTORS KY INC			
Dealer Address	1451 BOWLING GREEN RD				
Dealer City	RUSSELLVILLE	***Dealer State***	KY	***Dealer Zip***	42276

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RUSSELLVILLE KY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Repairs Took Longer than Specified	Customer upset with part delay
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted us because the recalled part is not available at the moment. Customer knew the part was restricted but was very upset that it is a safety recall and cannot get it fixed. Agent advised the customer that there is nothing that can be done until that part becomes available. Agent contacted the DLR 26859 for the customer and asked the DLR if they had a waiting list. DLR said they do, but they cannot order parts as they are restricted. Agent advised the customer of that information and was still upset.
Briefly summarize what the customer is expecting: Customer is expecting to get the part for his vehicle.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: Customer requested a call back from supervisor. Customer is upset that the recalled part is not available.
CAIR assigned to: SJ372
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-15 @ 12:46
Customer is calling because his tie rod end broke off and the dealership hasn t had the parts to fix the recall. Customer states he got the vehicle fixed with aftermarket parts. Customer seeking possible reimbursement. Writer sent the customer a documentation link. Customer still seeking a call back from SJ372 as he has some more concerns to discuss.
Customer has again called because he is waiting for a callback from a Case Manager regarding the N49 recall issue. Customer states that he has some concerns about the way this recall is being handled. Customer states that his vehicle was in for warranty transmission work. Customer states that DLR that performed the transmission repair had the parts for the recall but did not complete the recall on his truck. Customer stated that when he spoke to the SM and asked why it wasn t completed the SM stated that it should have been fixed but gave no reason that it wasn t

taken care of. Customer states that now that his tie rod has broken he cannot work and has been unable to work for the past 4 days. Customer states that he is unhappy with how this recall has been handled and states that when his tie rod broke he was fortunate that he wasn t in an accident. Customer states that the vehicle is being repaired at an IRF with aftermarket parts so that he can get back to work. Customer stated that previous agent was going to send him a link to apply for reimbursement for the parts. Agent advised customer that the previous agent has sent a link for his documentation request. Agent also provided customer with mailing address. Customer had no other questions.
Supervisor Call (270-725-8119): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; invited customer to call back; provided availability for call back; follow-up 05/16/2014.
Supervisor Call (270-725-8119): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; invited customer to call back; provided availability for call back; follow-up 05/19/2014.
Supervisor Call (270-725-8119): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; invited customer to call back; provided availability for call back; final follow-up 05/21/2014.
Briefly summarize why the customer is contacting Chrysler: Customer states that he is returning a call from Scott the supervisor.
Briefly summarize what the customer is expecting: Customer expects to speak to the supervisor SJ372.
Agent went to TL NS748 about the supervisor call for SJ372 with the customer on the phone and NS748 stated that he would take the call. Agent transferred the customer over to NS748.
*** Supervisor call ***
Customer is mainly upset that the vehicle was into a dealership which had parts however they failed to perform the recall. Customer is seeking the reimbursement for the repair from the IRF after the tie rod broke as well as compensation for the vehicle being down.
Supervisor advised we will have to review the documents once attached to see if a reimbursement can be provided, however no assistance can be provided for the vehicle being down
Awaiting documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL3	AG[redacted]	***Open Date***	05/14/2014	***Built Date***	04/06/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	05/07/2010	***Mileage***	48,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	54527	HANSON GARAGE INC			
Dealer Address	218 FIRST STREET				
Dealer City	OROFINO	***Dealer State***	ID	***Dealer Zip***	83544

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	LEWISTON ID[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	Customer reports tow bill due to failed parts included in recall N49
Corporate - Quick CAIR - Telephone Line Open - No Customer Response - Default	Customer seeking reimbursement for tow
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states left outer tie rod broke while driving. Customer states he had to have vehicle towed to dealership. Customer reports dealership repaired vehicle through recall N49
Briefly summarize what the customer is expecting: Customer seeking reimbursement for tow to dealership to repair vehicle as outlined in recall N49.
Agent provided customer with information found in Answer ID 17420 for reimbursement requests. Agent provide customer with Zone 86 (Chatham) fax number and requested customer fax supporting documents. Agent advised as soon as supporting documents are recieved, agent will forward file to request reimbursement for expenses incurred due to recall N49.
POSTMARK DATE: 051514; DATE RECEIVED: 051514
* * * * * CASE MANAGER TEAM - District O * * * * * *
In warranty
History: 5 New 1 Used
MVP: No
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66241. The reason for the customer contact was to provide or request the following information:
First contact, customer would like reinbursment for tow of $295.00.
Writer has recieved documents and has reviewed them.
Writer was contacted back by Customer. Writer asked expectations and customer stated he wanted to be reimbursed for the tow for $295.00.
Customer has the vehicle and repairs have been done for about two weeks.
Writer informed customer we will do the reimbursement of $295.00 and verified address with customer. Writer explained it will be 3 to 5 business days.
Mr.Mrs.Ms. (owner s name) accepts and verifies the check should be mailed to the following name and address:
[redacted]

LEWISTON ID [redacted]
What has the customer requested? reinbursment
If this is a Recall or Extended Warranty, enter the campaign number.
Recall
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair. 47314
Enter the Date when the repairs were completed.4/11/14
What is the total amount being reimbursed? $295.00
Ok to complete check process for towing reimbursement
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	5G[redacted]	***Open Date***	05/14/2014	***Built Date***	03/18/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/22/2005	***Mileage***	239,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68705	LIMON CHRY-PLYM-DOD-JEEP INC			
Dealer Address	1155 N HWY 71				
Dealer City	LIMON	***Dealer State***	CO	***Dealer Zip***	80828

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLACK HAWK CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer called because one of the tie rods broke

Briefly summarize why the customer is contacting: Customer is calling in today because he has the Left Tie Rod recall on his vehicle, customer stated that one of them broke and his vehicle is not drivable.
Briefly summarize what the customer is expecting: Customer is expecting assistance with this repair and a tow to the nearest dealership, customer did not specify which tie rod broke, agent called to the dealership 44067 and spoke with Eric in service, agent transferred the customer over to set up an appointment

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	05/15/2014	***Built Date***	04/14/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	08/20/2011	***Mileage***	44,607	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer called because tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod broken
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called because he was backing out of the driveway and believes his tie rod broke. Customer believes this is related to the N49 Recall.
Briefly summarize what the customer is expecting: Recall information. Agent advised he does have the H49 Recall and offered Roadside assistance. Agent transferred the customer to Roadside. Agent verified the dealershipas HADDAD DODGE.
Reassigned to PG725 for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	AG[redacted]	***Open Date***	05/15/2014	***Built Date***	05/18/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	12/16/2010	***Mileage***	93,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23955	FIRKINS C-P-J-E			
Dealer Address	2700 FIRST STREET				
Dealer City	BRADENTON	***Dealer State***	FL	***Dealer Zip***	34208

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	
	PARRISH FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he contacted his dealership about 10 minutes ago to find out if the part for the N49 is available. Customer stated that the dealership advised him that they are only order 1 part per week and they still do not have a part for his vehicle. Customer stated that this recall came out in November 2013 and here it is the end of May and there are still no parts.
Customer stated that he cannot do an alignment on his vehicle because the part is bad and his tires are wearing down and he would like to know who is going to be responsible for replacing the tires. Customer stated that right in the recall letter is states that if the part breaks it will cause a crash and he would like to know what Chrysler will do if his children were hurt or lost in a crash. He stated that you would think that Chrysler would try to get the parts out a lot faster then having to face a law suit. He sated that if something happens to his vehicle and/or his family members he will be filing a lawsuit.
Briefly summarize what the customer is expecting: Customer would like an explanation as to why Chrysler is not producing parts faster for the recall.
Agent advised customer that we are working very hard to get all the parts needed to repair the entire recalled vehicle. Agent advised that because of the numbers involved in the recall we had limited the dealerships to order 1 part every 7 days so that all dealerships have an equal chance to be able to repair a vehicle.
Customer understood. He stated that when his vehicle does get repaired that he will be contacting Chrysler for assistance with replacing the 2 front tires and what ever else is happening in the front end of the vehicle because of the recalled part.
Assign the CAIR to a Team Lead to have Survey Bypass - No Repair added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LS38C9	5G[redacted]	***Open Date***	05/15/2014	***Built Date***	01/19/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/17/2005	***Mileage***	136,935	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26534	RICK HENDRICK JEEP-CHRY			
Dealer Address	8333 RIVERS AVENUE				
Dealer City	NORTH CHARLESTON	***Dealer State***	SC	***Dealer Zip***	29406

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT GEORGE SC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking information for recall

Briefly summarize why the customer is contacting Chrysler: Customer states he had the tie rod replaced before the recall was issued but it recently broke again. Customer states he would like to have the recall completed but does not know where he should go.
Briefly summarize what the customer is expecting: Customer seeking information as to where he can have the recall completed.
Agent advised customer that he will need to bring the vehicle to any local CDJR dealerships to have the recall completed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HLX	BG[redacted]	***Open Date***	05/15/2014	***Built Date***	02/14/2011
Model Year	2011	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB		
In Service Dt	10/31/2011	***Mileage***	23,890	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WIMBERLEY TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Clement from dealership 45448 NORTH STAR DODGE CHRYSLER JEEP called and he wants a representative from Chrysler contact customer because customer is very upset, the tie rod broke and the vehicle was in a wreck. Agent informed Clement that he will need to contact customer and let him know that he has called Chrysler. SA Clement states that the dealership did not tell the customer that it was alright to continue driving the vehicle. Customer needs to call in and make a complaint to Chrysler.
Dealership call
Survey by-pass
Reassign To: LB546
SM Clement called back about the customer and stated that the DLR in Austin has the vehicle and is requesting that the part be sent to their DLR. SM Clement states that the customer was advised by CAC to bring the vehicle back to DLR 45448. Writer advised that no documentation is on file that states that the customer called about this issue and that we advised of this. Writer stated that the DLR would need to contact their area manager.
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that this vehicle had the N49 recall. While driving down the road the left tie rod broke. Customer had vehicle towed to 45448. Customer states that dealer said it would take 12 weeks for vehicle to be repaired. Customer wants repair done sooner or coverage for a rental vehicle.
Briefly summarize what the customer is expecting: Repairs done or Rental coverage.
Agent contacted 45448 and spoke to Service Advisor Felite. Felite advised agent that he is unsure if other damages are due to the recall and believes technician looked at it when vehicle was picked up. Felite advised agent that there are 10 other customers ahead to get this recall completed as parts are on restriction. Felite also advised agent that there is a possibility that customer can get repairs done sooner but there are no guarantees.
Agent advised customer that the parts for the N49 recall are on restriction. Agent advised customer that there were 10 customers ahead of him, but this number could change and he could get in sooner but there are no guarantees. Agent advised customer that we cannot provide rental coverage for the time the vehicle was off the road.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL8	BG[redacted]	***Open Date***	05/15/2014	***Built Date***	10/19/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	09/21/2011	***Mileage***	63,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	***Dealer State***	CA	***Dealer Zip***	95630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOPLAND CA 9[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	N49
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states he has been asking to get the part replaced since February.
Customer has been following up regularly.
Customer states his Tire Rod has broke and customer is seeking if an IRF can replace it and him seeking reimbursement because he is up in the mountains far away from a DLR.
Customer states his DLR told him to call CAC.
-
Briefly summarize what the customer is expecting: Customer seeking reimbursement for a repair that will be done to remedy his tire rod that broke at an IRF because there is no Chrysler DLR near by.
-
Agent advised customer to bring it to a Chrysler DLR and we can escalate his file to a CM to have the recall taken care of at a Chrysler DLR.
Customer states he can not bring it to a Chrysler DLR because he is up in the mountain. Customer wants an IRF to do it.
-
Agent advised there would be no guarantee of reimbursement if he went to a IRF.
-
Customer said to hell with Chrysler and he hung up.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: 916-355-9999
Who has possession of the vehicle? (On the side of the road, in the process of being taken to an IRF)Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 88F
*****CASE MANAGEMENT DISTRICT O*****
Vehicle within warranty

5 Chrysler vehicles in household, 5 new and 0 used
MVP Contracts =expired
Status update provided via email to the following email address:
[redacted]
My name is Patty and I have been assigned as your Case Manager. This email is conformation that your case, [redacted], successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [redacted] within the one business day as promised. My office hours are 8am to 4pm MST, Monday Friday. My contact information is 800-763-8422 ext. 66116.If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer contacted customer to [redacted]Writer received customers voicemail stating that customer out of country.
Writer contacted customer to [redacted]. Writer got a fax line.
Writer contacted dealer to 916-355-59999 spoke to Nellanna Warranty Administrator. WA was unable to provided or confirm customer phone number.
Writer attempted to contact customer. Writer contacted customer at [redacted] Customer stated had repairs complete by an IRF. Customer informed paid around $60-$70.00 for the part and $35.00 for an hour of labor. Customer stated that the IRF will contact writer by 05/16.
Customer advised his vehicle had a few loose screws. Writer advised customer to take it into the dealers. Writer stated to follow up with customer on 05/19.
Writer received voicemail from Service Advisor Tommy, at the IRF requesting a callback at [redacted]
Writer contacted IRF spoke to SA. SA stated that parts cost $62.72 and labor was $70.00. SA also stated that the part was Mopar parts. SA stated repairs were complete on 05/15.
Writer contacted customer. Writer offered a reimbursement of $132.72. Customer accepted the offer. Customer also stated his going to fax in some documents a dealer provided with information about some ball joints. Writer verified customers address and spelling of customer s name. Writer also advised customer that check will take 7 to 10 business days. Writer stated to fax proof of payments.
Writer contacted customer. Customer stated that documents were fax in Monday or Tuesday (05/19, 05/20). Writer explains haven t received any documents will follow up on 05/27.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
Customer Document Reviewed.
What has the customer requested?assistants for tie rod replacement
If this is a Recall or Extended Warranty, enter the campaign number.N49
If this is for a previously made goodwill decision, what is that CAIR #?no
Enter the Mileage at the time of the repair. 63000
Enter the Date when the repairs were completed.05/15/2014
What is the total cost of the Parts to be reimbursed?$62.72
What is the total cost of the Labor to be reimbursed?$70.00
What is the total tax to be reimbursed?$0.00
What is the total amount being reimbursed?$132.72
Writer contacted customer to inform documents were received. Writer explains once check is sent case will be closed. Customer did explain there is another concern with vehicle. Writer advised customer to take vehicle into dealership to get repairs complete, when repairs are made and customer feels like we can assist in any way to please callback.
Ok to complete check process for Tie rod replacement
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL9	BG[redacted]	***Open Date***	05/15/2014	***Built Date***	05/04/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	07/27/2010	***Mileage***	103,500	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44809	CHEROKEE CHRYSLER DODGE JEEP			
Dealer Address	200 LIBERTY BLVD				
Dealer City	CANTON	***Dealer State***	GA	***Dealer Zip***	30114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RINGOES NJ [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states the tie rod broke

Briefly summarize why the customer is contacting Chrysler:customer states there is an open recall on his vehicle and parts have not been available, customer states that he was backing into his driveway and the tie rod broke.
Briefly summarize what the customer is expecting: customer seeking information
Agent advised that she would contact the DLR to see if parts are available. Agent contacted SA Jim who stated he had two tie rods available, agent asked him to keep one for customer. Agent asked SA Jim for local tow company for the customer (R&R Towing 770-720-6200) Agent transferred customer to R&R Towing for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL6	AG[redacted]	***Open Date***	05/15/2014	***Built Date***	02/17/2010	
Model Year	2010	***Body***	D28L91	DODGE RAM 3500 ST CREW CAB 4X4			
In Service Dt	10/22/2010	***Mileage***	50,500	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	62621	DAYTON ANDREWS INC			
Dealer Address	2388 GULF TO BAY BOULEVARD				
Dealer City	CLEARWATER	***Dealer State***	FL	***Dealer Zip***	33765

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PALM HARBOR FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating they had the tie rod break on them in October and the dealership still does not have the part. Customer states the tie rod fell off in the driveway. Customer states they tow every day and they are going on a trip soon and are worried about driving it. Customer wants to know where they are at on the waiting list. Agent called the dealership and spoke to Brian. Brian states he will have his SM look into it and call us back. Agent advised the customer of this. Customer states she understands. Customer ended the call.
Briefly summarize what the customer is expecting: Recall information
Reason for Dealer Contact: To see where or if the customer is on the waiting list
Dealer Code: 62621
Dealer Personnel Required: sm
Customer s Preferred Method of Contact: phone
Customer Phone Number (Morning):[redacted]5
Customer Phone Number (Evening):7[redacted]
Customer Email address:none
Reason for assigning to Resolution Team:unable to reach dealer
Assigned to 86T
-
DEALER CONTACT|62621|727-799-4539 and spoke with SD Charles, he advised the customer is #25 on the waiting list for parts and they are averaging 4 repairs/week.
-
-
Ferman Chrysler Jeep Dodge Ram of New Port Richey
3939 US Hwy 19
New Port Richey, FL 34652
727-847-5555
PA Bob - advised he had no waiting list and has the parts in stock to complete the recall.
-
CUSTOMER CONTACT|MRS [redacted]
Writer left a voice mail message requesting a return call at

877-759-5427 x 4718026.
-
Customer contacted writer, advised of line 27-32 an offered to transfer to the dealership in order for an appointment to be scheduled, customer declined to be transferred at this time as she needs to speak with her Husband. Customer was appreciative.
-
Assigned to JK671 for survey by pass, no repair.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG[redacted]	***Open Date***	05/16/2014	***Built Date***	10/06/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	02/28/2011	***Mileage***	44,313	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC			
Dealer Address	900 S US HIGHWAY 35 BYP				
Dealer City	PORT LAVACA	***Dealer State***	TX	***Dealer Zip***	77979

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VICTORIA TX[redacted]	***Country***	UNITED STATES

Product - Brakes - Unknown - Other - Front	Backing plate damage due to recall
Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown	Control Arm damage due to recall
Product - Brakes - Disc Brake Assy/Calipers - Other - Front	Rotor damage due to recall.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Steering box damage due to recall
Corporate - E-Reimbursement - Default - Default - Default	Towing reimbursement due to recall
Recall - N49: LEFT TIE ROD -	tie rod broke on customer's truck

Briefly summarize why the customer is contacting Chrysler:Customer called because he had his tie rod break last night and he had his vehicle towed home. Customer is looking into information and assistance to get the vehicle towed to the dealership for the recall to be performed. Agent called over to the dealership 59853 to speak with the service manager regarding assistance for the customer for towing of his truck to the dealership. Customer is upset because he was not notified about the N49 recall until it went on the vehicle last night and the dealership told the customer today that there was a recall.
Briefly summarize what the customer is expecting:to find out about assistance with getting the vehicle towed to the dealership for the recall to be performed.
Dealership contact
SM stated she wont be able to get the customers vehicle into the shop for over a week due to SA/Tech, just had surgery and will not return for a week.
Customer called back in trying to find out about the towing to the dealership. Agent advised customer of the information from lines 14-16. Customer states that he does not have a problem with waiting a week, but if they are not able to cover the cost of the tow, he would need to find a different way to get to a dealership as his boat is still hitched up behind his vehicle.
Customer has 6 house hold vehicles; 5 original owner and 1 second owner.
Customer seeking possible cost assistance with getting vehicle towed to dealership for recall N49 because it recently broke and customer already paid to have vehicle towed to his home with his boat and is looking for assistance with the cost of towing.
reassign to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
Agent attempted to contact dealer SM Mike, advised that his dealership will not be able to reimburse for the towing. As long as the customer is

willing to wait a week to have the vehicle worked on as the tech is out for surgery.
Agent attempted to contact customer [redacted], Agent discussed that the vehicle needs to go to the dealership for the recall to be completed. Agent advised that if customer pays to have the vehicle towed to the dealership than Agent will reimburse for the towing cost. Customer would like to see if the vehicle can be towed to a different dealer in an attempt to get the vehicle repaired sooner.
Agent attempted to contact dealer SM Rudy, advised that he does have a recall part in stock. He can get the customer in as early as 5/21.
Agent attempted to contact customer 361-484-8311, Agent advised that dealer 45048-PORT LAVACA DODGE CHRYSLER JEEP can get the vehice in as ealry as wednesday 5/21/2014 and his dealership has the part for the recall in stock. Agent advised that a follow-up will be made no later than 5/21/2014 to discuss the reimbursement.
Writer contacted customer. Customer states that he did get the vehicle towed over to the dealership and they said it should be ready by Friday. Customer states that he has the paperwork for the towing of the truck and boat. Customer states that the towing from his home to the dealership was paid over the phone so he will go get that paperwork. Writer advised customer I would send out the link. Writer advised customer the link ins one good for 7 days and one click. Writer advised customer case manager will do another follow up no later than 5/28.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
Agent attempted to contact dealer SM Rudy, Advised that the vehicle was picked up yesterday, SM advised that the Gear Box, Control Arm, Backing plate and Rotor were also damaged due to the recall.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-28 @ 14:15
Agent attempted to contact customer at [redacted] Agent advised that the towing receipts have handwritten on them that the tow was paid by Mastercard. Agent advised that because it is somethign that was handwritten it is not sufficient proof of payment. Agent advised that a copy of the CC charges showing as being paid is all that is needed. Agent sent another link to attach the proof of payment to. Agent advised that when the paperwork has been received a follow-up will be made to get issued.
[redacted] called requesting to speak to CM JS1561. Writer advised CM is currently unavailable. Customer concern regarding the proof of payment verification is that the credit card statement with charges are on the next billing cycle. Customer does not want to accrue interest to his credit card while waiting for next statement. Writer advised will notate cair for a callback to customer.
***** Customer Document Received *****
What has the customer requested? Reimburst for towing due to recall.
If this is a Recall or Extended Warranty, enter the campaign number. N49
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair. 44313
Enter the Date when the repairs were completed. 5/19/2014
What is the total cost of the Parts to be reimbursed? $0.00
What is the total cost of the Labor to be reimbursed? $0.00
What is the total tax to be reimbursed? $0.00
What is the total amount being reimbursed? $797.00
Agent attempted to contact customer at 361-484-8311,
Mr. [redacted] accepts and verifies the check
should be mailed to the following name and address:
[redacted]
VICTORIA, TX [redacted]
Customer advised that when the dealer fixed the vehicle the wrong Pitman Arm was installed. The vehicle is currently at owners address. Customer advised that dealer informed that the repair and possible towing will be taken care of. Customer would like to have Check issued and feels that dealer will take care of issue so case can be closed when check is issued and no further contact will be needed.
Customer Document Reviewed.
Check has been reviewed and approved.

Check has been approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	7J[redacted]	***Open Date***	05/16/2014	***Built Date***	08/11/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/24/2007	***Mileage***	104,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26195	TOWN & COUNTRY CHRYSLER DODGE JEEP	INC		
Dealer Address	2200 SOUTH WALNUT STREET				
Dealer City	BLOOMINGTON	***Dealer State***	IN	***Dealer Zip***	47401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SPENCER IN[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N62 towing reimbursement
Corporate - Roadside Services - Default - Default - Default	Reimbursement inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Towing reimbursement requested

Briefly summarize why the customer is contacting Chrysler: Customer took the vehicle to
TOWN & COUNTRY CHRYSLER about 1 month ago. The dealership advised the recall has to be completed but could not complete it at that time. Two or three days ago he noticed a loud sound, and noticed that the tie rod dislodged from the tie rod end. He called the dealership today and will have to get the vehicle towed.
Briefly summarize what the customer is expecting: Customer was inquiring about reimbursement.
Agent gave the customer the reimbursement information from A/C document 17420. Agent advised the customer he can call back when he gets the tow bill and we can send him a link to send the document in.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Customer called in requesting the link to send in his documentation of getting the vehicle towed a dealership.
Agent advised the customer that it will then be sent up for possible reimbursement consideration.
Reassigned to 86Y
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found the customer submitted a towing invoice but no proof of payment. Agent will contact IRF to confirm the invoice has been paid in full.
Agent called the IRF and left a message with owner Lance about the customer s invoice. Lance states he is going to research the situation and call back.
****
Next agent please document the findings to determine if the customer s invoice was paid in full.
Mike from IRF called in looking for some information. Agent advised of lines 21-26.
Mike states the invoice was paid in full. Mike states it was paid with

check # 415.
Agent advised I will document the information on the file.
Customer submitted request for reimbursement for recall N62 LEFT OUTER
TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: N62 LEFT OUTER TIE ROD ASSEMBLY
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 05/17/2014
Invoice #: 136915
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 120.00 (towing)
Tax $ 0.00
Total $ 120.00
Writer is submitting check for approval in the amount of $ 120.00
Agent found customer s address matches COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D9	6J2[redacted]	***Open Date***	05/17/2014	***Built Date***	03/30/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/21/2006	***Mileage***	80,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	45193	WILKES BARRE DODGE			
Dealer Address	2150 SAN SOUCI HIGHWAY				
Dealer City	WILKES BARRE	***Dealer State***	PA	***Dealer Zip***	18702

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HARPURSVILLE NY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer has broken tie rods
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the customer would need to take the vehicle to a DLR for the broken tie rods and wants to know which DLR has parts available. Writer contacted DLR Binghamton Chrysler jeep dodge SA Jon who stated that there is nothing that the DLR would be able to do. Writer stated that the customer can contact the other DLRs in the area.
Briefly summarize what the customer is expecting: Customer wants to know more about the recall.
Customer calls seeking recall information. Advised the customer of incomplete recall N62 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Survey bypass recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A0	7G[redacted]	***Open Date***	05/17/2014	***Built Date***	02/13/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	03/31/2007	***Mileage***	143,298	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	25056	TOM MATSON DODGE JEEP			
Dealer Address	2925 AUBURN WAY NORTH				
Dealer City	AUBURN	***Dealer State***	WA	***Dealer Zip***	98002

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KENT WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	tie rod broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the tie rod from the N62 recall broke.
Briefly summarize what the customer is expecting: Customer is hoping to get a part sent to the DLR as soon as possible so that he can get his vehicle back on the road. Customer states that he had his tie rod replaced last year. Customer inquired as to whether he could get reimbursement for the original repair. Agent advised that recall is on the replacement part, not the OEM. Agent called to DLR 25056 and spoke with Berry in Parts. Berry informed agent that customer is in the waiting list since February and they have just reached 01/20/14 on the waiting list of 96 vehicles. Berry informed agent that there are 2 other trucks on the lot with broken N62 tie rods. Agent inquired if DLR would be able to do a DLR to DLR trade with another DLR. Berry states that he will try calling on Monday. Berry states he is also sending an e-mail to his manager about the customer s situation.
Agent informed customer of conversation with Berry. Customer inquired if he could get rental. Agent suggested asking if the DLR had loaner vehicles. Agent informed customer that he is OOW for rental.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in rental assistance.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Escalation Override approved by LB546/TL - recall related failure - escalate to CM
Customer needs the vehicle towed to TOM MATSON CHRYSLER JEEP DODGE, 25056 because they have a part for the N62 recall that they can put on to the vehicle tomorrow morning. Customer is requesting Chrysler to cover the cost of the tow to the dealership from Lessch Waub Tires.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 2[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A

Who has possession of the vehicle? IRF
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? TOM MATSON CHRYSLER JEEP DODGE, 25056
Reassigned to 88F
Customer requires a call back as soon as it is possible. Customer needs to have the vehicle towed to dealership before tomorrow morning.
* * * * * CASE MANAGER TEAM - District O* * * * * *
Writer contacted dealership and spoke to SA Peter who stated that vehicle has already been repaired and picked up. SA stated that mileage is 143298.
Writer contacted customer who stated that he will be picking up vehicle today 5/20. Writer advised will be sending link to have customer scan in receipt for the tow to the dealership. Writer advised link is good for 7 days or 1 click. Customer provided email [redacted].
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-20 @ 18:13
Writer contacted customer and advised we will be sending a new link as it has been 7 days and no documents have been recieved. Writer advised will follow up on 6/2 if documents have still not been recieved.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Status update provided via email to the following email address:
I[redacted]
We have not yet received your documents for proof of payment review. We will resend the link and contact you by Friday, 06/06. Please contact 1-800-763-8422 ext 66056 if you have any questions or concerns. Thank you.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-06-02 @ 10:43
Writer contacted customer who stated that he had to request a new reciept and will be sending in the reciept. Writer advised that if he does not have reciept by 6/9 we will be closing the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C3	6G[redacted]	***Open Date***	05/18/2014	***Built Date***	05/30/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	07/31/2006	***Mileage***	327,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68528	SPRINGFIELD CHRYSLER AUTO MART INC			
Dealer Address	HIGHWAY 21				
Dealer City	SPRINGFIELD	***Dealer State***	GA	***Dealer Zip***	31329

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELLABELL GA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	inquiry on recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	recall related

Briefly summarize why the customer is contacting Chrysler The customer contacted chrysler because the tie rod that was replaced cair[redacted] 10/08/2013. The tie rod is just about to break again and the customer wants to know who will pay for the repair and the tires. The customer had an alignment done after the last repair wore out the tires and now thanks to the loose tie rod the tires are worn again.
Briefly summarize what the customer is expecting: The customer expects the recall to be completed and the repair done properly.
The agent advised the customer to bring the vehicle to the nearest dealership and get a diagnosis and then call us and we could maybe assign the case to a case manager and assist with parts expediting. The customer felt he could maybe get the vehicle to the dealership withour incident as it wasn t too far away.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G[redacted]	***Open Date***	05/19/2014	***Built Date***	09/24/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/29/2008	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLINTON LA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Not sure if related
Product - Steering - Linkage - Defective - Default	right tire rod broke.

-
Briefly summarize why the customer is contacting Chrysler:
Customer broke his tire rod end this weekend and almost flipped his truck.
Customer states his right side broke not the left.
-
Briefly summarize what the customer is expecting: Customer seeking if that is covered under warranty.
-
2008/120000
Does the customer have prior history with current issue? Recall for left
Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)?no
Is the customer the original owner of this vehicle?no
Does customer have previous vehicle purchase history (new and used, household)? no
Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? no
-
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
-
Agent warm transfered customer to DLR
Customer [redacted] called. Corrected name in COIN.
He stated truck is at his friends place, broken tie rod end. Customer does not think there was replacement of steering components, he is not original owner. Writer advised N62 does not cover factory parts.
Conference to Dealer 45599 phone 225-635-2900 time 14:02 ET. SA confirmed N62, unable to determine if recall will cover. Customer request dealer pick up vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26A1	8G[redacted]	***Open Date***	05/19/2014	***Built Date***	04/02/2008	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	10/31/2008	***Mileage***	118,189	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA			
Dealer Address	5001 GRIZZLY COURT				
Dealer City	MISSOULA	***Dealer State***	MT	***Dealer Zip***	59802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HAMILTON MT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer looking for recall information
Product - Drivability - Unknown - Other - Default	customer wanting towing reimbursed
Corporate - Survey By-Pass - No Documentation - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler:Customer calling about N49 recall. Customer stated that he has been waiting for sometime for the recall and this morning when pulling into his driveway the tie rod snapped on the vehicle. Customer wanted to see about getting the vehicle towed to the dealership for assistance. Agent called over to Lithia to find out if the customer is on the list and how quickly he can expect to get in. Agent also wanted to check on the towing for the customer to the dealership. Agent called and spoke with Jim the PM and he stated that the customer is not even on the list. Agent also called over to Dee Motor Company and left a message for the service manager about the recall. Agent was in the process of calling other dealerships when she lost the customer. Agent could not contact the customer back to let him know. Once agent hears from the dealership she will call the customer back and let him know. The customer is not on any list as he was advised and Jim at the Lithia dealership stated that he has over 400 people on the list waiting for parts. Customer not only has a recall issue but is looking for assistance getting the vehicle towed to the dealership.
Briefly summarize what the customer is expecting:to find out about getting the parts for the N49 recall because his vehicle broke down on Monday morning.
Customer calls seeking recall information. Advised the customer of incomplete recall recall N49Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
**********Next Agent**********
If the customer calls back advise him that the Lithia dealership is too busy with over 400 people on the list and we are waiting to hear from 2 other dealerships regarding the issue.
If Jim from dealership calls please find out if they can fit the customer in for the recall and if they would be willing to tow the vehicle to the dealership and perform the recall and put the towing under the recall.

Customer contacted Ram back because he got disconnected from previous agent. Writer contacted Dee Motor Company again and spoke to SA Mike who stated that they do not have parts for this recall and are having a hard time getting them. Writer contacted Lithia again and spoke to SA Ross who did state that they would make the customer a priority when it gets towed. Writer did ask if they could participate in the cost of the tow. SA Ross did speak to the SM about it, but unfortunately they would not be able to. Writer did look into it on her end, but again the tow would not be covered. Writer informed customer that Lithia would make him a priority to get a part for the N49 recall but that the cost of the tow would be his. Customer understood. Customer states that he will take care of that and contact Lithia to let them know that he will be coming. Writer did also inform the customer that Lithia does not have the parts in at this moment and there is no ETA of quickly they can get the part, but they will try hard to get one for him to get back on the road. Customer has called back again because she has been told that they will be responsible for the towing fee to the nearest DLR. Customer states that the nearest DLR is 60 miles away. Customer does not feel that they should be responsible for the tow because a faulty part, which they cannot get, broke. Customer stated that their family business is seasonal and they cannot work because the tie rod broke in their driveway. Customer states that if they had been on the highway when this happened their lives would have been at risk. Customer stated that they called the DLR regarding this recall as soon as they received their recall notice and the DLR told them they would receive a phone call once the parts were in. See lines 14-16. Customer states that if they have to pay for the tow and cannot get their vehicle fixed, that they will be calling the local news.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]7
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Reassigned to 88F
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer claims tie rod broke when he was pulling in to his driveway
Briefly summarize what the customer is expecting:
To have the recall part replaced immediately
****End structured narrative T2 - Beginning Narrative
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Broken tie rod, resulting in vehicle needing towed
Briefly summarize what the customer is expecting:
To not have to pay for towing
****End structured narrative T2 - Beginning Narrative
* * * * * CASE MANAGER TEAM - District N * * * * * *
Vehicle is out of warranty by both time and miles
Vehicle has no service contracts on it
Household shows 1 new and 2 used vehicles.
Writer is contacting dealership at 406-721-5000. Writer spoke with Service Adviser Kenny. Writer explained the situation to SA and asked his opinion as to how we can help the customer as soon as possible. Writer was then transfered to Parts Manager Ross. PM stated that they did have ONE tie rod in supply, and they were able to put it on the vehicle today and as of this writing the vehicle is repaired and ready for the customer to pick up. Writer thanked PM for the information and stated if the customer had to pay for the vehicle to be towed she would reimburse that.
PM confirmed the mileage at 110189.
1ST CUSTOMER CONTACT. Writer is contacting customer at [redacted].
Writer spoke with customer who did state they called the tow company. Writer informed customer she would like to reimburse for the tow bill, as this was related to a recall and not their fault. Writer stated she would be sending an email with a link, and when the customer receives the bill to please send copies and proof of payment and she would begin the process.
Customer expressed sincere thanks.
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-05-20 @ 18:40

Writer is contacting customer [redacted]. Writer was calling to confirm email address which did not want to go through yesterday. Writer sent the documentation link while on the phone with customer so they could both confirm the email was sent. Successful.
Status update provided via email to the following email address:
[redacted]
Hi,
This is a freindly reminder to you to please submit the towing bill and copy of form of payment to the link provided in the email I sent to you dated 05/20/2014. As soon as I have that information I can get your towing reimbursed.
Thanks, and have a great day.
Diane
End of Status Update
Writer is contacting customer [redacted]. Writer informed customer she needs the documentation within two days or the case would be closed. Customer stated she would get the documents in this week.
Customer calls to speak with their Case Manager.
Transferred the customer to DL1016 at ext 66383.
Writer received a warm transfer call from the customer. Customer informed writer she had received the invoice in the mail for the towing. Writer attempted to resend the documentation link, but the email failed to send after several attempts. Customer offered to have the documentation request sent to her son s email and writer accepted. Customer stated she would call her son and get the email address and would contact the writer back immediately with the information. Customer did call the writer back with her son s email address. The alternate email is: [redacted]. The alternate email address also failed. Writer informed customer her email is not working, and that we would keep attempting to send the link. Writer assured customer now that she has the required information the writer would not close the case and if it took a couple of days for the link to be sent, we would be sending the link and writer would keep the customer informed.
Begin Customer Message reviewed:
Here is the receipt
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-28 @ 19:18
Writer is contacting customer at [redacted]. Writer informed customer the documentation email has been sent and that the writer would be in contact as soon as the documents arrive.
Status update provided via email to the following email address:
[redacted]
Just a friendly reminder i am still waiting for the towing documents so we can get your reimbursement taken care of for you.
If i do not get the documents i will be forced to close your case.
Please feel free to contact me at 800-763-8422, ext 66383
Sincerely,
Diane
End of Status Update
Status update provided via email to the following email address:
[redacted]
This is our final attempt to collect your documents for your towing charges. At this time your case will be closed,
Sincerely,
Diane
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L1	9G[redacted]	***Open Date***	05/20/2014	***Built Date***	09/10/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/24/2009	***Mileage***	33,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68947	BAUMANN CHRY-JEEP-DODGE INC			
Dealer Address	2577 WEST STATE STREET				
Dealer City	FREMONT	***Dealer State***	OH	***Dealer Zip***	43420

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAK HARBOR OH [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	left tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod is broken
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Don stated that the vehicle is at 68947 BAUMANN CHRY-JEEP-DODGE INC 419-332-8291 with the left tie rod broken
Briefly summarize what the customer is expecting: Customer would like the vehicle repaired.
Customer calls seeking recall information. Advised the customer of incomplete recall N49 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Called dealership 68947 to confirm details of diagnosis.
Asked for Josh. Spoke with Josh.
What is the diagnosis? SA Josh stated that no diagnosis has been completed yet, but let tie rod end seems to be the issue. SA stated that the next steering linkage received will be used on this vehicle if needed. SA stated that after the diagnosis the dealership will know if there are further issues.
Writer advised the customer of the information provided by SA Josh.
Reassigned to SG893 for a survey by-pass No Repair
or Undiagnosed under recall with a concern

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX B[redacted]	***Open Date***	05/20/2014	***Built Date***	04/14/2011		
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	12/26/2011	***Mileage***	28,348	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23867	ANCIRA MOTOR COMPANY			
Dealer Address	10807 IH 10 W				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78230

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	HELOTES TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	left tie rod with visible bend in it
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Product - Steering - Unknown - Misaligned - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: customer is contacting Dodge for information about an issue with the vehicle tie rod issue.
Briefly summarize what the customer is expecting: seeking what can be done in regards to the left tie rod with a visible bend in it.
Customer states that the customer was driving and noticed that there was play in the steering. The customer pulled over when safe and customer noticed a visible bend on the left tie rod. Customer contacted the DLR in regards to the issue and was advised to contact us to inquire what we can do in regards to the issue.
Agent contacted the DLR to gather more information. Agent was unable to speak to SA Paul at the DLR.
Agent apologized for the extended hold.
Agent offer to transfer the customer over to our roadside to have the vehicle towed to the closest DLR, customer declined.
Customer states that the customer will contact roadside to have the vehicle towed and will contact the closet DLR to inquire if the DLR has the part to repair the issue.
Agent advised the case will be sent up to a CM who will contact the customer within one business day.
Enhanced Customer Satisfaction Team (ECS) *
The customer is being handled by the ECS Team
Status update provided via email to the following email address:
[redacted]
Hello, my name is Penni and I have been assigned as your customer advocate. This email is confirmation that your [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 7:30AM 4:00PM (Mountain Time). My contact information is 800-763-8422 EXT 66314. If

your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
1st contact: Writer contacted customer at [redacted]6. Customer states that he did find a dealer close enough to him to work on it today in South Point. Customer states he had a truck full of kids and is 100 miles from home. Customer states that the Tobert dealership offered to buy the part and repair at customer cost. Customer states original dealership told him that the recall does not cover the cost if the tie rod is bent and not broken. Writer inquired if rental was needed, customer declined and stated that repair should be done in a few hours. Writer offered to follow up 5/21 once repairs are completed to ensure the issues are resolved.
Writer contacted customer at [redacted]. Customer confirms that the recall was done and states he has the vehicle back. Customer states that he has had an ongoing issue with the vehicle wondering. Customer states that previously an alignment was done and the tow was checked. Customer states that tomorrow he is going in for an alignment. Writer to follow up 5/23 to make sure issue is resolved.
Writer will offer SC 5AX5100N.
Call from customer. States he had alignment and tow checked as CA advised. Cost was approximately 108.00
Writer advised sending document link to send repair report and receipt for reimbursement.
Writer advised customer his CA would be contacting him tomorrow the 23rd.
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-05-22 @ 20:36
***** Customer Document Received *****
Customer Document Reviewed.
What has the customer requested? Reimbursement of alignment.
If this is a Recall or Extended Warranty, enter the campaign number. n/a
If this is for a previously made goodwill decision, what is that CAIR #? n/a
Enter the Mileage at the time of the repair. 28348
Enter the Date when the repairs were completed. 5/22
What is the total cost of the Parts to be reimbursed? $0.00
What is the total cost of the Labor to be reimbursed? $0.00
What is the total tax to be reimbursed? $0.00
What is the total amount being reimbursed? $106.22
Writer contacted customer at [redacted] Customer states that the alignment was done and the truck is better now then it was brand new. Writer confirmed that cost of alignment will be reimbursed. Customer confirms home address on file to be correct. Writer offered SC 5AX5100N. Customer very thankful for assistance. Writer advised that check will be processed and received in 7-10 days. Writer advised that SC information will arrive within 30 days. Writer advised case will close. Customer has no other concerns.
Documents reviewed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
Check processed.
WAX5100N Contract created. Contract number is [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D3	7G[redacted]	***Open Date***	05/20/2014	***Built Date***	02/06/2007	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	07/14/2007	***Mileage***	155,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOVINGTON [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke

Briefly summarize why the customer is contacting Chrysler: Rusty stated that the right tie rod broke.
Briefly summarize what the customer is expecting:
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.
Writer offered to contact the dealership and inquire about possible discounts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8 AG[redacted]	***Open Date***	05/20/2014	***Built Date***	01/14/2010	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4		
In Service Dt	08/09/2010	***Mileage***	29,886	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

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

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SANTA FE NM[redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Tires - Other - Front	Seeking reimbursement on driver side tire damage
Recall - N49: LEFT TIE ROD - Information Request	tie rod broke
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling for assistance in broken tie rod.
Briefly summarize what the customer is expecting: Customer states that she is out of state with her vehicle and trailing a horse trailer.
Customer had the tie rod break from vehicle. Customer was able to get to a dealership that had a part available. Customer is requesting a rental vehicle while vehicle is being repaired.
Agent contacted dealership and spoke with SA Jessie. Jessie states that he had a part available as he set a few aside for emergency customers.
Jessie states that the vehicle arrived at the shop at 12:04 and by 12:20 the vehicle has been put into the shop for repair. Jessie is stating the vehicle will be repaired within 2 hours and customer will have the vehicle returned back before end of day.
Jessie was amazing in getting the customers vehicle repairs and have them back on the road.
Agent stated to customer that the vehicle will be returned before the end of the day and no rental is required.
Customer states that they will have to stay the night and get a hotel room as they do not drive at night and was looking for reimbursement.
Agent stated that reimbursement on a hotel would not apply.
Customer wanted file documented that she is unhappy with the recall, parts not being available and the unconvince she has to go though.
Customer was thankful this dealership had a part to replace tie rod.
Agent stated information would be documented but at this time Chrysler would not provide cost assistance with the hotel room.
Vehicle is being repaired at:
Fort Collins Dodge Chrysler Jeep Visit dealer, 3835 S College Ave
Fort Collins, CO 80525
(970) 226-5340
Customer states thats she spoke with the previous agent back in Tuesday regarding the tie rod that had broke on her vehicle. Customer states that the dealership was wonderful and the previous agent did awesome. Customer

states that since the tie rod had broke and punctured her tire and had to purchase a new one. Customer is seeking reimbursement on the replacement of the tire.
Agent apologized to the customer and states that if they can send in all their documentations to 1-877-768-5076 with case [redacted]1 ATTN reimbursement.
Agent advised customer that they are going to send their case up to a CM who will be in contact with them within 1 - 2 buisness days. Agent advised customer that they are not sure if they will be in contact with her, tomorrow, but should be on Tuesday since Monday is a holiday.
Customer understood and thanked agent for the information.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 2[redacted]
Customer email address for case updates:
Who has possession of the vehicle? (Owner/Dealer/IRF) Customer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?60415
Reassigned to 88F
Writer review case with BS899.
Agent attempted to contact dealer 60415 at 970-226-5340 Service Manager (SM) Bob and spoke with SA Jessie helping the customer. SA did confirmed that dealer did the recall N49 and fix the vehicle and that the driver side tire got damage because the tie rod got broken and dealer did not have the tire in stock and dealer did put the full size spare tire in the meantime and the vehicle has 29886 miles. Per SA the tire was damage and it could not be fix.
* * * * * CASE MANAGER TEAM - District 1 * * * * * *
Agent attempted to contact customer at [redacted]. Writer spoke with customer husband. Writer advise customer that Chrysler is looking forward to assist the customer with the reimbursement request and advise of the link and time frame and Writer did verify the address on record. Writer advise customer that the documentation needed will be : the repair order from dealer, the receipt of the purchase of the tire and the proof of payment to be consider for reimbursement. Per customer when his wife get all the documentation they will call back to request the link.
POSTMARK DATE: 052614; DATE RECEIVED: 052614
Per the record the documents received is for the hotel room. Customer needs to send documentation on the the purchase of the tire and proof of payment.
Writer call the Firestone Store at 970-377-4157 and spoke with store manager Rick and per store manager because of company policy they can not release any information.
Agent attempted to contact customer at [redacted] however, customer was not available.
Left message for a return call at extension 66121. The reason for the customer contact was to request the following information:
The proof of payment for the tire since the invoice submitted does not have that information.
Agent attempted to contact customer [redacted]. Writer spoke with customer husband and also with customer. Writer advise customer that Chrysler need proof of payment for the tire reimbursement since the documentation sent does not have that information and Writer advise customer of line 74-82 above. Writer offer the link and per customer they will fax the proof of payment. Writer advise of the fax # 801-736-3929 and time frame and to please Writer the case # and Writer name. Customer also ask for reimbursement for the hotel accommodation. Writer advise customer of line 20 above. Per customer they will fax the proof of payment soon.
Customer calling to verify that she was called by Chrysler looking for the information because caller asked for the information provided. Agent advised the customer of the information from lines 83-82 and provided the customer with the fax number again. Customer stated that OL35 should reinvestigate the case and the situation of the hotel room considering the dealership did not have the parts and they had to stay in a motel room.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	AG[redacted]	***Open Date***	05/20/2014	***Built Date***	03/09/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	02/17/2011	***Mileage***	42,500	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68614	KING CHRYSLER/DODGE/JEEP			
Dealer Address	4330 KUKUI GROVE STREET				
Dealer City	LIHUE KAUAI	***Dealer State***	HI	***Dealer Zip***	96766

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KAPAA HI 9[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	left front tie rod

Briefly summarize why the customer is contacting Chrysler: Customer states the left front tie rod broke and he brought it to the dealer to be repaired under the N49 recall but was the dealer denied him
Briefly summarize what the customer is expecting: Customer expects the recall to be completed
Agent called the dealer and spoke to SM Ed who stated that they are fixing the vehicle now

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29C4	6G[redacted]	***Open Date***	05/20/2014	***Built Date***	02/28/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/08/2006	***Mileage***	98,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE	TRUCK-FT THOMAS
Dealer Address	100 ALEXANDRIA PIKE		
Dealer City	FT THOMAS	***Dealer State*** KY	***Dealer Zip*** 41075

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WALTON KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to have the N62 recall completed. Customer states they were told by the dealer that they cant get parts for 6 month
Briefly summarize what the customer is expecting: Customer expects the recall to be completed
Agent called several dealer and was able to get the customer on a shorter list of 30 rather than 40 at the previous dealer. Agent advised the customer of their place on the list and that the dealer would contactthem when the parts arrive
Customer called stated they need the vehicle for the weekend and they can not wait 5-6 weeks for parts. Customer stated they wanted reimbursement. Agent advised customer they need to have the vehicle inspected to find out if it is the original factory part that broke or if it is the mopar part that broke. Agent advised customer we are not reimbursing the original factory part for the N62. Agent advised customer it is not a promise or guarantee they will be reimbursed for the recall. Customer stated they would like the reimbursement information emailed to them.
Status update provided via email to the following email address:
[redacted]
Thank you for contacting Dodge Ram. Listed is the information requested for recall reimbursement. Recall reimbursement is not a promise or a guarantee but we will process every request.
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased

Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment
End of Status Update
resigned to sg893 part restriction.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6 8[redacted]	***Open Date***	05/20/2014	***Built Date***	03/14/2008		
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/26/2008	***Mileage***	130,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45244	HALL CHRYSLER, JEEP, DODGE OF		FENTON, INC.	
Dealer Address	15123 NORTH RD				
Dealer City	FENTON	***Dealer State***	MI	***Dealer Zip***	48430

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAND BLANC MI 4[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking information on N49 recall

Briefly summarize why the customer is contacting Chrysler: Customer seeking information to complete recall N49. Customer states he did not receive notice on this recall so never had inspection completed and not on any list for repair. Customer states currently his tie rod is broke. Agent called dealership, Al Serra (45551) and spoke with SA, Greg. Greg states has 14 on list and only getting one part every two weeks. Agent call Al Deeby (45196) and spoke with SA, Shawn. Shawn stated his list is significant. Agent called Hall Chrysler (45244) and spoke with SA, Val. Val has 8 on her list and put me through to John in Parts. Agent had John add customer to list. Agent transferred customer to Valerie in service for additional information. Customer requesting rental vehicle. Agent advised rentals are not included in recalls. Customer states it is Chrysler s responsibility to look after their customers when they cannot design parts properly. Agent advised a recall is a manufacturers defect not a design issue. Customer will call back for supervisor after checking his third party service contract for rental. Agent advised supervisor will have same answer for him. Agent provided customer with CAIR number.
Briefly summarize what the customer is expecting: Customer looking to have his vehicle repaired, N49 recall. Customer states vehicle is in laneway with broke tie rod.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	6J[redacted]	***Open Date***	05/20/2014	***Built Date***	11/30/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/04/2006	***Mileage***	121,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67402	ACCIDENT GARAGE			
Dealer Address	113 SOUTH MAIN STREET				
Dealer City	ACCIDENT	***Dealer State***	MD	***Dealer Zip***	21520

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OAKLAND MD 2[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Open recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that their vehicle recently broke down due to the tie rod falling and they read online about the recall, therefore they would like to know if it affected their vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to receive information regarding wither or not their vehicle was affected by the recall, as their vehicle broke down due to the failure of the tie rod part.
Agent Advised: Agent advised customer that there are no open recalls on their vehicle, as recalls are VIN specific.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	05/21/2014	***Built Date***	05/19/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	11/20/2010	***Mileage***	74,428	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	LINDEN CA x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Corporate - Survey By-Pass - Default - Default - Default	

Roadside Assistance Contacted - DATE : 2014-05-21
Road Side File Created 05-21-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1890 S HEWITT RD
E COPPEROPOLIS RD
LINDEN
CA USA
BROKEN TIE ROD,RAM 2500/SINGLE WHEEL
DEALER CODE : CHRYSLER JEEP DODGE OF PARAMUS
Closing CAIR as vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	05/21/2014	***Built Date***	04/27/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/15/2005	***Mileage***	199,997	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65505	LA PORTE CHRYSLER INC.			
Dealer Address	1309 PINE LAKE ROAD				
Dealer City	LAPORTE	***Dealer State***	IN	***Dealer Zip***	46350

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	UNION MILLS IN [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking information on recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod on vehicle broke.

Briefly summarize why the customer is contacting Chrysler: Customer states he was driving to his campground outside of Middlebury, IN and the tie rod on his vehicle broke. Customer states vehicle was towed to IRF (Middlebury Service Center). Customer states he was advised of recall N62 and would like information on coverage for repair. Customer states he was driving approximately 50 mph and no one was hurt.
Briefly summarize what the customer is expecting: Customer seeking recall assistance.
Agent advised customer of inspection completed at dealer (65505) on 01-17-2014. Agent attempted to contact dealer to verify inspection findings and was advised service department will not be open for an hour and a half. Agent advised customer, and advised she will contact dealer after opening and contact customer with information.
Agent advised customer if vehicle passed recall inspection customer will be able to make arraignments for repair with facility of his choice.
Agent advised customer if recall needs to be completed vehicle can be towed to dealer for repair to be completed.
***
Reason for Dealer Contact: Verify if customer passed inspection for recall N62.
Dealer Code: 65505
Dealer Personnel Required: SA/SM
Customer s Preferred Method of Contact: Telephone
Customer Phone Number ([redacted]
Customer Phone Number (Evening):[redacted]
Customer Email address: n/a
Agent contacted dealer (65505) and verified the customer vehicle did not have the recalled component. SA advised agent the component found on the vehicle was the original style component steering damper bolted thru the tie rod tube not the u-bolt design.
Agent contacted customer and advised customer of information from lines 27-30. Agent advised customer as vehicle is not under recall repair can be completed at the facility of his choice. Agent advised customer of incomplete recall E17 and recall information. Customer states he believes his vehicle has experienced the symptom of recall E17 and will contact dealer for completion when he returns home.

Customer Assistance Inquiry Record (CAIR)# [redacted]9

VIN	1D7KS28C3	6J204135	***Open Date***	05/21/2014	***Built Date***	04/20/2006	
Model Year	2006	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	02/28/2007	***Mileage***	1	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68286	BAKER CHRYSLER JEEP DODGE INC.			
Dealer Address	1045 STATE RD				
Dealer City	PRINCETON	***Dealer State***	NJ	***Dealer Zip***	08540

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	EWING NJ [redacted]	***Country***	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	

POSTMARK DATE: 051414; DATE RECEIVED: 052114
****
05.22.14
Attorney: Nicole M Downs 732-545-4717
[redacted]
Mechanical failure caused total loss.
Sending a need for more information/location letter
POSTMARK DATE: 051514; DATE RECEIVED: 052214
POSTMARK DATE: 052214; DATE RECEIVED: 052214
LETTER MAILED. MG17
POSTMARK DATE: 060514; DATE RECEIVED: 061114
****
06.23.14
Called Atty for LOCA - she will call back
****
07.14.14
Left a message seeking location
POSTMARK DATE: 070714; DATE RECEIVED: 071514
VEHICLE LOCATED AT:
BAKER CHRYSLER JEEP DODGE INC. CJDTR
1045 STATE RD PRINCETON NJ 08540 609-921-2222
Joint inspection is set for July 29, 2014 @ 10AM _
Per OGC Matrix, reassigned to 82T. MG17
- Atty alleges broken tie rod caused accident / loss
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 01/27/2014 COMPLETE
7/16/14 ASSIGNED TO NDP8. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 07-16-2014 10:08
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 07-16-2014 10:08
CCRG Open Date: 07/16/2014 09:32:31
Letter Sent: Acknowledgement 07/18/2014 08:25:13

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/02/14 AT 15:34:03 [redacted]
Letter Sent: Denial 08/07/2014
POSTMARK DATE: 082114; DATE RECEIVED: 082714
POSTMARK DATE: 082114; DATE RECEIVED: 082714
****

08.28.14
Atty: Nicole M Downs 732-545-4717
File# [redacted] NMD
Claim# 2014-[redacted]
Wants in writing - if we need to inspect further or can Ins Co repair _
Per OGC Matrix, reassigned to 82T. MG17
8/29/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	05/22/2014	***Built Date***	07/27/2010	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	09/07/2010	***Mileage***	20,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MIDDLE VILLAGE NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left outer tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the Customer is contacting Chrysler: Customer advising he was having tires rotated and the left tie rod broke off. Vehicle has the N49 recall. Vehicle is at Discount Tires. Customer asked if he could have them complete the repair. Agent advised all recalls must be performed at Chrysler otherwise Customer will have to pay IRF and submit documents for review and this option can take a few months (60 days) for reimbursement. Agent advised if vehicle can be towed to CDJR repairs can be undertaken for free, both sides of tie rods will be replaced and the vehicle re-aligned. Agent provided several options of dealers within a ten mile radius. Agent advised Customer could even send in his towing invoice and proof of payment for reimbursement. Agent provided Recall assistance mailing address. AC ID 17420. Agent provided case # to encode on documents. Customer will call dealerships in the morning and arrange a tow.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Survey By pass no repair
AC ID 21500

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8[redacted]	***Open Date***	05/23/2014	***Built Date***	02/14/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/16/2008	***Mileage***	114,525	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45006	ALL STAR DODGE			
Dealer Address	4600 CANYON DRIVE				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79109

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PIPE CREEK TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod fell out

Briefly summarize what the customer is contacting Chrysler: Customer called stating that the tie rod just fell out of the vehicle and it cannot be driven. Customer states there is a recall on the tie rod. Agent called the DLR and spoke with Joe to see if they can get the vehicle in to have the tie rod done. Joe states they can try to get at the vehicle in the next few days. Agent brought customer on the line and customer is happy with this information. Customer also would like a rental vehicle. Joe at the DLR is going to help the customer get a rental vehicle through her SC. Agent then called roadside and spoke with Nate and transferred customer over to Roadside to assist the customer with getting the vehicle towed.
Dealer contacted CAC looking to see who gave the approval for a loaner vehicle to the customer. The dealership has a bill from the rental company. Dealer was advised that it was advised to the customer that the loaner was going to be cover by SC on 05/23/2014.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	7G[redacted]	***Open Date***	05/24/2014	***Built Date***	06/16/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/09/2007	***Mileage***	32,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	SOUTH PADRE ISLA TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-05-24
Road Side File Created 05-24-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
SOUTH PADRE ISLAND
TX USA
RAM-POWER WAGON 2500,, TIE ROD BROKE,,,, VEH IS IN
DEALER CODE : HUNTINGTON JEEP CHRYSLER DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A6	7G[redacted]	***Open Date***	05/24/2014	***Built Date***	03/20/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	03/11/2008	***Mileage***	84,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68425	GILDNER DODGE-CHRY-JEEP INC			
Dealer Address	1451 NORTH 10TH STREET				
Dealer City	ARKADELPHIA	***Dealer State***	AR	***Dealer Zip***	71923

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STEPHENS AR [redacted]4	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement information

Briefly summarize why the customer is contacting Chrysler: Customer states he received a recall notice. Customer states on Thursday the left tie rod on the vehicle broke and needed to be repaired. Customer states he is looking for reimbursement information.
Briefly summarize what the customer is expecting: Customer seeking reimbursement information.
Agent advised the customer for possible reimbursement there will need to be two repair orders as this recall is on the replacement part not the factory made part. Agent advised the customer Chrysler Recall Assistance Center P. O. Box 21-8007 Auburn Hills, MI 48321-8007. Agent advised please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Reassigning to 86Y
No documents attached.
Writer will contact customer at phone #Secondary No : 870-807-1744
H34 DASH SHIELD SAFETY 01/20/2009 02/26/2009 COMPLETE
H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 05/28/2014 COMPLETE
Writer contacted customer at phone #[redacted] Customer advised writer that he left documents with Ryan at dealership in Cobly, KS. Ryan was to send them in. Customer stated he is out of town for a couple weeks and will call back when he gets home to advise where documents are.

Writer provided phone #800-247-9753.
NEXT AGENT: If customer calls please open new CAIR and reassign to BB940. Document if customer has sent in documents for review for reimbursement.
Writer will close as no documents attached.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	05/24/2014	***Built Date***	04/13/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/28/2011	***Mileage***	30,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60213	BILLY CRAFT CHRYSLER JEEP			
Dealer Address	2639 LAKESIDE DR				
Dealer City	LYNCHBURG	***Dealer State***	VA	***Dealer Zip***	24501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JUSTICE WV 24851-0412	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer called seeking recall iformation.
Product - Wheels and Tires - Tires - Other - Front	Customer states the tire is worn due to the N49 recall.
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	advised customer of the recall.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he took his vehicle in January to the DLR and yesterday he went there and they said that the parts are being held by Chrysler. Customer then stated that he has an appointment on Tuesday to come in for the recalls to be completed but now his tire is worn down due to this recall N49. Agent advised customer that once he has the vehicle at the DLR on Tuesday and the SA is able to look at the tire and determine if the wear is due to the recall or not then he can call CAC and let us know that the diagnosis has been completed.
Briefly summarize what the customer is expecting: Customer is expecting the tire to be replaced since he feels that the N49 recall caused it to wear.
Reassigned to PC739
NO DIAGNOSIS
survey by-pass
Customer called back in as he was delivering a trailer to Lynchburg and now the wear on his tires is too low to drive his vehicle any further. Customer states he had his vehicle in to the dealership 68551 to have the tie rod end recall completed. Customer stated the dealership stated that the wear on the tires was not from the recall but customer does need to have his ball joints replaced. Customer states the wear is from the ball joints and Chrysler should be responsible for the tires. Customer to take vehicle to dealership 60213 to SA Barbara.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
****
Customer states that the tire blew and he lost the center cap. Customer states he just had the recall N49 completed at Moore Chrysler 68551. Customer states that he had to go to a new DLR and was told it is the previous DLR that caused the excessive wear. Customer has not spoken with the previous DLR at this time. SM Barbara from Billy Craft 60213 states

when the tie rod was installed it did not fit the tow as an alignment was not completed. SM Barbara states that this is a workmanship issue from previous DLR 68551. SM Barbara states that the ball joints are fine and the wear would be on the inside of the tire not the outer side if it was bad ball joints. Agent spoke with SM Pam and was advised that the tire was worn but that his wear is being caused by the Ball Joints. SM Pam at Moore 68551 states that she does not know why the customer would have driven with the tire being worn previously. SM Pam states the customer does have an appointment to come back for the replacements.
Agent advised customer of a follow up call from a CM within 1 business day. Agent provided cair number.
Reassign to 88F
* * CASE MANAGER TEAM - District Q* *
Customer s Email: [redacted]@[redacted]
Is this the Original Owner? Yes
Has # NEW CDJR? 1
Has # USED CDJR? 0
Cancelled Service Contract: 0
Active Service Contract: 0
Expired Service Contract: 0
Status update provided via email to the following email address:
[redacted]
My name is Kathi. I have been assigned as your case manager.
This email is confirmation that your case #[redacted], was successfully escalated to me.
After I review the details of your case I will be calling you at your preferred number:([redacted] , with in one business day as promised.
My office hours are: 8 am to 4 pm Monday through Friday.
My contact information is: 800 763 8422
Extension: 66029.
If your preferred telephone number mentioned above is incorrect please reply with the correction.
Thank you for being a part of our Dodge Ram Family!
Kathi
End of Status Update
Begin Customer Message reviewed:
Case #[redacted]
VIN: 3D73Y4CL8BG[redacted]
Vehicle Description: DODGE RAM LARAMIE 4X4 3500 CREW CAB PICKUP
Hello, the contact number you have is incorrect.....please contact me at
239-963-7264
thanks,
erv
End of Reviewed Customer message
Writer contacted dealer 68551 at 304-235-8040. Service manager Pam. Writer needs to know what date the customer is coming to the dealership. What is the dealer going to be doing? Pam states the customer has no appointment set, the dealer will be doing a ball joints replacement and recalls, Also the RRT s will be completed and the parts are ordered and at the dealer. The tire was already worn out before the customer had recall completed. Repair is 1 day or less.
Writer contacted customer at [redacted]. Writer asked if the customer can make an appointment. The customer is going to set the appointment as soon as he gets back home. The customer wants to know who is going to pay for the damage that was cause when the truck was not aligned when the recall was completed. The customer states the dealer where he is at right now Billy Craft 60213 states that the ball joints are with in the specs. The customer states that the Pam the SM at Moore Chrysler 68551 told the customer that the early wear was due to the ball joints. The customer asked the SM about the early wear and was told that the problem was for the ball joints and not the recall tie rod end repair. The customer now has 2 new tires on his truck at this time that he has paid for. The customer states that he has a video of how far out of alignment the truck was. The tires wore down to the steel belt on one and the other blew out with in 4 days of the recall being done. The customer is hesitant to go back to Dealer 68551. The customer feels that the dealer was negligent in not doing the alignment. The customer expects his center cap $128.00 to be replaced and the $578.00 that he has paid out of pocket cost for the tires. The customer does not want to this to be a long drawn out process

or the customer will turn this over to his attorney. This is the customer s first Dodge truck and he loves the truck. The customer just wants this resolved. The customer has a house in VA and would prefer to work with Billy Craft Dealer code: 60213. The service manager is Barbara and the customer will contact her and give her the information on how to reach writer to get the documents to the writer. The customer will be back in VA for the additional repairs in July.
Writer contacted dealer 60213 at 434-845-3456. Service manager: Barbara. The customer did not take the used tires, the cord was completely through the left hand side, the right was completely shredded and this was due to the other dealer did not do the alignment. The tires were worn and had 30,000 miles on them. Writer provided email address for RO on what the dealer has repaired. Barbara will get the RO emailed to writer today.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
I have talked to the service manager at Billy Craft Chrysler and Barbara is emailing the documents to me today. I will contact you back once the documents have been attached to your case. It usually takes 24-48 hours to attach. Thank you for being a part of our Dodge Ram Family and for your patience.
Kathi
800 763 8422
Extension 66029.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
bs899@chrysler.com on 2014-06-06 @ 13:41
***** Customer Document Received *****
Customer Document Reviewed.
Per TM/BS899 customer decline for tire reimbursement.
Writer contacted customer at [redacted].
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair due to the tires were worn down and needed to be replaced before any repairs were completed. Unless the customer offers new information, decision remains unchanged
* *
The customer thanked writer for contact back. Writer advised that writer would be closing the case at this time. The customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L2	9G[redacted]	***Open Date***	05/24/2014	***Built Date***	10/28/2008	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	04/03/2009	***Mileage***	65,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68939	LITHIA CHRYLER JEEP DODGE OF		POCATELLO	
Dealer Address	2929 POLE LINE RD				
Dealer City	POCATELLO	***Dealer State***	ID	***Dealer Zip***	83201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHUBBUCK ID[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer seeking information

Briefly summarize why the customer is contacting Chrysler:Customer seeking information as he states his left tie rod end broke while driving. Customer states the vehicle needs to be towed and how will cover the cost.
Briefly summarize what the customer is expecting:Customer expecting information.
Agent advised the customer he needs to have the vehicle towed to the dealership and pay for the towing. Agent stated the vehicle will need to be diagnosed before any decision will be made if we will reimburse him for the tow. Agent explained the Case will be sent to Case MAnager.
Vehicle is being towed to dealership 68939.
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW: 2 years and 1 Month 29000 Miles
MVP: none
History: 5 New 0 Used
Agent attempted to contact dealer Service Manager (SM) Danny, however, SM not available. Left message for a return call at extension 66242
The reason for the dealer contact was to provide or request the following information: Has customer been in for the left tie rod
Agent attempted to contact customer, Customer let writer know that the repairs are completed. They are looking to get help for the cost of the tow. The cost is $85.00. has not been paid yet. The tow has been billed to the dealership. There is someone on from the dealership that is going to speak with the SM about the tow. Writer let the customer know that they will work on getting the tow taken care of. Write asked for the customers email address [redacted] Write let customer know that they will follow up with them on 05/29/14.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Bobbiejo and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred [redacted], within the one business day as promised. My office hours are 8:30 AM 5:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66242. If your preferred telephone number mentioned above isn t correct, please reply with the

correction. (please ignore the system generated message below).
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66242
The reason for the dealer contact was to provide or request the following information: need to see what is going on with the tow if it has been payed
correction to line 43 paid
SM Gean asked that writer let the customer know that It was part was for another customer that did ot come in and get. that was placed on the customers vehicle. The part that was ordered for the customer back in January has not come in. the miles are 47069. SM Gean asked that writer take note their person number to call them when needed
Writer called and let customer know what was going on with the tow and why there were able to get the part so fast. Customer states the vehicle is doing great at this time. Writer asked if it was ok to close the case. Customer is okay that they case be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6[redacted]8	***Open Date***	05/26/2014	***Built Date***	09/13/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/31/2005	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43822	JOHN FUREY MOTORS INC			
Dealer Address	16102 HIGHWAY 21 SOUTH				
Dealer City	BOGALUSA	***Dealer State***	LA	***Dealer Zip***	70427

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOGALUSA LA [redacted]7	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Tie rod broke
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called because the tie rod broke on his vehicle.
Briefly summarize what the customer is expecting: Intentions documented. Customer stated that the dealership wants the vehicle towed to them. The customer wanted it documented that he plans to go and buy a tie rod and put it on his vehicle because he is leaving for holidays next Wednesday and need his vehicle. Agent advised that we cannot guarantee reimbursement, and offered the reimbursement address information. Customer stated he would get it later.
Reassigned to PG725 for survey bypass
Customer stated that the left tie rod broke and bent the right tie rod. Customer inquired if the bent right tie rod would be covered under this recall. Agent advised that the right tie rod will not be covered.
Customer requested the mailing address for reimbursement, agent provided as per request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26T7	9G5[redacted]	***Open Date***	05/26/2014	***Built Date***	02/09/2009	
Model Year	2009	***Body***	DH7L62	DODGE RAM ST 4X4 2500 REG. CAB			
In Service Dt	03/27/2009	***Mileage***	21,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23504	VASKO DODGE			
Dealer Address	3644 WASHINGTON RD				
Dealer City	MCMURRAY	***Dealer State***	PA	***Dealer Zip***	15317

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CANONSBURG PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Tie rod end broke
Corporate - Survey By-Pass - No Repair - Default - Default	

25067421 - CUSTOMER CARE APPROVES THE LPLW INSPECTION TO TAKE PLACE BEYOND THE ELIGIBILITY PERIOD. THE CUSTOMER HAS UNTIL THE CLOSE OF BUSINESS ON 06/02/14 TO HAVE THE INSPECTION PERFORMED.
Email sent requesting WCC update from 801 to 799
Briefly summarize why the customer is contacting Chrysler: [redacted] alled about the broken tie rod
Briefly summarize what the customer is expecting: Customer wanted the broken tie rod covered by a recall
Agent opened the file but it was under the wrong person s name. Agent updated the file to the correct owner and requested extended time to have the LPLW inspoection done before June 2 2014. Customer was having the vehicle towed to the IRF for the tie rod to be replaced at this time.
Reassign to NC603 for survey bypass no diagnosis.
Customer care authorizes the LPLW inspection. Changed WCC back to 799
Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod snapped on Monday, 05/26/2014. Customer is looking to be reimbursed for the repair. Customer stated that an IRF did the repair.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed for the repair to the tie rod.
Agent provided the following information:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action

Original Repair Order and original proof of payment*
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	05/27/2014	***Built Date***	01/21/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/13/2010	***Mileage***	32,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	39712	SWOPE CHRYSLER DODGE JEEP			
Dealer Address	1012 N DIXIE HWY				
Dealer City	ELIZABETHTOWN	***Dealer State***	KY	***Dealer Zip***	42701

Owner	[redacted]	***Contact Type***	FAX
Address	1[redacted]	***Home Phone***	[redacted]
	VINE GROVE KY [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	N49 reimbursement request
Corporate - Product Information - Default - Default - Default	Reimbursement request for the I16
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

Advised customer to submit original repair order & proof of payment to:
FAX: 877-768-5076
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Briefly summarize why the customer is contacting Chrysler:Customer states that he is calling in because his left tie rod end broke on the vehicle. Customer states that he had to but a replacement part out of pocket and is seeking reimbursement for it. The dealership is completing the repair for the I16 recall today.
Briefly summarize what the customer is expecting:Agent advised the customer that we would need the original repair order and proof of payment. Since he did it himself we would need the proof of payment. He can submit for reimbursement consideration since he did the repair himself. Customer states that the part that was put on was a Moog part, but is un sure if mopar makes that or not.
POSTMARK DATE: 052714; DATE RECEIVED: 052714
Briefly summarize why the customer is contacting Chrysler: Customer states that he wanted to know if there has been a reimbursement sent yet. Agent informed customer that when the paper work has been received that it takes 60 days to process a check. Customer would like a phone call or e-mail sent with update on Cair.
Email [redacted]
Agent reviewed documents submitted by customer and found customer purchased a tie rod end from an IRF due to his tie rod breaking and submitted proof of payment for the repair.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 943536
Date of Repair: 05/24/2014

Invoice #: 7967
Labor $ 0.00
Parts $ 53.99
Misc. Charges $ 0.00
Tax $ 3.24
Total $ 57.23
Writer is submitting check for approval in the amount of $ 57.23
Status update provided via email to the following email address:
[redacted]
My name is Greg and I am contacting you from the Chrysler Reimbursement Team. I have reviewed your request for reimbursement and am sending you a check for the amount you requested, you should receive it in 7-10 business days. Please contact us at 1-800-853-1403 and refer to case number[redacted] if you have any questions or concerns, thank you.
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	6G[redacted]	***Open Date***	05/27/2014	***Built Date***	03/23/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/11/2006	***Mileage***	115,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68709	GERRY WOOD CHRYSLER JEEP DODGE			
Dealer Address	525 JAKE ALEXANDER BLVD SOUTH				
Dealer City	SALISBURY	***Dealer State***	NC	***Dealer Zip***	28147

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WOODLEAF NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	broken tie rod is not part of the recall.
Product - Steering - Linkage - Defective - Default	left tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer called in because while driving the tie rod snapped. Customer stated that she thought there was a recall on it so she took it to the dealership. Customer stated she was advised that the repair will not be covered under the recall. Customer stated that it should be because tie rods just don t snap every day. Customer stated that she would like to have the repair covered.
Agent called dealership 68709 and spoke with SA Lou. SA Lou stated that the customer s tie rod is still the factory tie rod with the single bolt.
SA Lou stated that the part involved in the recall is the one with two U clamps. SA Lou stated that the part that broke on the vehicle is the factory one and there isn t anything that can be done. Agent reviewed the case with JE779.
Agent advised customer of information from SA Lou. Customer stated that they didn t know that the recall was not for the factory parts. Agent advised customer that the recall N62 was for parts installed for the H46 recall. Agent advised customer that the tie rods are wear and tear items which are why they are only covered by warranty for 3 years or 36,000 miles. Agent advised customer that at this time Chrysler is not going to be able to assist with the repair since the vehicle is way out of warranty.
Customer understood.
Briefly summarize what the customer is expecting: information about issue with tie rods.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG38A4	8G[redacted]	***Open Date***	05/27/2014	***Built Date***	02/06/2008	
Model Year	2008	***Body***	DC3L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X2			
In Service Dt	07/25/2008	***Mileage***	177,579	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	45359	CHAMPION DODGE			
Dealer Address	9655 FIRESTONE BLVD				
Dealer City	DOWNEY	***Dealer State***	CA	***Dealer Zip***	90241

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUENA PARK CA [redacted]9	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Located dealer
Corporate - E-Reimbursement - Default - Default - Default	Towing
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	vehicle undrivable as tie rods broken

Customer, Mr. called stating that the tie rods are broken. Customer states that the driver of the vehicle is at a job site and the vehicle is broken down. Customer called a dealer and was told that there is a recall on the vehicle. Customer states that he will have the vehicle towed but would like to see if he can get some assistance with the tow bill.
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Agent located the nearest dealer which is 50 miles away from the vehicle.
Agent transferred customer to:
Chapman Chrysler Jeep
930 Auto Show Dr
Henderson, NV 89014
(888) 206-6383
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: prefers phone
Reassigned to 88F
* * * * * CASE MANAGER TEAM O * * * * *
Service dealer: 45359
Ownership: Orignal
Owned: 1
Service Contract: None
Out of Warranty
Time: 2 years, 10 months
Miles: 54,000
Agent attempted to contact dealer Service Manager Derek, however, SM not available. Left message for a return call at extension 66052
The reason for the dealer contact was to provide or request the following information: More information on customer s vehicle
Writer contacted customer. Customer stated he is busy at the moment.
Writer advised we will call back tomorrow.
Writer contacted dealer at 888-206-6383. SA stated that the vehicle has never been in there. Writer contacted dealer different dealer at

323-992-7225, SA stated that the vehicle has not been in since 2010.
Writer contacted customer, customer stated vehicle is at Chapman Chrysler Jeep. Customer gave writer dealers phone number: 702-457-1061. Customer stated he wants rental and towing reimbursement. Writer advised we will follow up Monday 06/02.
Writer comtacted dealer, left a voicemail requesting a call back for SM Mike.
Writer contacted customer. Customer stated he has spoken with the dealer and they advised him repairs will be done by the middle of the week. Writer advised we will follow up 06/04.
Writer contacted dealer at 702-457-1061. Spoke with service receptionist. Writer was transferred to SA Anthony. SA confirmed the tie rod did not go out because of the recall and that the recall was to check if the right style was on the tie rod, which the SA stated it was. SA stated it went out due to regular mechanics... Not customer driven. SA advised writer part came in today and that repairs should be finished by tomorrow.
SA informed writer mileage is at 177,579.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer contacted customer [redacted]5. Writer advised parts came in today and repairs should be done by tomorrow. Writer advised to send in receipts to look into possibly assisting with the towing fee. Customer stated to give him until the middle of next week. Writer advised we will follow up next Wednesday 06/11.
***** Customer Document Received *****
Writer contacted dealer. Spoke with SA Anthony. SA stated customer has picked up his vehicle and repairs were done.
Writer contacted customer. Left voicemail advising we will try again on Tuesday June, 10th.
Writer contacted customer. Writer stated because of the vehicle being out of warranty and the defects not being part of the recall we would not be able to cover all of the costs. Writer advised we will help with $330 of the $630. Writer verified name and address for the check to be sent out and advised it could be 7-10 business days.
Writer advised the case will be closed once the check is sent out. Customer stated he is okay with that.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Towing fee to be reimbursed
If this is a Recall or Extended Warranty, enter the campaign number.
N/A
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.
177579
Enter the Date when the repairs were completed.
06/06/2014
What is the total cost of the Parts to be reimbursed?
N/A
What is the total cost of the Labor to be reimbursed?
N/A
What is the total Tax to be reimbursed?
N/A
What is the total amount being reimbursed?
$330.00
****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
Ok to complete check process for towing fee
Check has been approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL2	BG[redacted]	***Open Date***	05/27/2014	***Built Date***	04/15/2011	
Model Year	2011	***Body***	DJ7R81	DODGE RAM PREMIUM 4X4 2500 MEGA CAB			
In Service Dt	08/13/2011	***Mileage***	108,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68648	ATASCOSA CPDJE LTD			
Dealer Address	110128 IH #37				
Dealer City	PLEASANTON	***Dealer State***	TX	***Dealer Zip***	78064

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	FLORESVILLE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke.
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states she would like information on the recall for tie rod. Customer states she was in her drive way and the tie rod fell off. Customer states she would like to know if her vehicle is part of this recall.
Briefly summarize what the customer is expecting: Customer seeking assistance with concern.
Agent advised customer recall N49 is listed on her vehicle. Agent advised customer to have vehicle towed to nearest dealer for assistance with recall repair. Agent attempted to contact dealer (68648), dealer closed. Agent offered to contact roadside assistance for assistance with vehicle tow, customer declined. Agent advised customer she is able to submit for possible reimbursement for towing once vehicle is diagnosed with a recall concern.
Survey Bypass No Diagnosis Recall, Reassigned SG893
Customer called back in looking for the fax number to submit for reimbursement.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
POSTMARK DATE: 060514; DATE RECEIVED: 060514
Agent advised we have received her documents and it takes 30-60 days to process.
Agent reviewed documents submitted by customer and found customer had the tie rod repaired at ALLWAYS AUTO GROUP, LTD and submitted invoices for towing and the repairs. Agent found the customer submitted proof of payment for repairs completed at the dealer but not for towing charges.
Agent called the IRF and spoke with driver Scott Jurkins about the customer s invoice. Scott states the invoice was paid in full.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 05/28/2014
Invoice #: 1790
Labor $ 0.00

Parts $ 0.00
Misc. Charges $ 150.00 (towing)
Tax $ 0.00
Total $ 150.00

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 250084
Date of Repair: 05/30/2014
Invoice #: 51430
Labor $ 110.00
Parts $ 84.45
Misc. Charges $ 11.00
Tax $ 5.70
Total $ 211.15
Writer is submitting check for approval in the amount of $ 361.15
Agent found customer s address matches COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	05/27/2014	***Built Date***	10/05/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	11/20/2010	***Mileage***	13,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45058	BECK CHRY-DODGE-JEEP OF STARKE			
Dealer Address	15000 US HIGHWAY 301 S				
Dealer City	STARKE	***Dealer State***	FL	***Dealer Zip***	32091

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAWTHORNE FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	information request
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer stated they had the left tie rod recall. Customer stated the left tie rod broke on the vehicle. Customer stated they brought the vehicle to two dlrs and was advised the tie rod was okay. Customer stated dlr 45058 and 43125 was the dlrs the vehicle was brought to. Customer stated they will seek a lawyer. Agent advised customer they will need to have the vehicle towed to the dlr for repair. Agent advised customer we would need to confirm that with the dlrs. Customer stated they want to be contacted when the dlrs have been called to confirm the diagnosis.
Briefly summarize what the customer is expecting:Customer seeking recall information.
Reason for Dealer Contact:customer stated dealer confirmed nothing was wrong with the left tie rod. seeking diagnosis confirmation.
Dealer Code:45058
Dealer Personnel Required:SM
Customer s Preferred Method of Contact:telephone
Customer Phone Number (Morning):[redacted]1
Customer Phone Number (Evening)[redacted]
Customer Email address:na
Reason for assigning to Resolution Team:dealer closed at time of contact
Assigned to 86T
Reason for Dealer Contact:Customer stated dlr confirmed nothing was wrong with the left tie rod. seeking diagnosis information.
Dealer Code:43125
Dealer Personnel Required:SM
Customer s Preferred Method of Contact:Telephone
Customer Phone Number (Morning)[redacted]1
Customer Phone Number (Evening)[redacted]
Customer Email address:na
Reason for assigning to Resolution Team:dealer closed at time of contact
Assigned to 86T
45058 BECK CHRY-DODGE-JEEP OF STARKE 904-964-3200: Agent called the service department and spoke to PA Joey. Joey stated he is just helping out today. PA stated that Brought it rolled it into the shop, and he

personally walked him out the parts. Joey stated that they fixed it under the recall. Agent stated that she is wondering since the customer had L16 completed on the vehicle in August of last year and he thought it was fine not knowing of the new recall. Agent stated she will get it straightened out with the customer.
CUSTOMER CONTACT[redacted] 1: Agent attempted to call the customer, no answer. Agent left message requesting the customer to contact agent directly to discuss their case. Agent left direct number: 855-675-9291 ext 4718558.
CUSTOMER [redacted] 1: Agent attempted to call the customer, no answer. Agent left message requesting the customer to contact agent directly to discuss their case. Agent left direct number: 855-675-9291 ext 4718558.
-
Outbound call to [redacted] and writer was unable to reach the customer.
-
Outbound call to [redacted] and writer was unable to reach the customer.
Writer advised the customer that the file is now being closed, however, should they require any further assistance to please contact us back at 1-800-423-6343.
Writer also provided the customer with the CAIR[redacted]
-
Unable to reach customer.
Please add survey by pass.
Thank you.
Reassigned to: JK671
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	6J[redacted]	***Open Date***	05/28/2014	***Built Date***	11/23/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/17/2006	***Mileage***	113,135	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	65319	O'CONNOR'S CHRYSLER DODGE JEEP INC			
Dealer Address	22513 SOUTH M-129				
Dealer City	PICKFORD	***Dealer State***	MI	***Dealer Zip***	49774

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PICKFORD M[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement

POSTMARK DATE: 050714; DATE RECEIVED: 051914
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: no
Name of person writing in: [redacted]
Does customer have an e-mail address: no
Concern: seeking reimbursement for the N62 recall
Reviewed previous files: no
Writer contacted customer and inquired about invoice and issues with vehicle. Customer stated that the right tie rod broke on the veh which punctured the tire which are the repairs detailed in the first two invoices. Writer informed the customer that the N62 Recall explicitly states that the left tie rod is the item being recalled and not the right. Customer was confused as to why Chrysler would make a vehicle with such issues with the tie rods. Writer explained that was the reason the safety recall was put on the vehicle. Customer stated that the left tie rod broke about a month later (detailed in invoice 3&4). Writer stated that the IRF will be contacted regarding repairs and writer will callback with decision. Customer stated that she would not be reachable until she returned from Canada on the 17th, and provided en email address as well as contact info for when they return. Writer thanked customer and ended the call.
Writer contacted SM at IRF who confirmed that payment was made for repairs and the left outer tie rod was repaired. Writer thanked SM and ended the call. Writer will reimburse customer $113.89 for cost of tie rod repair.
Writer attempted to contact customer and left voicemail with direct line for callback.
Customer contacted writer and writer advised that a reimbursement check will be sent for $113.89 for repairs done on veh under the N62 safety recall. Customer understood and inquired if there were any recalls on her veh s A/C or oil pan. Writer confirmed there were no open recalls on veh. Customer thanked writer and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	05/28/2014	***Built Date***	05/17/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/15/2005	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26769	HALL CHRYSLER JEEP			
Dealer Address	3152 VIRGINIA BEACH BLVD				
Dealer City	VIRGINIA BEACH	***Dealer State***	VA	***Dealer Zip***	23452

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LEXINGTON NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer has tie rod failure and needs to have it repaired
Recall - L16: LEFT TIE ROD END - Reoccurance or Related Problem	Customer states the recall has reoccured
Corporate - Reimbursement - Default - Default - Default	
Corporate - Roadside Services - Warranty - Towing - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s daughter Ashley called states the vehicle s left tie rod end broke this morning as her husband was on his way to a job. Customer states she is sure it is the tie rod as the previous recall L16 had been addressed in November and the same thing happened then. Customer states they had the vehicle towed to the closest repair facility as they couldn t leave it in the road, and wanted to see if this needed to be repaired at a CDJ Dlr. Agent advised yes, we do need this to be done at the Dlr in order for it to be covered. Customer states the last time this happened the Dlr was able to cover the tow cost as they put it in with the repair bill, and the customer is going to try and have this done again. Customer states the closest Dlr to where the customer has broken down is Hall Chrysler Dodge Jeep Ram 3152 Virginia Beach Blvd, Virginia Beach, VA 23452. 757-498-2200. Customer is going to call them to inquire on this. Customer also states that her husband had a trailer full of tools and materials for a job, and as such had to end up renting a large truck for this concern. As this is a repeat concern, the part is on a restricted status and the customer is seeking reimbursement for a tow/rental charges, agent is escalating to a CM for these items to be addressed.
Briefly summarize what the customer is expecting: Customer seeking to have vehicle repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number [redacted]
Who has possession of the vehicle? IRF
Has the vehicle been diagnosed by a CDJ dealer? Not yet
If a CDJ dealer has diagnosed, what is the dealer name or code? 26769
Reassigned to 88F

* * * * * CASE MANAGER TEAM - District Q * * * * * *
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 66319. The reason for the
customer contact was to discuss her case with her.
OOW of 3/36 by 5 years, 10 months and 14000 miles
1 Chrysler vehicles in household, 0 new and 1 used
MVP Contracts= 0
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66319
The reason for the dealer contact was to provide or request the
following information: To discuss customer s case.
Writer is contacting customer [redacted]. Writer left message with
ext. 66319. Writer stated that writer would like to discuss case with
customer. Writer also states that writer will give callback by 6/2 if no
call back.
Agent attempted to contact customer at [redacted]. Writer spoke with Ms
[redacted]Y. Per customer they are not going to take the vehicle to
dealership for the diagnose because on previous recall L16 (completed on
11/27/13) the dealer did not do a good job because per customer they have
a lift kid on the truck and dealer did not how to work with the lift kid.
Writer advise customer the information has been documented. Customer ask
for assistance for the tow of the vehicle. Writer advise customer that in
order for Chrysler to assist the customer with a concern a diagnose from
a participating dealer is needed. Per customer they are not going to get
a diagnose.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G2[redacted]	***Open Date***	05/28/2014	***Built Date***	03/14/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/21/2009	***Mileage***	73,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26755	CLASSIC JEEP			
Dealer Address	804 SOWELL LANE				
Dealer City	TEXARKANA	***Dealer State***	TX	***Dealer Zip***	75503

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	GLADEWATER TX [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	reimburse for out of pocket expenses related to the recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replace tie rods
Dealer - By-Pass - Default - Default - Default	seeking reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he was driving his vehicle home and tie rod broke on his vehicle. Customer took vehicle to an IRF and had the repair done and then found out that there was a recall on his vehicle for that issue.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the repairs being completed. Agent advised customer of the reimbursement procedure and offered the address or the documentation link for the customer. Customer requested the documentation link to be sent to him. Agent provided case# for the customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-28 @ 10:12
***** Customer Document Received *****
Customer is calling in to see if his documents have been received. Agent stated the documents have been received. Customer thanked agent and disconnected.
Customer is contacting in to see when he is going to get the money for the repair.
Agent advised that it may take up to 2 weeks before he hears back about his reimbursement.
Customer wanted it stated that it is poor customer service is a customer has to wait for more then 2 weeks for a recall part to be replaced.
****
Customer s husband[redacted]n requesting an update on the reimbursement. Agent apologized and advised that Chrysler does request up to 60 days for processing once documentation is received. Customer is not happy as he was given different information. Customer states that it should not take this long for reimbursement.
Customer called back for a case update.
Agent advised: your file is still being reviewed and once we have received word if this is going to be reimbursed we will be in contact

with you.
Jason Harvey called in respect of status of reimbursement. Agent apologized and advised that it can take up to 60 days. Agent advised he would see TL to review account.
Supervisor Notes
Please review documents for possible reimbursement.
Agent reviewed the documents and there is a reimbursement for the N49 recall
Supervisor
SW722 followed up with customer and they stated they were pulling a 11,000 LBS camper when the front end completely fell apart with his family in the vehicle. Customer states they are lucky to be alive.
****
Agent has reviewed the invoice submitted by the customer for reimbursement and will contact the IRF to determine if the damages to the ball joints and steering linkage was a result of the tie rod breaking
Agent contacted the IRF @ 903-832-0408 @ 9:09 AM and spoke to the manager Don who informed the agent that the customers tie rod came apart in the driveway and was towed to the IRF. Don informed agent that the customer phoned Chrysler and then contacted the IRF and told them what to replace. Don consulted with the mechanic and the ball joints were worn and not damaged by the tie rod. Customer uses the truck for a business vehicle With the new information agent is proposing reimbursement for the right and left tie rod ends, labor and alignment. Agent will consult with TL
RECALL N49 TIE ROD END
****
Customer submitted request for reimbursement for recall N49 TIE ROD END.
Recall applies to customer s vehicle:2008 DODGE RAM 2500 SLT QUAD CAB 4X4
Customer s proof of payment is: [redacted]
Date of Repair:5/27/2014
Invoice #: 58149
Labor $95.00
Parts $239.14
Misc.$59.95
Tax $19.70
Total $413.79
Writer is submitting check for approval in the amount of $413.79
****
Agent contacted the customer @[redacted] 3:39 PM and left a detailed voice message with all the necessary information required to return call
Customer returned agents call and was informed of the amount of the recall. Customer was upset that the agent would not reimburse for the ball joints. Agent explained that based on what the IRF told the agent the ball joints were wore out and not part of the recall.
APPROVED
Check issued June 27/14, allow 30 days for delivery.
RECEIVED REQUEST FOR STOP PAYMENT AS CUSTOMER DID NOT RECEIVE THE CHECK. I WILL EMAIL REQUEST TO ACCOUNTS PAYABLE.
PAYMENT HAS BEEN STOPPED ON THE CHECK NO 1440401 FOR CAIR[redacted]
RECEIVED CONFIRMATION OF STOP PAYMENT FROM ACCOUNTS PAYABLE. LMM14 WILL VOID AND CLOSE THE CAIR AND SMM25 WILL REISSUE THE CHECK. _
POSTMARK DATE: 080814; DATE RECEIVED: 080814
8/11/14 REISSUED CHECK IN CAIR[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	05/28/2014	***Built Date***	08/26/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	10/16/2010	***Mileage***	62,862	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BAXTER TN[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance with repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod end on front of truck broke
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that they have the n49 recall on their vehicle and were currently on a waiting list to get the recall completed. This morning he was driving, the front tie rod end snapped which ending up putting him in the ditch. The vehicle was then towed to dealer 45261. His vehicle is a company truck and he currently can t run his business because of this. Customer is seeking cost assistance for the repair.
Agent contacted dealer 45261 where the vehicle is currently and spoke with SM Robert. Robert advised the agent that the customer is in there due to his front tie rod end breaking. He also knows that this is related to the recall.
Agent advised the customer that they would be escalating the case for further consideration and will be contacted back by a case manager within 1 business day.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance with repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45261
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW: yes
MVP: no
Ownership history: 1 new 0 used
Status update provided via email to the following email address:
[redacted]
Hello, my name is Ashleigh and I have been assigned as your case manager.
This email is conformation that your case, [redacted], was successfully

escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]9, within the one business day as promised. My office hours are 8:00am-4:30pm (Mountain Time). My contact information is 800.763.8422 EXT 66382. If your preferred telephone number mentioned above isn t correct, please reply with the correction. Thank you!
End of Status Update
Writer contacted customer at [redacted]. Customer stated dealership is waiting for something. Writer stated writer will contact the dealership and see what we are waiting on. Writer will call customer back
Customer cell phone [redacted]
Writer contacted dealership at 931-738-9275. Spoke to Service Manager (SM) Rober. SM Robert stated he is waiting on an approval for repairs. Writer spoke with TL TP344 and she approved we can pay for the repairs as they were directly related to the recall. Writer will send an RA and follow up 6/3/2014
REASSIGNED TO BC/DLR 66 45261 05/30/14 14:09 O 25076735 repair estimate $4979.49
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-05-30 @ 14:36
Writer contacted customer at [redacted]. Writer informed customer of lines 45-49. Customer is out of work because that is their work vehicle and would like compensation for down time. Writer will look into options. Follow up 6/3/2014.
*Contact Date:05/30/2014
Service Manager at the dealership has updated the C[redacted] 2[redacted]
Parts have been ordered.
Writer contacted dealership at 931-738-9275. Spoke to Service Manager (SM) Robert. SM Robert stated the vehicle has not been completed yet. Follow up 6/6/2014
Writer contacted customer at [redacted]. Writer informed customer of lines 61-63 and that we would net be able to compensate for work time loss. Customer will fax in documentation
Writer contacted dealership at 931-738-9275. Writer spoke with Service Manager Robert. SM stated the vehicle is currently at the body shop and SM is hoping to get it back to the customer today but could not guarantee that it would be back today. Writer advised SM will follow up with customer on 6/10/14 to verify repairs have been completed.
MRS.[redacted] called, requesting her Case Manager. Transferred customer to JT1181 at ext 66350.
WRITER TOOK CALL
Mrs. Cowan wanted to know if her documents had been received yet. Writer placed customer on hold. CAC has received the documents. Call had disconnected while Writer was checking to ensure the documents had been received.
CUSTOMER CONTACT[redacted]
Writer informed customer that CAC has received her documents, but have not been able to look at them yet. Customer inquired if her CM would be in the office on 6/9/14. Writer informed that it is undetermined. Writer gave Customer EXT: 66350 in case the CM is not available on Monday. Writer will contact customer is CM is not here on 6/9/14.
Writer contacted Bobs Body Shop at 931-528-5571. Confirmed $200 tow.
Writer contacted customer [redacted]. Writer informed customer we are sending the check for $200. Follow up 6/12/2014 to check on repairs.
****** Below Customer Contacted for Documentation Request ******
JI106@chrysler.com on 2014-06-09 @ 20:06
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted customer at [redacted]. Customer stated there are still a couple things they want to talk about. Follow up 6/17/2014
*Contact Date:06/12/2014
DCX goodwill repair is documented on Repair Order#821250
CAIR RETURNED FROM DEALER ON 6/12/2014 AT 02:34:785 R[redacted]
Robert Hawkins from dealer 45261 and states that he was speaking with a CM and is looking to be in contact with her.
Agent apologized and states that the number is 1-800-763-8422 ext 66382
Robert thanked the agent.
Agent transferred Robert to due stated above.
Writer contacted dealership at 931-738-9275. Left message
Writer contacted dealership at 931-738-9275. SM Robert stated the PA did

not cover the body work which comes to $6,923.01. Writer provided fax number and SM Robert will send the paperwork.
Writer contacted customer at 931-858-0409. Left message. Close case
6/20/2014
SA Robert contacted writer and stated he could not afx documents so writer sent documentation link
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-17 @ 15:17
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-06-20 @ 14:23
***** Customer Document Received *****
Customer Document Reviewed.
Writer informed customer that research is being done on the case and a fallow is 6/25.
Next step: Call dealership and let him know we can not do anything above $6000.
Writer contacted dealership at 931-738-9275. Spoke to SM Robert. Writer informed SM of lines 118-119. SM Rober stated $6000 is ok. Verified address.
BILL BORUFF AUTOMOTIVE, LLC accepts and verifies the check should be mailed to the following name and address:
BILL BORUFF AUTOMOTIVE, LLC
120 AUTO LN
SPARTA, TN 38583
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
dealer reimburse
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
no
Enter the Date when the repairs were completed.
no
What is the total cost of the Parts to be reimbursed?
no
What is the total cost of the Labor to be reimbursed?
no
What is the total Tax to be reimbursed?
no
What is the total amount being reimbursed?
6000
****End structured narrative T2 - eReimbursement
What has the customer requested?
Dealer reimbursment
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
62862
Enter the Date when the repairs were completed.
6/17/2014
What is the total cost of the Parts to be reimbursed?
3455.35
What is the total cost of the Labor to be reimbursed?
1927.80
What is the total tax to be reimbursed?
0
What is the total amount being reimbursed?
6000
****Correction to line 149 ***** dealer reimbursment for repairs
Check approved.
Writer contacted dealership at 931-738-9275. Left message
Writer contacted dealership at 931-738-9275. Spoke to Service Manager (SM) Robert. SM Robert stated it was not claimed under warranty because it does not fall under the recall ops and when he tried to send it through it got denied. SM Robert stated he spoke with the AM and AM would like a check

Writer emailed the AM
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 66382
End of Status Update
Check sent for review
Check approved.
Robert SM is calling to look for an update.
Agent informed the DLR that the check was approved on 7/24/2014.
DLR stated that he needed the money now.
Agent informed the DLR that there is no additional information on the account in regards to the check.
Agent provided the dealership with the case manager phone number.
SM Robert DC 45261 called to speak with their Case Manager. Transferred the customer to CM AF183 at ext 66183, because CM TP344 was not available.
DEALER CALLED-
SM Robert wants to know if the check has been sent. Writer advised that the check is with our department that submits the checks. Writer apologized that the it has not yet been submitted however with such a large amount the check is throughly scrubbed. Writer advised that she will send a memo to the department that should submit the check and that CM AH1270 will contact him once it is submitted. SM thanked writer.
AM Email sent
Waiting on AM email
no email back from AM
Deaaler: SM - Robert calling to speak with CM; AH1270 Writer transferred dealer to CM extension: 66382
SM Robert called in. SM Robert stated he has not recieved the check. Writer stated we need to hear from the AM.
8/21/14 Per discussion with Customer Relations yesterday, Area Mgr approves Direct Check Reimbursement to dealer for repairs required as a result of Recall parts failure. Customer Relations to process Direct Check. Dan Eisenbraun - Area Mgr. dje3.
waiting on approval
SM Robert contacted the writer stating that he needs his check. Writer advised the customer of line 212, customer stated that he needs to speak with a supervisor. Writer advised the customer that the check is in the process of being processed. SM stated that he s been told that for the last two months and needs his check by tomorrow. SM stated that he needs a supervisor; writer transferred the SM to LV162 ext. 40618.
***Supervisor Call
Writer spoke with SM Robert at 45261. Writer informed the SM that the check is currently with the finance department and there is nothing that case management can do to speed up the process. SM requested that writer speak with the finance department at the dealership. SM transferred the call to Kelly in finance.
Writer informed Kelly of the same information provided to the SM. Kelly stated that the only reason they are concerned is due to the fact that the dealership is being sold as of 10/1. Kelly stated that they just want to make sure that everything is evened out before the sell so that they do not have to write it off as a bad debt. Kelly stated that she do not want the new owner to get the money for the repair that was completed. Writer informed the customer that the information will be put in the case for the person who currently has the case so that they will try and get the check out to the as soon as possible.
reminder email sent for approval

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	BG[redacted]	***Open Date***	05/28/2014	***Built Date***	04/19/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	07/29/2011	***Mileage***	16,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24132	JIM SMOLICH MOTORS INC			
Dealer Address	1865 NORTH EAST HIGHWAY 20				
Dealer City	BEND	***Dealer State***	OR	***Dealer Zip***	97701

Owner	[redacted] [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JEFFERSON OR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - Dealer Information - Default - Default - Default	Number 300 on the list at Smolich dlr
Corporate - Survey By-Pass - No Repair - Default - Default	Recall N490

Briefly summarize why the customer is contacting Chrysler:
Left tie rod recall, and he has gone to dlr first part of May, part will not be available for another 2-3 months. Customer s is wondering if his tie is going what are the chances of it breaking. Agent stated I cannot comment on that because I cannot foresee if the vehicle will break. Agent asked what number he is on the list at the dlr number 300 on the list at Smolich. Two three months estimate of when the repair will be completed. Customer has to move fifth wheel every three weeks, and he is concerned.
Agent stated the restriction is so one dlr does not hoard the part, customer understood. Customer stated he needs the replacement part (vehicle has been inspected). Customer stated he could be waiting for up to 6 months, and takes his chance sparely driving the vehicle.
Service Advisor was not too happy and asked if he could take to another dlr, he bought Smolich dlr and customer said he was not very happy about this as he needs to wait 3-4 months.
Briefly summarize what the customer is expecting:
N49 recall information
Reassigned to Km788 for survey by pass N49 restriction

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G7[redacted]	***Open Date***	05/28/2014	***Built Date***	10/21/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	01/29/2005	***Mileage***	214,716	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	[redacted]
	SAND SPRINGS OK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	Customer reports control arms have failed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer reports dealership did not complete recall as they claim to

Briefly summarize why the customer is contacting Chrysler: Customer reports dealership did not perform the work they said they were going to. Customer reports vehicle was taken to dlr 45538 - BOB MOORE CHRYSLER DODGE JEEP RAM (918-663-6343). Customer reports after recall completed, while driving down the road customer reports tie rod broke and drag link released other damage occurred. Customer states dealership did not perform recall on tie rod as they stated they would.
Briefly summarize what the customer is expecting: Customer seeking repair of vehicle as promised by dealership. Agent advised as per warranty records, dealership performed an inspection on tie rod assembly as per recall N62 procedures and found required part was in place and that no futher action was required.
Customer states when vehicle failed, customer reports dealership damaged vehicle when completing recall which resulted in other parts becoming damaged. Agent advised no other work would have been required at time of inspection. Customer reports he had vehicle towed back to dealership who stated they would replace drag link assembly, tie rod assembly and steering lines. Customer states dealership did not replace any of these parts.
Customer very disgruntled and stated he would take the matter up with the dealership and disconnected the line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	AG1[redacted]	***Open Date***	05/28/2014	***Built Date***	05/12/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/11/2010	***Mileage***	75,150	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43485	CHARBONNEAU CHRYSLER CENTER			
Dealer Address	346 FIRST STREET WEST				
Dealer City	DICKINSON	***Dealer State***	ND	***Dealer Zip***	58601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	P[redacted]	***Home Phone***	[redacted]
	HAZEN ND 5[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer states tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to the N49 recall. Customer stated that he was driving and the tie rod on his vehicle snapped. Customer stated that he is having his vehicle towed in Charbonneau Chrysler (43485) to have the vehicle repaired. Customer was advised by the dealership and the part is not available and is seeking a rental vehicle.
Agent looked up in dealer connect and saw that the dealership has a couple parts in stock. Agent contacted Charbonneau Chrysler (43485) and spoke with service advisor Ryan. Agent advised that the customer is having his vehicle towed in as his tie rod snapped. Agent advised that we see that they have 7 parts in stock and wanted to know if we can have one for this customer set aside. Ryan checked with his parts department and advised that they will set one aside for the customer and they will be on the lookout for his vehicle to be dropped off. Agent provided Ryan with customer s name and vin.
Agent advised customer that they are setting a part aside for him so once the vehicle is towed in, they will be able to complete the repair.
Customer thanked agent for assistance.
Briefly summarize what the customer is expecting: Customer is expecting assistance with getting his tie rod repaired.
-
Reassigned to SJ372 for survey by pass - N49 recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C9	6G2[redacted]	***Open Date***	05/29/2014	***Built Date***	02/03/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/31/2006	***Mileage***	110,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	23381	DON'S AUTO CLINIC INC			
Dealer Address	1110 NORTH MITCHELL				
Dealer City	CADILLAC	***Dealer State***	MI	***Dealer Zip***	49601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CADILLAC [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	

Briefly summarize why the customer is contacting Chrysler:Customer states she has been waiting for months for the recall part to be available for the repairs. Customer states she just called DLR and was told she is 10 Weeks out, and that if she called to voice a complaint she can be moved up on the list.
Customer states her husband uses this as a work truck and if the tie rod breaks it will cause major damage.
Briefly summarize what the customer is expecting:Customer is seeking recall parts.
Agent advised customer of the current restriction, which we are hoping will be lifted soon.
Agent advised customer if the vehicle is broken down, the DLR would be the ones who can move customer up on the list.
survey bypass/restricted parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	BG5[redacted]	***Open Date***	05/29/2014	***Built Date***	09/06/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	04/16/2011	***Mileage***	26,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(5[redacted]
	HERMISTON OR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	left tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding the N49 recall. Customer stated that they were in contact with their dealership regarding the recall and was advised that it could take several months before it could be completed. Briefly summarize what the customer is expecting: Customer would like to have the recall completed sooner. Agent apologized for the delay and advised that customer that dealerships started receiving limited quantities of the parts as of 04/14/2014. Agent advised that an initial quantity of parts was sent to dealers based on assigned VINs. Agent advised that once a dealer submits a claim for a completed N49 recall repair, a new order for another part will be released as per AC ID 24054. Agent also advised that the dealership would have to inspect the vehicle to see if the recall is applicable to their vehicle and asked if the dealership had performed the inspection. Customer stated that they were not sure but most likely did since they were at the dealership yesterday for an oil change. Agent then contacted dealer 45650 and spoke with Jerry at parts. Jerry stated that the recall automatically applies to the vehicle according to the year, make, and model of the vehicle. Jerry stated that they could only get one part at a time once a recall repair is completed they could submit another order. Jerry stated that the customer is currently 54th on their list. Jerry also stated that they could complete a recall repair in 2 weeks. Agent then relayed the information to the customer. Customer understood and asked what they need to do in the event that the tie rod breaks. Agent advised that if they would like they could have it repaired and we could look into reimbursement but as for now we would need to wait until the part is available. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	7G[redacted]	***Open Date***	05/29/2014	***Built Date***	07/18/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	11/15/2006	***Mileage***	195,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]454-7902
	LAS VEGAS NM [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement for recall repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

POSTMARK DATE: 051314; DATE RECEIVED: 052114
Confirm name and address matches COIN & HPIMS:yes
Any open recalls:Yes n62
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N62 recall and related repairs.
Reviewed previous files:Yes;no concern.
Assign to 86Y
Agent reviewed documents submitted by customer and found customer is alleging the tie rod failure caused him to be in an accident and drive into a ditch. Agent is escalating case for further review.
---
1. Who is writing and what is their contact information? vehicle owner
[redacted]
2. What happened? Vehicle s tie rod broke causing a crash
3. What is the current location of the vehicle? vehicle location unknown
****
08.04.14
Sending N62 recall letter - explained Mopar replacement parts - the bills he sent in do not show Mopar
POSTMARK DATE: 080514; DATE RECEIVED: 080514
Custmer called regarding update on reimbursement.
Agent advised Customer that the proper department would be in contact with him.
Agent also reminded customer of the N62 recall on his vehicle.
Customer was thankful for update on the situation.
LETTER MAILED. MG17

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL4	AG1[redacted]	***Open Date***	05/30/2014	***Built Date***	04/22/2010	
Model Year	2010	***Body***	D28H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	12/21/2010	***Mileage***	98,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45368	TOMBALL DODGE INC			
Dealer Address	23777 SH 249				
Dealer City	TOMBALL	***Dealer State***	TX	***Dealer Zip***	77375

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRING TX 7[redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Tires - Other - Front	Front tires were repalced
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Seeking reimbursement for issues caused by recall
Corporate - E-Reimbursement - Default - Default - Default	

Escalation Override approved by LB546/TL - possible consequential damage from recall parts not being available.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that the tie rod on his vehicle broke.
Customer does have the N49 recall. Customer stated that due to where he was when this snapped, he had to have the vehicle towed to the dealership which cost $600, and once it was there, he had to replace his front 2 tires as well.
Customer had the vehicle towed to Tomball Dodge (45368) who had one part for the recall so they were able to complete the repairs for the customer.
Customer is seeking reimbursement for the tow and the 2 new tires.
Agent contacted Tomball Dodge (45368) and spoke with service advisor Abraham. Agent advised that we are looking to confirm that the customer had the vehicle towed in and that the 2 new tires were related to the recall. He stated that the customer did have the vehicle towed in but he was not the advisor who was working on the file. He stated that we would need to speak with Anthony who was currently not available. Agent left message for him with cair number and call back number.
Agent advised customer that we are going to be escalating his file to case manager to look into possible reimbursement however before we can do that, we do have to confirm everything with the dealership.
Agent advised customer that once the dealership contacts us back and we get the needed information, we will then escalate his file. Agent advised customer that we will call him and advise him when the file is being escalated.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
NEXT AGENT
When SM Anthony calls back in, please confirm that the customer needing new front tires is related to the recall.
Once we have this information, agent will follow up with the customer and escalate file.

SM Anthony from dealership 45368 is calling to state that the customer needing new front tires is in fact related to the recall. SM Anthony thanked the agent and disconnected the call.
-
Agent contacted customer and advised him that we have heard back from the dealership about the tires on the vehicle needing to be replaced. Agent advised customer that we are going to be escalating his file and a case manager will contact him within one business day.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 2[redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Tomball Dodge - dealer code 45368
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW (Which): Out of warranty 62,000 miles
MVP (expired): BUSINESS LINK ALTERNATE TRANSPORTATION
Ownership history: 2 new 0 used
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66028. The reason for the customer contact was to provide or request the following information: To discuss case with customer as well as get customer expectations.
Customer called and asked to speak with CM. Agent transferred him to extension 66028.
Owner calling back wants to speak to CM TW575 he advised he left messages yesterday and still have not received a call back.
Agent called CM reached voicemail, CM tw575 800-763-8422.
Agent looked in CM listed and saw the extension for TW575 is 66015.
Agent transferred owner to CM at ext. 66015.
Writer received voicemail message from customer requesting an update on the status of his claim. Customer left callback number [redacted]
Writer will contact customer back on 6/5.
Briefly summarize why the customer is contacting Chrysler: Customer seeking the status of his case file
Briefly summarize what customer is expecting: Customer seeking information about his case and a case update
Agent informed the customer that the agent was unfortunately unable to get the CM on the line but the case manager had received the customers Voicemail and had noted they plan to make contact with the Customer later today
Writer contacted customer at[redacted]. Customer expressed his frustration about the amount of recalls that need to be done on our vehicles. Customer states that every time he needs to bring one of his vehicles in, it costs him time and work as well. Writer informed customer that a proof of payment would be needed before we can reimburse him for the amount. Customer informed writer that his tires have not yet been replaced. Writer informed customer that the dealership would be contacted to discuss the replacement of the tires. Writer will send documentation request link to customer and will ask dealer about the towing receipt.
Writer will contact customer back on 6/6.
Writer contacted dealer 45368 to speak to SM Anthony. SM unavailable. Writer left message with callback number for extension 66028. Writer will call back on 6/9.
Writer contacted customer [redacted]. Customer provided email address [redacted]t for the documentation request link. Customer informed writer that he would be out of town until 6/10. Writer will contact customer on 6/10 after speaking to the dealer with more information.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-06 @ 16:58
***** Customer Document Received *****
Customer Document Reviewed.
Writer contact customer [redacted]. Writer informed customer that documents were received and that we would have a definite answer on the amount reimbursed on 6/10. Writer also informed the customer that

research was still being done on the possibility of replacing the tires.
Writer will follow up with the customer on 6/10.
Writer contacted C & V Wrecker Service, C & V Wrecker Service informed writer that information on the tow will be available on 06/12/2014.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66028. The reason for the customer contact was to provide or request the following information: Update on reimbursement.
Writer contacted dealer 45368 to speak to SM Anthony. SM unavailable. Writer unable to leave message. Writer will call back for another service member.
Writer contacted dealer 45368 to speak to SA in charge of customer s case. Writer was informed that none of the SA s at the dealer are allowed to speak to Chrysler agents. Writer left message for SM Wendy with callback number for extension 66028. Writer will contact again on 6/16.
Writer contacted customer at [redacted] gather information about the conditions leading to the rental. Customer informed writer that the vehicle tie rod broke while at a company function meeting clients on a weekend. The vehicle was then towed back to Houston to their local dealership. Customer stated that their dealer wouldn t be far from the closest dealer to where the vehicle broke down, if not the closest. Customer stated that the decision to tow vehicle to the local dealer was because they had been waiting on the recall for about 4 months and all the paperwork was already submitted there. Customer expressed his frustration with his dealership because when they were notified that the tie rod had broken, he was told they had a tie rod in stock. Customer believes that dealer was waiting for the tie rod to break to replace it. When asked about the tires on the vehicle, customer doesn t remember when they were last replaced, but he remembered that he paid around $1,600-$1,700 for 6 tires. Writer will follow up with customer on 6/16.
Called dealer, spoke to SM, Paul who stated the customer had the vehicle towed to the dealership from Galveston and there are 2-3 dealerships in between. Customer is loyal to the dealership and requested to be towed there. SM stated the tires may be worn due to the recall concern but they may not be, he could not confirm that. SM stated he does all of his maintenance at the dealership and has had 11 repairs done there. SM would consider assistance for this customer if it were his decision.
Called customer, Mr. [redacted], who stated the tires were not replaced that long ago and that they were worn on the outside which was due to the tie rod issue. The tie rod issue was not resolved for months because the parts were not available and once they were there was a 2nd recall on them. Customer expressed frustration at the multiple contacts on his case. Writer offered to reimburse the customer for the $600 tow and 2 new front tires. Customer accepted offer and stated it may take up to 2 weeks to get tires replaced. Writer informed customer once the tires were purchased we would send the customer a link to have the receipt sent in via email. Writer stated CM would contact customer on 6/27/14 to follow up on receipt of documents. Writer to email customer CM JW1129 s contact info.
Status update provided via email to the following email address: [redacted]
As per our conversation, below is your case manager, Jaren s, contact information.
1-800-763-8422, ext. 66028.
Jaren is in the office from 9 am to 5:30 pm MST, M-F.
If he does not hear from you before, Jaren will contact you on 6/27/14 to follow up on your case.
Thank you!
End of Status Update
Writer received voicemail message from dealer 45368 requesting callback at 281-351-2000 extension 6703.
Writer informed customer that his case manager has received the requested documentation and will follow up with him on 07/01.
DEALER CONTACT: Dialed 281-351-2000 tried to reach someone that worked with vehicle and was transferred to SM VM.
Status update provided via email to the following email address: [redacted]d,
Hello, my name is Luanne and I have been assigned as your case manager.
This email is confirmation that your case, [redacted] was successfully

escalated to me. I will be calling you at your preferred number, 2[redacted] on 7/1/14 to verify some information, so we can move forward with your reimbursement request. My office hours are 6:00 AM 2:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 66227. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
Thank you so much for being a valued part of RAM.
Luanne
End of Status Update
CUSTOMER CONTACT: Dialed [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66227. Advised that CM would like to discuss the request for reimbursement Writer will try again on 7/3/14
DEALER CONTACT: Dialed [redacted]
Agent attempted to contact dealer Service Manager Wendy, however, SM not available. Left message for a return call at extension 66227, Asking how old tires were when tie rod broke
CUSTOMER CONTACT Dialed [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66227. provided Case Number and Fax Number 801 736 3929 to fax work order and tire receipt, with proof of payment for CM to consider for reimbursement.
CUSTOMER CONTACT Dialed [redacted]1 and left message informing still waiting for documents. Writer gave CM ext. 66227 and fax number 801-736-3929.
CUSTOMER CONTACT Dialed [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66227. Advised that towing documents have been received but CM needs to do a little more research for tire concern
CUSTOMER CONTACT: Dialed [redacted]1 Spoke with Customer and asked that Customer send information regarding the tires. Writer provided fax number 801 736 3929
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-07-17 @ 11:12
***** Customer Document Received *****
CUSTOMER CONTACT Dialed [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66227. Left message that we have all the documents needed for reimbursement request, and need to have name and address the Customer would like the check sent to.
CUSTOMER CONTACT Dialed [redacted]contacted Customer and advised that we did receive documents Customer verified address
Mr. [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
Spring, TX 7[redacted]
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for tow and 2 front tires that were required from having to wait 4 months to have recall done
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
107,187
Enter the Date when the repairs were completed.
Tow 5/14/14, Tires 7/07/14
What is the total cost of the Parts to be reimbursed?
0.00
What is the total cost of the Labor to be reimbursed?
0.00
What is the total Tax to be reimbursed?
0.00
What is the total amount being reimbursed?
Tow $600.00 Tires 407.08 Total 1007.08
****End structured narrative T2 - eReimbursement

Ok to complete check process
Process

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL0 B[redacted]	***Open Date***	05/30/2014	***Built Date***	10/21/2010	
Model Year	2011	***Body***	DJ7H81	DODGE RAM SLT 4X4 2500 MEGA CAB		
In Service Dt	12/10/2010	***Mileage***	32,000	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	41059	SUSQUEHANNA DODGE INC			
Dealer Address	950 HELLAM ST				
Dealer City	WRIGHTSVILLE	***Dealer State***	PA	***Dealer Zip***	17368

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT WOLF PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Incomplete recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod on left went on the vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle was just put on a flat bed tow truck as the tie rod broke. Customer states that the whole wheel needs to be replaced along with the rim. Customer wants to speak to a supervisor. Customer states that this will be the last Dodge product that he will ever own.
Customner states that we should cover the consconsequential damges done to the vehicle since it is a Chrysler part.
Agent called the dealership SUSQUEHANNA CHRYSLER DODGE JEEP. Agent spoke to Ryan the SA states that the vehicle just arrived at the dealership.
SA states that they do have the part there to repair the vehicle for the customer. Agent advised that we do not cover consequential damage on the vehicle.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24054.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Wants consequential damages covered under the recall.
CAIR assigned to: PG725
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
tl called and left message to advise support decision on file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	AG[redacted]	***Open Date***	05/30/2014	***Built Date***	06/01/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	06/28/2010	***Mileage***	73,601	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67999	HATCH MOTOR COMPANY			
Dealer Address	260 WEST DEUCE OF CLUBS				
Dealer City	SHOWLOW	***Dealer State***	AZ	***Dealer Zip***	85901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BLOOMFIELD NM [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	repaired at IRF and other damage done due to recall

Briefly summarize why the customer is contacting Chrysler:had the tie rod brake and had other damages from the tie rod breaking.
Owner advised she called the dealership and they told her they could not repair the recall no parts available.
Owner took it to an IRF and is seeking reimbursement.
Briefly summarize what the customer is expecting:seeking reimbursement.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 5[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? HATCH MOTOR CO 67999
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Ownership: Used
Owned: 2
Currently owns: 1
Service Contract: None
Out of warranty: n/a - recall
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66274. The reason for the customer contact was to provide or request the following information: first contact
Status update provided via email to the following email address: [redacted]
Hello, my name is Russ and I have been assigned as your case manager. This email is confirmation that your case, 2[redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] , within the one business day as promised. My office hours are 9:00 AM 5:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 66274. If your preferred telephone number mentioned above isn t correct, please reply with the correction.

End of Status Update
Writer contacted customer [redacted]. Customer states that he s seeking reimbursement for parts replaced at IRF because the dealer was too busy to do the repair and they couldn t get parts so customer went to IRF. Customer states that he believes after market parts were used. Customer will find out and call writer tomorrow.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66274. The reason for the customer contact was to provide or request the following information: Documentation request
Writer contacted customer Mr. [redacted]. Customer states that IRF parts are confirmed aftermarket. Writer declined customer request for reimbursement and offered two year - four oil change contract as satisfaction. Customer really appreciated that. Writer confirmed mailing address and mileage.
CLOSED LOOP UPDATE - no need for additional follow-up.
ECD24N Contract created. Contract number is [redacted]7.
Mr. [redacted]S called to verify if he had a contract for lof s. Writer informed that he did have MVP and gave the number so it can be used. Writer also informed that the dealers can verify with his vin # as well.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C5	6G2[redacted]	***Open Date***	05/30/2014	***Built Date***	03/02/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	05/12/2006	***Mileage***	22,200	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44767	NORTHWEST DODGE INC			
Dealer Address	19616 NORTHWEST FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	1[redacted]	***Home Phone***	
	SUGAR LAND TX 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer calling regarding recall information
Corporate - Survey By-Pass - No Authorization - Default - Default	

Customer states that he is having an issue with the left tie rod end on his vehicle. Customer states that the left tie rod end broke and that he was not made aware by the dealership that the recall was on his vehicle. Agent advised the customer of the incomplete recalls on his vehicle the H46 and the N62. Customer got irate because he was not made aware by the dealership of this. Customer attempted to call dealership 44767 but the service department was closed for the evening. Agent advised the customer to contact back tomorrow during the hours so that someone could speak to either an SA or an SM for the customer.
Reassigning to NC603 for survey bypass - no diagnosis
SMH6 reviewed Recall H46, which indicates linkage repair ONLY if linkage was previously replaced. Vehicle does not have any warranty history other than PDI. Failure appears to be ball joint/tie rod related not linkage.
SMH6 declined warranty repairs and reviewedd with Jim Dirosa at 45478
The customer called in trying to understand the situation. The customer states didn t take his vehicle for the recall as he was never advised to and the customer was reimbursed for the recall fix. The customer was never advised to take it to the DLR to inspect. The recall was completed and then he got a recall notice. The customer was turning into the driveway. The writer reviewed the documentation that was sent as per CAIR 19500218 and what was replaced was the steering dampener and it wasn t replaced with a mopar part. The writer advised that the recall H46 was not on the original part and was on the replacement. The customer was advised lines 11-14 and is not expecting coverage on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL0	BG[redacted]	***Open Date***	05/31/2014	***Built Date***	10/21/2010	
Model Year	2011	***Body***	DJ7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	12/10/2010	***Mileage***	32,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT WOLF PA x	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

Roadside Assistance Contacted - DATE : 2014-05-31
Road Side File Created 05-31-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]F
PA USA
2500 MEGA CAB... STREET.. TIE ROD BROKEN ACTUAL
DEALER CODE : VISION DODGE CHRYSLER JEEP
CLOSING CAIR as there is an open exisiting cair, cair 25088369.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL8	AG[redacted]	***Open Date***	06/01/2014	***Built Date***	12/03/2009	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	04/21/2010	***Mileage***	17,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SWOYERSVILLE PA [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	open recall inquiry
Recall - N49: LEFT TIE ROD - Information Request	open recall inquiry

Briefly summarize why the customer is contacting: customer called for the recall N49 as well as the Recall L16
Briefly summarize what the customer is expecting: agent tried to calm the customer down but she was very upset with the fact that she is still waiting for this recalled part as well as her tie rod broke while waiting for the recall so agent gave customer reimbursement information for the chance of being sent up for review

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T5	9G[redacted]	***Open Date***	06/02/2014	***Built Date***	03/12/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/24/2009	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45356	LONE STAR CHRYSLER, DODGE, JEEP		AUTOPLEX	
Dealer Address	2235 N MAIN ST				
Dealer City	CLEBURNE	***Dealer State***	TX	***Dealer Zip***	76033

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROYSE CITY TX [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Aware of open recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Aware of open recall
Product - Steering - Linkage - Defective - Default	Steering wouldn't work
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod snapped
Corporate - Reimbursement - Default - Default - Default	

VERIFIED STOP PAYMENT IN CAIR 24507844 AND REISSUED CHECK.
VERIFIED CORRECT ADDRESS.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	06/02/2014	***Built Date***	11/24/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	04/29/2011	***Mileage***	47,193	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SKIDMORE TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	had tie rod break on saturday.

Briefly summarize why the customer is contacting Chrysler: Customer called in because she had her tie rod break on Saturday night. Customer stated that her husband had a tie rod put on to get the vehicle to get it to the dealership. Customer stated that when she went to the dealership they told her they were only getting one part every month. Customer stated that they sent her home with out even checking to see if an alignment was needed. Customer stated that she is worried about driving the vehicle in case the other side snaps as well. Customer stated that she wants to know what she should do in the mean time.
Agent called dealership 45616 and spoke with PA Aldo. PA Aldo stated that he is new but he knows that the parts are coming faster then one a month. PA Aldo stated that they are able to complete 2 a week but there are 150 people on the list. PA Aldo stated that the service department is not telling the customer s the correct information.
Agent advised customer of information from PA Aldo. Agent advised customer that at this time she needs to wait till her name comes up on the list. Agent advised customer that it is a good thing the aftermarket part is on the vehicle and to keep her receipts. Agent advised customer that one her name is up on the list the dealership will call her to set up an appointment.
Customer stated that she understands but is afraid of her safety and would rather have a rental. Agent advised customer that they can t provide rental but it s up to her if she wants drive the vehicle.
Customer understood and stated that she will be more careful.
Briefly summarize what the customer is expecting: information about recall N49.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T2	9G[redacted]	***Open Date***	06/02/2014	***Built Date***	10/10/2008	
Model Year	2009	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	03/23/2009	***Mileage***	65,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67439	ROYAL CHRYSLER, JEEP, DODGE &	DODGE TRUCK OF ONEONTA
Dealer Address	6464 STATE HIGHWAY 23		
Dealer City	ONEONTA	***Dealer State*** NY	***Dealer Zip*** 13820

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAINBRIDGE NY 1[redacted]	***Country***	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Customer looking to reinstate his LPLW

DM Notes Added: CAIR #: 25101158 - CUSTOMER CARE APPROVES THE LPLW INSPECTION TO TAKE PLACE BEYOND THE ELIGIBILITY PERIOD. THE CUSTOMER HAS UNTIL THE CLOSE OF BUSINESS ON JUNE 13, 2014 TO HAVE THE INSPECTION PERFORMED.
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regardign an issue with the vehicle. Customer states that his tie rod broke and he was advised that his LPLW is not covered anymore as he missed the inspection. Customer states that he did not recieve the notice.
Briefly summarize what the customer is expecting: Customer is looking to reinstate his LPLW. Agent advised customer that the decision will be made, customer requested a callback when the decision has been made.
Agent consulted with TL SJ372 and was advised the customer has until June 13, 2014 to have the inspection completed.
Customer care authorizes the LPLW inspection. Changed WCC back to 799
Customer was calling back in regards to the LPLW eligibility. Customer wanted to make sure that the dealership was aware of the extension.
Agent called dealership 67883 and spoke to the SM Ken. Agent advised Ken of the extension of the LPLW, agent transferred customer over to make an appointment.
Agent closed CAIR, as per lines 16-20 customer has made an appointment for the LPLW inspection.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL1	BG[redacted]	***Open Date***	06/02/2014	***Built Date***	10/14/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	02/08/2011	***Mileage***	42,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43101	RAINIER DODGE INC			
Dealer Address	2550 CARRIAGE LOOP DRIVE				
Dealer City	OLYMPIA	***Dealer State***	WA	***Dealer Zip***	98502

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OLYMPIA WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD customer stated the part broke

Status update provided via email to the following email address:
[redacted]
Case number here at Dodge [redacted]
End of Status Update
John Vaglienti
Briefly summarize why the customer is contacting Chrysler:
Customer stated that the left tie rod broke and the dlr is treating him well and he is on a priority at the dlr. Customer stated his Service Advisor is Christopher, agent offered to contact dlr, customer declined. Customer stated he has a rental vehicle through his SC.
Briefly summarize what the customer is expecting:
Complaint documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	AG[redacted]	***Open Date***	06/03/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	08/28/2010	***Mileage***	84,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	INVER GROVE HEIGHTS MN null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-06-03
Road Side File Created 06-03-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
MN USA
BROKEN TIE ROD / DRIVER FRONT SIDE
DEALER CODE : MARTY FRANICH CPD/HERTZ

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG6[redacted]	***Open Date***	06/04/2014	***Built Date***	07/05/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/12/2011	***Mileage***	1	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	OVETT MS null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-06-04
Road Side File Created 06-04-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
MS USA
FRONT DRIVER TIE ROD BROKEN///
DEALER CODE : GALEANA CHRY-PLYM INC/PHH

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D6	7G[redacted]	***Open Date***	06/04/2014	***Built Date***	08/22/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	02/18/2007	***Mileage***	170,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44510	LARRY MILLER DODGE INC			
Dealer Address	8665 W BELL ROAD				
Dealer City	PEORIA	***Dealer State***	AZ	***Dealer Zip***	85382

Owner	[redacted]L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WITTMANN AZ[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Tire Rod Broke

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his tire rod broke off and wanted to make sure that he is safe. Agent advised the customer that she can transfer him to the closest Chrysler dealership so they can do an inspection to make sure it is safe. Customer wanted to know if he can get reimbursed. Agent advised the customer when he gets home he can call Chrysler back and get the Possible reimbursement information. Customer understood. Agent called dealership Power Chrysler in OR and spoke to SA Mike and he stated he can assist the customer. Agent transferred customer to Mike for further assistance.
Briefly summarize what the customer is expecting: Customer is expecting information on the tire rod.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL2	BG[redacted]	***Open Date***	06/04/2014	***Built Date***	10/11/2010	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	02/28/2011	***Mileage***	36,407	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CASPER WY[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke
Corporate - Reimbursement - Default - Default - Default	recall
Recall - N49: LEFT TIE ROD - Reimbursement	seeking reimbursement
Corporate - Consequential Expenses - Default - Default - Default	towing

Briefly summarize why the customer is contacting Chrysler: Joseph stated that the left tie rod end snapped. Customer stated that the nearest dealership cannot look at the vehicle until next week. Customer stated that the issue is being repaired at an IRF.
Briefly summarize what the customer is expecting: Customer would like to submit for reimbursement.
Writer advised the customer per answer id 19074. Writer provided the fax number 877-768-5076 at the customer s request.
Reassigned to 86Y.
POSTMARK DATE: 060514; DATE RECEIVED: 060514
POSTMARK DATE: 060514; DATE RECEIVED: 060514
POSTMARK DATE: 060514; DATE RECEIVED: 060514
POSTMARK DATE: 060514; DATE RECEIVED: 060514
Status update provided via email to the following email address:
[redacted]
I have reviewed your submitted documents regarding repairs made to your 2011 Ram 3500 and noted that proof of payment was not provided for the towing invoice from M.A.D. Transportation & Towing LLC. Proof of payment is necessary in order to process your reimbursement request.
If you wish I can send a document link or you may fax your proof of payment to 1-877-768-5076. Please be sure to include your Reference# when submitting documents.
Proof of payment consists of a credit card receipt, front and back of the cancelled check, credit card/bank statement or cash register receipt if cash was paid.
I will also need to confirm your mailing address before a check can be issued.
You may reply to this email or contact me at 855-675-9291, ext. 4718304.
End of Status Update
Customer states he received email seeking proof of payment for towing.
Customer states it is noted on the invoice that it was paid by check and he can send a copy.
Voicemail received on 8/5/14 at 1:48 pm.
Status update provided via email to the following email address:
[redacted]
Sorry I missed your call. I just received your message and a copy of the check would be adequate proof of payment.
Please also provide your current mailing address and fax your information to 1-877-768-5076, Attention Case #[redacted]
End of Status Update

POSTMARK DATE: 080714; DATE RECEIVED: 080714
POSTMARK DATE: 080714; DATE RECEIVED: 080714
RECALL LEFT TIE ROD N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: yes
****
Date of Repair: 6/4/14
Customer s proof of payment is: sales receipt
Invoice #: 050092-119463
Labor $116.29
Parts $301.79
Misc. Charges $27.32
Tax $23.58
Total $468.98
****
Date of Repair: 6/4/14
Customer s proof of payment is: check #316
Invoice #: 29442
Labor $0
Parts $0
Misc. Charges $90.00 towingÙ
Tax $0
Total $90.00
****
Combined Total $558.98
Writer is submitting check for approval in the amount of $558.98.
****
Status update provided via email to the following email address:
[redacted]
Thank you for submitting your proof of payment.
I have submitted a check for approval for the full amount of the repair
plus towing costs. You should receive the reimbursement check in the mail
within the next 2 weeks.
End of Status Update
Writer verified that address for check matches address on submitted
documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2	BG5[redacted]	***Open Date***	06/05/2014	***Built Date***	09/01/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	10/23/2010	***Mileage***	38,500	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41650	NATIONAL DODGE INC			
Dealer Address	2223 N MARINE BLVD				
Dealer City	JACKSONVILLE	***Dealer State***	NC	***Dealer Zip***	28546

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROSE HILL NC [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	Recall N490
Recall - N49: LEFT TIE ROD -	

Briefly summarize why the customer is contacting Chrysler:Customer states she was leaving this morning and the tie rod broke.
Customer states they bought the vehicle in February and do not know if recall has been done.
Briefly summarize what the customer is expecting:Customer seeking recall information.
Agent advised customer the recall is replacing a mopar replacment part that may have been placed in vehicle during a 2011 recall.
Agent advised customer the recall in 2011 did not put replacement parts in vehicle, was inspected, no parts.
Agent advised customer if the previous owner repaired vehicle and placed a mopar replacement part in, then it would be covered under recall.
Agent offered to transfer customer to DLR.
Customer declined and plans to have her husband look at it.
Survey bypass/restricted parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	AG[redacted]	***Open Date***	06/05/2014	***Built Date***	11/18/2009	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	02/06/2010	***Mileage***	61,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44809	CHEROKEE CHRYSLER DODGE JEEP			
Dealer Address	200 LIBERTY BLVD				
Dealer City	CANTON	***Dealer State***	GA	***Dealer Zip***	30114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CANTON GA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer requests repair information related to recall on VIN.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to request repair information related to recall on VIN.
Briefly summarize what the customer is expecting: Customer is expecting to receive repair information related to recall on VIN.
Customer states part is unavailable at dealership for recall repair completion of repair. Customer states wheel and tire were both damaged at the time the Tie Rod broke on vehicle. Customer states tie rod broke yesterday causing customer to require roadside assistance and recall repair.
Agent advised customer on incomplete recall repair on VIN as per AC ID: 24054. Agent contacted S.A. Steph at DLR #44809, whom states recall part is available and in stock at dealership. Agent relayed information to customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38CX	5G8[redacted]	***Open Date***	06/05/2014	***Built Date***	04/28/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/19/2005	***Mileage***	84,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	64077	ROSEVILLE CHRYSLER JEEP INC			
Dealer Address	25800 GRATIOT AVE				
Dealer City	ROSEVILLE	***Dealer State***	MI	***Dealer Zip***	48066

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROSEVILLE MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer is calling because the tie rod just broke.

Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler because the tie rod just broke on their vehicle and is calling to see if we would cover the towing to the DLR.
Briefly summarize what the customer is expecting: Customer is expecting to see if we can cover the towing cost. Agent advised the customer that we would not be able to cover the tow and that would have been something under warranty but that has now expired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D0	6G[redacted]	***Open Date***	06/05/2014	***Built Date***	07/22/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/29/2005	***Mileage***	126,300	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPARTA NJ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Survey By-Pass - No Documentation - Default - Default	

Customer states in April 2011 the front tie rod broke and it broke again today. Customer states IRF called dealer for parts and was told they were not available due to a recall.
Customer states his IRF has located a part and is repairing the vehicle.
Agent explained to customer that the N62 recall is a Mopar replacement part recall.
Customer understood.
Customer contacted IRF that did the repair in 2011 and was informed that Mopar parts were installed on the vehicle.
Agent informed the customer that he would not be entitled for reimbursement of the first repair but we can reviewed this repair for reimbursement consideration.
Agent informed the customer to submit the RO from 2011 to show that Mopar replacement parts were installed on the vehicle and to submit the RO from this repair.
Agent explained to customer that proof of payment is necessary.
Agent verified customers address and updated COIN adding cell number & email.
Customer will fax documents.
Reassign to 86Y.
Writer acknowledges assignment.
There are no documents present.
No documents.
By pass no documents. Over sixty days since contact.
Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL2	BG5[redacted]	***Open Date***	06/06/2014	***Built Date***	09/01/2010
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB		
In Service Dt	10/23/2010	***Mileage***	43,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	41650	NATIONAL DODGE INC			
Dealer Address	2223 N MARINE BLVD				
Dealer City	JACKSONVILLE	***Dealer State***	NC	***Dealer Zip***	28546

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	ROSE HILL NC null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-06-06
Road Side File Created 06-06-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted] JACKSONVILLE
NC USA NC
FRONT TIE ROD BROKE
DEALER CODE : 41650 NATIONAL DODGE CHRYSLER JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G1[redacted]	***Open Date***	06/06/2014	***Built Date***	08/18/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	07/09/2006	***Mileage***	200,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRIZZLY FLATS CA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Complete failure

Briefly summarize why the customer is contacting Chrysler:
The customer contacted Chrysler CAC seeking recall information. The customer states that they were driving and the tie rod snapped while in motion.
Briefly summarize what the customer is expecting:
The customer is seeking information / guidance
Agent advised customer to have it diagnosed by an authorized Chrysler Group dealership. Agent advised that if the issue is diagnosed as recall related, it can be claimed under the recall a second time. Customer understood. Agent supplied DLR information.
****
Customer called back in to advise that the DLR told him an inspection was completed and the components do not fall under the recall. Customer states the previous agent told him it would. Customer is confused and is requesting clarification n the recall N62. Agent advised what components are being recalled and that the DLR determined his vehicle did not have these components therefore the repair will not be covered under the recall. Customer understood and thanked agent. Agent updated owner information in coin.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C3	7J5[redacted]	***Open Date***	06/06/2014	***Built Date***	08/29/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/22/2007	***Mileage***	117,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONCORD NC 2[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Tie rod broke - towed to an IRF that was open
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his left outer tie rod broke.
He had it towed to an IRF. He called Hendricks and was advised by SA Mike that there was a recall on his vehicle but that he would have to call us. Customer has already paid $65.00 for towing to IRF.
Briefly summarize what the customer is expecting: Customer is looking for some assistance to get the recall repair done.
Agent called dealership and spoke with Mike who advised that they received an email that they couldn t use the parts any more.
Mike advised he could get the parts from another dealership.
Agent checked with KB805 and JE799 who advised that Chrysler does not pay for the towing on a recall.
Agent brought customer in who is really upset that he would have to pay towing to the Chrysler dealership to get the recall repair done.
Agent offered to provide reimbursement information to customer but he states he so upset that we won t pay for his towing he will call back to get the reimbursement address.
Restricted parts - Agent will reassign for survey bypass.
Reassign to KB805

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	06/06/2014	***Built Date***	03/18/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/31/2012	***Mileage***	32,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45112	HILL CHRYSLER DODGE JEEP, INC.			
Dealer Address	1114 SILVER LAKE DRIVE				
Dealer City	PORTAGE	***Dealer State***	WI	***Dealer Zip***	53901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OXFORD WI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	customer inquiring into parts availability
Corporate - NHTSA - Inquiry - Default - Default	inquiry into parts availability

Briefly summarize why the customer is contacting Chrysler: Customer is calling to make a complaint and have his concerns documented regarding the lack of parts available for the N49 recall.
Briefly summarize what the customer is expecting: Customer is expecting to have parts made available for the N49 recall. Customer states that the vehicle is not safe to drive because of the vibration and shake associated with the tie rod. Customer asked if Chrysler is covering damages and repairs to vehicles when the tie rod breaks before the parts are available to address the recall. Customer states that he is on a waiting list with his DLR and is currently 30th. Agent advised customer to continue to work with the DLR. Customer states that he will continue to call DLR to see where he is sitting on the waiting list. Customer did not want to try another DLR as his DLR is the closest and he doesn t want to risk losing his spot on his DLR s wait list.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A5	8G[redacted]	***Open Date***	06/06/2014	***Built Date***	05/27/2008	
Model Year	2008	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	02/28/2009	***Mileage***	122,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	67703	HUFFINES CHRYSLER JEEP DODGE			
Dealer Address	4500 W PLANO PKWY				
Dealer City	PLANO	***Dealer State***	TX	***Dealer Zip***	75093

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IRVING TX [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	seeking recall information
Recall - N49: LEFT TIE ROD - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler having a recall that broke on him yesterday. Tie rod broke yesterday and truck is in the business service bay of Reeder Concrete, dealership told customer no parts available.
Agent contacted dealership and spoke to service.
SA Carl transferred agent to SM.
SM DJ stated that Chrysler will not let them sell recall parts, but if customer gets the truck to the dealership that they have the parts available and then they can work on the customers recall.
Customer thanked the agent for her time.
Briefly summarize what the customer is expecting: to get his truck fixed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G2[redacted]	***Open Date***	06/06/2014	***Built Date***	03/10/2008
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	04/08/2008	***Mileage***	117,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MODESTO CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	reimbursement request
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has the recall N49 on his vehicle but last week the tie rod broke and he had to have the whole assembly replaced and wants to know if he can be reimbursed for this repair. Customer state the DLR told him to contact Chrysler.
Briefly summarize what the customer is expecting: Agent advised customer that the components would have to be the exact same replacement parts that fall under the recall. Agent contacted the DLR and spoke with SA Eric and was advised that the customer brought in the outer tie rod end but he cannot verify was side it came from. SA states that he did not have the initial repair completed at the DLR. SA states that the recall was completed since. Customer states the receipt for the part he has does show that it is a left outer tie rod. Agent advised customer to send in all required documentation for possible reimbursement. Agent provided cair number.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Reassign to 86Y
Status update provided via email to the following email address:
[redacted]
We are waiting on your documentation concerning repairs made to your 2008 Ram 2500. If documents are not received within 2 business days your case will be closed, however, a new case can be created when you are ready to send in your documents. If you are experiencing problems with the document link a new one can be sent to you or you may fax the documents to 877-768-5076.
Should you have any questions you may reply to this email or you can reach me at 855-675-9291, ext. 4718304.

End of Status Update
Documents have not been attached.
No response from customer.
Reassign to TL for survey bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8	AG155551	***Open Date***	06/07/2014	***Built Date***	02/04/2010	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	03/18/2010	***Mileage***	126,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(7[redacted]
	HOUSTON PA [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:Customer states
the tie rod broke on the company vehicle ease he was turning a corner.
Customer called his regular DLR and was told of a recall on the vehicle.
Customer seeking to know of nearby DLR in Middleton CT.
Briefly summarize what the customer is expecting:DLR location.
Agent advised customer nearest DLR is:
Papas' Dodge
585 E Main St New Britain,
CT 06051
(860) 225-8751
Agent transferred customer to DLR.
Survey bypass/restricted parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG590237	***Open Date***	06/08/2014	***Built Date***	03/24/2011	
Model Year	2011	***Body***	DJ7R91	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	09/19/2011	***Mileage***	50,820	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68225	BRUNSWICK AUTO MART INC			
Dealer Address	3031 CENTER RD				
Dealer City	BRUNSWICK	***Dealer State***	OH	***Dealer Zip***	44212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VALLEY CITY OH[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Customer seeking information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on the left tie rod as he states his broke when hauling trailer.
Briefly summarize what the customer is expecting:Customer expecting information.
Agent advised customer of the two recalls left tie rod end and the left tie rod. Agent stated customer will need to have vehicle towed to dealership and have the vehicle diagnosed. Customer stated he has already contacted Chrysler Towing and will have vehicle towed to 68225.
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW: Basic - Expired (Odometer), Powertrain - 27 Months or 49,180 Miles
History: 4 New, 7 Used in Household
MVP: None
DEALER CONTACT -
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66201
The reason for the dealer contact was to provide or request the following information: To gather information about the diagnosis for the customer s vehicle. Writer inquired if parts have been ordered as well.
OOW: Basic - Expired (Odometer), Powertrain - 27 Months or 49,180 Miles
History: 2 New, 1 Used
MVP: None
DEALER CONTACT Writer spoke to SA Gary who advised that the vehicle was towed to DLR for the tie rod breaking. SA advised that they keep the part in stock and was able to have the repairs completed yesterday 6-9-2014. SA advised that they needed to order a wheel due to the tie rod breaking. SA advised that the part has arrived and customer just needs to make an appointment to have the wheel replaced. SA advised that the repair will be covered under the recall and the customer will not have to pay for the repair. SA advised that he has appointments available until 4:30p.m. today 6-10-2014 as well as Wednesday 6-11, Thursday 6-12 and Friday 6-13. SA advised that the repair will not take more than 30 minutes to complete. SA provided current mileage of 50,829.
Was the customer in a rental? No If yes, how many days? N/A
Did the customer have a co-pay? No If yes, how much? N/A
What is the RO #? 764881

Does the SM have the CAIR #? If no, provide it. Not needed
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Not Needed. Repairs were covered under warranty.
CUSTOMER CONTACT Writer spoke to customer who advised that he will not be able to take his vehicle in for the repair until Thursday 6-12-2014. Writer advised that she will follow up with the SA Gary on Friday 6-13-2014 to make sure the repairs were completed. Customer stated that he was very happy with the service he got from the DLR. Customer stated that he does not need a call back from writer as he is happy with the repairs. Writer advised that customer can call brand number any time he has issues. Customer understood and thanked.
DEALER CONTACT Writer spoke to SA Gary who advised that customer has not brought the vehicle in for repairs. SA advised that the customer was called a couple times and messages were left. Writer advised of a follow up on Tuesday 6-17-2014.
DEALER CONTACT Writer spoke to SA who advised that the customer was able to bring the vehicle in and have the repairs completed. SA advised that the customer now has the vehicle.
Per lines 41-48, customer does not want to be contacted again.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	8G2[redacted]	***Open Date***	06/09/2014	***Built Date***	08/19/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	10/08/2008	***Mileage***	152,607	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	57769	SORG DODGE INC			
Dealer Address	1811 ELKHART RD				
Dealer City	GOSHEN	***Dealer State***	IN	***Dealer Zip***	46526

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WARSAW IN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT tie-rod
Corporate - E-Reimbursement - Default - Default - Default	reimbursing for towing due to recall N49 at the total of $136.42

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that they had a tie-rod and steering linkage issue. And there vehicle is NOT drivable.
agent advised the parts are not in right now and only come 1 every so many days.
agent advised they may have to do a diagnostic and regular repair with a tie-rod already in circulation rather than the recall repair.
customer agreed but wants rental.
agent advised we could get the SA on the line to see if they could order the part AFTER a diagnostic, sa stated there are no loaner vehicles available.
IF customer needs rental and the repairs get diagnosed as the recall part.
agent advised to contact back to see if we could assist further.
SA ROBBY set up appointment with customer call was ended.
-
Customer called back in re: discussion with JG1808
Customer is seeking something in writing stating re: that he was told that if he goes to a Chrysler DLR for the repair, since there are no parts available for an after market part would be put in and it would be out of pocket but he would be able to seek reiumbursment.
Agent asked floor-support for confirmation that this is the case and advised customer that she would escalate to have a CM involved.
Agent asked the customer to contact us when the vehicle is diagnosed on wednesday.
Customer understood.
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]8
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner-Vehicle will be diagnosed on Wednesday)

Has the vehicle been diagnosed by a CDJ dealer? (No-Vehicle will be diagnosed on Wednesday)
If a CDJ dealer has diagnosed, what is the dealer name or code?n/a
Reassigned to 88F
Briefly summarize why the customer is contacting Chrysler: Customer called in stated that they have had the part break on their vehicle and that they are now looking to have the vehicle towed from the dealership it is currently at to the dealership that has the part on the vehicle.
Briefly summarize what the customer is expecting: to be reimbursed for the cost of towing from one dealership to another.
-
Agent advised the customer that as per the information in the warranty booklet Chrysler is not obligated to pay for the towing cost in relation to a recall on the vehicle.
-
Agent advised the customer that he can submit for reimbursement if he would like to but that there is no guarantee that we would reimburse him for that cost.
Customer understood.
-
(As per lines 32-38) Customer is not at the DLR, but is looking at how to proceed with the situation because of the unique factors of the fact that it is a recall part that has broken and the fact that the recall part itself is not available.
NOTE: Customer seeking something in writing as to proceed.
Agent escalated case to 88F.
* * * * * CASE MANAGER TEAM - District P * * * * * *
OOW: expired by odometer 105678
MVP : none available
Ownership history: 2 new 1 used
Writer contacted the dealership SA Robbie, as SM Jacob was unavailable, who informed that the customer does have an appointment for tomorrow 6/11/14 and informed that they were going to look into installing an aftermarket part into the vehicle and have the customer pay for it and have CAC reimburse for the aftermarket part. Writer inquired if it would be possible for the dealership to pay for the aftermarket part and have the writer send a direct check to the dealership as this is a recall situation and would like to avoid having the customer pay for anything. SA Robbie informed that the last time they did a form of this the dealership did not get paid with a direct check. SA Robbie informed writer that the customer seemed okay with paying for the aftermarket part just as long as the customer was reimbursed. Writer would still like to inquire to SM Jacob to inquire if SM Jacob would be okay with a direct check for the aftermarket part. Writer provided ext. 66337 for a return call.
Writer contacted the customer and inquired about the appointment with Downie 45192. Customer informed that the customer does have an appointment with another dealership and informed that the vehicle was picked up by Sorg Dodge as they have a N49 recall part available. Customer then inquired if the customer can be considered into having the towing reimbursed. Writer informed that the towing can be considered and will need documentations on what the customer paid. Customer understood and provided email address at [redacted] for mailing and fax information. Writer will do this and informed that writer will contact Downie for the customer and cancel the appointment set up for tomorrow and will contact Sorg Dodge for further information of the vehicle. Customer understood and is satisfied with this.
CONTACT UPDATE: Per lines 80-91
Writer contacted Downie 45192 Assistant Service Manager Lee who informed that the customer has another appointment for the N49 recall and informed that the customer would like to cancel the appointment for tomorrow. Assistant Service Manager Lee informed that they will cancel the appointment.
Writer contacted dealership Sorg Dodge 57769 and confirmed that the vehicle is at the dealership and informed that they do have the N49 part for the vehicle and provided mileage at 152607.
Status update provided via email to the following email address:
[redacted]
I have provided you the mailing address you can send your documentations

to and also the fax information if you would like to fax your documents to me. I have also sent you a link to where if you have the capability to scan and upload the file you can do so with the link and send it to me for review. If you can apply a cover page with attention to Teresa and also the case number at [redacted]3 would be very helpful. Please let me know if you have any questions or concerns for me at 1-800-763-8422 ext. 66337. My hours in the office are from 8:00am-4:30pm Mountain Time. Thank you.
P.O. Box 21-8004
Auburn Hills, MI 48321
Fax: 801-736-3929
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer will follow up on Monday to insure the documents have been sent and/or received.
Monday 6/16/14.
Writer contacted the dealership SA Greg who informed that the vehicle s repair of the N49 recall has been completed and the vehicle is now with the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66337. The reason for the customer contact was to provide or request the following information: Writer inquired if the customer was able to send in the documents for review of possible reimbursement. Writer requested a return call for an update.
Customer left voice message for the writer informing that the customer should be able to send documents tonight 6/16/14 or tomorrow 6/17/14.
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted the customer and informed that SM Keith is willing to put new tires on the vehicle, however will need to figure out how to have the tires covered. Customer overall seemed frustrated and inquired why the writer cannot reimburse the dealership as the writer would have reimbursed the customer. Writer informed that could be a possibility, however informed that the Chrysler Representative has been involved and advised SM Keith to take this avenue and cannot override this decision and informed that if this comes down to it then the writer will provide a reimbursement. Customer informed that it doesn t make sense as to why Chrysler just wont approve to have the new tires put on the vehicle and just have it taken care of. Customer inquired when SM Keith will have this figured out. Writer informed that SM Keith has been diligently working on the specifics and informed that writer cannot say when this will be worked out, however can say SM Keith has been working very hard to get it taken care of. Writer advised a follow up tomorrow 6/18/14 for further information. Customer impatiently accepted the follow up date.
please disregard lines 135-150
Customer contacted the writer on 6/17/14 inquiring if the writer received the documents. Writer informed that the documents have been received and informed that the writer will be able to fully reimburse the customer for the amount of $136.42. Customer was overall satisfied with this. Writer informed that writer will create check and will contact the customer before the check is sent as the writer would like to insure that all questions or concerns have been addressed as the case will close when the check is sent. Customer understood.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for towing due to recall N49
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
210551
Enter the Date when the repairs were completed.
n/a
What is the total cost of the Parts to be reimbursed?
n/a
What is the total cost of the Labor to be reimbursed?
n/a

What is the total Tax to be reimbursed?
n/a
What is the total amount being reimbursed?
$136.42
****End structured narrative T2 - eReimbursement
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66337. The reason for the customer contact was to provide or request the following information: Writer informed that the writer has created the check and informed that once the approval goes through then writer will contact the customer for last questions or concerns.
Writer has reviewed case and documents. Please submit check.
Writer contacted the customer and informed that the writer is going to send check and inquired if the customer had any further questions or concerns before the writer sends check as the case will close. Customer informed that the customer did not have any further inquiries and informed that the customer s expectations have been met and is very satisfied. Writer will send check.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	BG6[redacted]	***Open Date***	06/09/2014	***Built Date***	07/06/2011	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	09/30/2011	***Mileage***	41,500	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43514	SAM LEMAN CHRYSLER DODGE			
Dealer Address	161 DETROIT AVENUE				
Dealer City	MORTON	***Dealer State***	IL	***Dealer Zip***	61550

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	EUREKA IL 6[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Updated with new owner information
Corporate - Reimbursement - Default - Default - Default	recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod
Corporate - Consequential Expenses - Default - Default - Default	towing

****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-06-09 @ 12:55
Briefly summarize why the customer is contacting Chrysler: Customer called states yesterday as the Dlr was closed, he had the tie rod break and the customer states he had the vehicle towed to tony and sons IRF. Customer states he noticed the recall and wanted to know if it applied to the vehicle. Agent updated the owner information and advised the recall was placed on his vehicle. Agent then called the IRF and spoke with Cody. Agent asked him to do a visual inspection to see if the vehicle had the 2 u bolts to indicate that the steering linkage has been previously replaced, and he advised they are present. Agent then called Dlr s around the customer/IRF to see if anyone has the parts in and who is able to accomodate the large vehicle. Agent located 43514 and spoke with SM Rick. He advised that they will have a part later in the week, and he would be able to tow the vehicle there, but wasn t able to accomodate his concern immediately. The customer indicated he needs the truck back for a job tomorrow, as the tie rod broke. SM Rick is going to hold the part for him (the steering linkage) for when he comes in, and the customer is going to have the IRF repair the tie rod today. Customer wanted to submit for reimbursement as he states he has paid $90 for the tow yesterday, as well as the IRF s bill from today. Agent advised we can submit for reimbursement and a case manager will be in touch once the documents are received.
Briefly summarize what the customer is expecting: Customer seeking to have recall completed.
Preferred Morning/Midday call back number is [redacted]
Who has possession of the vehicle? IRF
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 43514
Reassigned to 88F
correction, actually reassigning to 86Y
***** Customer Document Received *****

RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt
Date of Repair: 6/9/14
Invoice #: 17175
Labor $139.91
Parts $112.44
Misc. Charges $21.93
Towing Charges $85.00
Tax $10.75 8% on parts & suppliesÙ
Total $370.03
Writer is submitting check for approval in the amount of $370.03.
****
Writer verified that address for check matches address on submitted documents.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	6G[redacted]	***Open Date***	06/09/2014	***Built Date***	09/15/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/20/2005	***Mileage***	145,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RED BLUFF CA[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer state the tie rod beoke on the vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer state the tie rod beoke on the vehicle.
Product - Unknown - Unknown - Accident - Default	Customer state the tie rod beoke on the vehicle.
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he was driving down the road and he hit a stone road then he hit the pavement and went into a tree and when he hit the tree the tie rod came apart. Customer states that this is a manufacturer s defect and he thought he should let us know since the steering went out while hitting the tree.
Briefly summarize what the customer is expecting: Customer is expecting to have the vehicle looked at since the tie rod broke and there is a recall.
Customer states MR1279 required the address of where the vehicle is located.
Address: 20815 Dolby Lane, (off of baker road), Redbluff CALIFORNIA.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
*****NEXT AGENT****
If customer call in, please fill out the Special Investigations standard paragraph to find out the address of Elite Automotive Grou which is where the vehicle is at right now.
1. Who is calling and what is their contact information?
Preferred: [redacted]
2. What happened? Customer states the tie rod broke and he lost steering and then ran into a tree.
3. What is the current location of the vehicle?
20815 Dolby Lane
Redbluff, CA
****

Per OGC Matrix, reassigned to 82T.
6/10/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 06-10-2014 15:00
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 06-10-2014 15:00
CCRG Open Date: 06/09/2014 15:52:07
Letter Sent: Acknowledgement 06/11/2014 14:12:02
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/23/14 AT 04:20:58 [redacted]
Customer is calling to see if there has been any updated information on

the case. Agent advised customer that at this time there has been no updated information. Agent advised customer that the investigation is still going on.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
AC 18889.
Caller contacted CAC seeking an update on case.
Advised customer that case is currently being handled by another department.
Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.
Writer verified customer contact information.
Does customer s address match COIN (Y/N): Yes
If no, customer s current address:
Customer s current phone number (Daytime): [redacted]
Customer s current phone number ([redacted]
Customer s email address: NA
Any additional information:
CAIR assigned to 82S for contact request.
Approved by HF491.
****
Per OGC Matrix, reassigned to 82T.
Letter Sent: Denial 07/01/2014
7/8/14 UPDATED CCRG FILE & CASE MANAGER. PAG _

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L7	9G[redacted]	***Open Date***	06/09/2014	***Built Date***	08/25/2009	
Model Year	2009	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	09/22/2009	***Mileage***	106,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44881	SOUTH POINT DODGE			
Dealer Address	5210 SOUTH I.H. 35				
Dealer City	AUSTIN	***Dealer State***	TX	***Dealer Zip***	78745

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AUSTIN TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer states tie rods caused problems
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the dealership advised customer that the tie rod recall had been completed on his truck but customer states he did it himself. Customer states the tie rod broke and caused an accident.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Agent contacted SOUTH POINT DODGE CHRYSLER JEEP Dealer Phone : 512-443-9333 but was only put into a voice mail box for James.
Agent advised customer that he should at least get the visual inspection done.
Agent provided the reimbursement outline from AC 17420
Documents have not been received since customer contact on 06/09/2014.
Survey bypass-no documentation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28AX	7J[redacted]	***Open Date***	06/10/2014	***Built Date***	05/31/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/20/2007	***Mileage***	171,468	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	51010	WELLS DODGE CHRYSLER			
Dealer Address	1600 US 27 SOUTH				
Dealer City	AVON PARK	***Dealer State***	FL	***Dealer Zip***	33825

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VENUS FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer states that the vehicle broke down the tie rod broke
Recall - L16: LEFT TIE ROD END - Information Request	Customer's vehicle is broke down

Briefly summarize why the customer is contacting Chrysler: Customer calling due to vehicle broke down due to the tie rod breaking
Briefly summarize what the customer is expecting: Customer calling due to vehicle broke down due to the tie rod breaking, customer states that the SA at the dlr advised that the towing will be free for the customer due to the recall. Agent advised the customer that the agent will document the issue

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	06/10/2014	***Built Date***	01/25/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/15/2006	***Mileage***	153,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	59853	KILLEBREW INC			
Dealer Address	2108 HOUSTON HIGHWAY				
Dealer City	VICTORIA	***Dealer State***	TX	***Dealer Zip***	77901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EDNA TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	no repair, recall parts

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated the passenger tie rod broke so his vehicle was towed to his local Chrysler dealer to have the recall completed. Customer stated the vehicle is still on a trailer at this time. Customer wasn t able to confirm the vehicle was inspected for the recall parts.
Agent called the dealer but was not able to speak with anyone only was able to confirm the vehicle was still on the trailer.
Agent offered the case number and advised once he hears from the dealer on the repair he can call for additional assistance.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted
Customer called and wanted to know if we would be able to offer any cost assistance for the tie rod replacement as it has broke. Agent looked into the file and advised the Customer at this time we can not offer any cost assistance at this time. The Customer understood and just wanted to try

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C9	6G1[redacted]	***Open Date***	06/10/2014	***Built Date***	07/20/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/31/2006	***Mileage***	86,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.
Dealer Address	67567 SOUTH MAIN STREET		
Dealer City	RICHMOND	***Dealer State*** MI	***Dealer Zip*** 48062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AVOCA MI [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	

Briefly summarize why the customer is contacting Chrysler:Customer states she has a vehicle which is not drivable as a tie rod has broke while waiting for parts.
Customer states she is 12th on the list and will not wait for parts.
Customer is demanding Ram send a part to her DLR for her to have her vehicle repaired.
Customer wants to know what will happen when her 2nd Ram breaks while pulling her horse trailer.
Customer states she wants a loaner vehicle until the parts come in to repair her Ram with broken tie rod.
Briefly summarize what the customer is expecting:Customer is seeking to have her vehicle repaired and a loaner until this can be done.
Agent advised customer of the current restriction, and explained to customer as the parts are coming out of the manufacturers they are being sent right out to the DLRs to have vehicles repaired.
Agent advised customer we can not send a part to DLR specifically for this vehicle, she will need to wait her turn on the list.
Agent advised customer we do not supply loners to customers while waiting for recall parts.
Customer demanded to speak to a supervisor who will meet her needs.
Agent advised customer the supervisor will tell her the same information as agent is empowered to deliver the same information.
Customer has requested Supervisor callback
Preferred number: [redacted]
Reason for request: demanding recall parts and loaner until vehicle repaired.
CAIR assigned to: KB805
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
SUPERVISOR CALLBACK
CUSTOMER CONTACT - DIALED [redacted]6-[redacted] - Writer called customer regarding the request for supervisor call back. Writer left message indicating the same information as what she had previously been provided by JT1108.
Writer advised that the recall notification does not cover any rental / loaner vehicles while waiting for recall parts. Writer apologized and advised that the decision is final.
Customer seeking to have a rental vehicle for her vehicle and to have her recall completed right away.
Agent spoke to SM s assistant Jennifer at dealer code 66183, who states that in 03/09/2010 the vehicle was inspected no repairs. Jennifer states

that she would have been inspected in order to be placed on the N62 recall list. Jennifer states that because the customer has not been able to drive her vehicle for 3 months now, they will look to place her on the top of the list as soon as possible, she will have the SM call the customer and speak to her.
Agent relayed the information to the customer and that a rental vehicle is not able to be preformed.
The SA Mike is calling in for advice. The agent he states the part that broke was the first set up which is not the recall part. The agent advised the repair will not be covered due tot eh time and mileage of the vehicle and we cannot assist. The agent asked if there is any assistance the DLR is willing to provide. They are not able to assist either. SA Mike states he will relay the information to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	AG1[redacted]	***Open Date***	06/10/2014	***Built Date***	03/02/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	04/24/2010	***Mileage***	114,103	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44504	TRIANGLE DODGE INC			
Dealer Address	1666 JEFFERSON DAVIS HIGHWAY				
Dealer City	GRANITEVILLE	***Dealer State***	SC	***Dealer Zip***	29829

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRANITEVILLE SC [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: LEFT TIE ROD
Briefly summarize what the customer is expecting: Customer called in stating that his left tie rod came off the tire and nobody was hurt. Customer stated he new about the recall and this was indeed the left tie rod. Agent advised the customer that he would have to get a diagnosis and call back with the cair number the agent provided and an agent would address his issue once the diagnosis was confirmed.
*****NO DIAGNOSIS*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D6	6G1[redacted]	***Open Date***	06/11/2014	***Built Date***	07/04/2005	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	10/21/2005	***Mileage***	76,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	54914	PAUL BROWN MOTORS INC			
Dealer Address	1145 E STATE ST				
Dealer City	OLEAN	***Dealer State***	NY	***Dealer Zip***	14760

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CUBA NY 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	tie rod broke/punctured rim
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer states the tie rod broke on the vehicle, customer states the tie rod then punctured a hole through the rim.
Customer contacted her DLR and was told they would not cover cost of the rim.
Briefly summarize what the customer is expecting:Customer seeking clarification if the rim will be repaired under recall.
Agent advised customer the recall will not cover costs of consequential damages, only the tie rod component itself.
Customer understood and thanked agent.
survey bypass/restricted parts

Customer Assistance Inquiry Record (CAIR)# [redacted]5

VIN	3D7TT2CT6	BG5[redacted]	***Open Date***	06/11/2014	***Built Date***	11/23/2010	
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	01/10/2011	***Mileage***	35,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41261	CORTESE DODGE INC			
Dealer Address	2400 W HENRIETTA RD				
Dealer City	ROCHESTER	***Dealer State***	NY	***Dealer Zip***	14623

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCHESTER NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem

Briefly summarize why the customer is contacting Chrysler:Customer states she has been trying to get the recall completed for 3 months, customer states her DLR continues to tell her no parts are available.
Customer states she hauls horses with this vehicle, it is now coming into Horse show season, and she has clients who depend on her.
Customer states she was told by her DLR she should not drive her vehicle in the state it is in until the recall is completed.
Customer asked agent what she should do in the mean time, what will happen if she drives it, the tie rod breaks, and she crashes and kills someone or all horses?
Briefly summarize what the customer is expecting:Customer seeking to have her vehicle repaired.
Agent apologized to customer and informed her we cannot advise her to drive or not to drive the vehicle, that is completely her decision.
Agent called Customers DLR to find out where she is on the wait list, agent was transferred to Parts department to speak to manager Ryan, agent received VM.
Agent contacted the following DLRs, all stated they have lengthy lists:
--Doan Dodge
4477 Ridge Rd W
Rochester, NY 14626
(585) 352-6600
SA Mike
--Vision Dodge
920 Panorama Trail South
Rochester, NY 14625
(585) 385-5700
--Marina CJD
943 Ridge Rd
Webster, NY 14580
(800) 601-2816
SA Dan/ parts Gary
--Genesee Valley CJD
1695 Interstate Drive
Avon, NY 14414 585) 226-6000
(585) 226-6000

Customer is seeking to speak to a supervisor to hear from them what she should do.
Agent advised customer the supervisor will provide her the same information.
Customer demands supervisor.
Customer has requested Supervisor callback
Preferred [redacted]
Reason for request: upset with N 49 recall
CAIR assigned to: KB805
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
****
Amanda called in requesting to speak with a supervisor. Agent transferred Amamda to LB546 for further assistance.
****SUPERVISOR CONTACT****
Customer expresses frustration at the fact that it is a recall and parts are not available. Customer demanded someone higher; address provided.
The customer called back and inquired about getting reimbursed for a rental if she could not use her vehicle to tow her horses. The agent could not confirm this and advised the customer chrysler was trying to get the parts out asap

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL5	BG[redacted]	***Open Date***	06/11/2014	***Built Date***	08/31/2010	
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	11/30/2010	***Mileage***	50,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44049	WRIGHT AUTOMOTIVE INC			
Dealer Address	ROUTES 127 AND 185				
Dealer City	HILLSBORO	***Dealer State***	IL	***Dealer Zip***	62049

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RAYMOND IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left tie rod

Customer states that she has been trying to get the N49 recall completed. Customer has her name on a waiting list at the dealership. Customer states that she has not been using her vehicle as she pulls a horse trailer and does not want to have the tie rod break. Customer states that a one time she had only one customer ahead of her and today was told that there are now 50 customers ahead. Dealership states that a new parts was designed and they now have to replace tie rods for all the previous customers. Writer located Bruckert & Daley phone number 217-854-4711 and provided to customer. Writer was contacting dealership for waiting list information-line disconnected.
OUTBOUND CALL TO CUSTOMER: [redacted] Customer states that she does not know if it was her cell phone. Writer apologized for the inconvenience. Customer states that about 5 minutes after she called she received a call back from Wright stating that they had 5 parts coming in. Dealership states that they have put her on the top of the waiting list and will get her vehicle repaired this week. Customer thanked writer for returning call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48A7	8G1[redacted]	***Open Date***	06/11/2014	***Built Date***	07/18/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/11/2007	***Mileage***	35,656	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67282	RAMSEY CHRYSLER-PLYMOUTH			
Dealer Address	1555 ROUTE 17				
Dealer City	RAMSEY	***Dealer State***	NJ	***Dealer Zip***	07446

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEST HAVERSTRAW NY [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	incomplete
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	incomplete
Dealer - By-Pass - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is called because she is waiting for the left tie rod to be fixed. Customer states that she has made several attempts to call the dealership. Customer has no luck on a time frame.
Briefly summarize what the customer is expecting:Customer would like to know when this can be addressed.
Agent advised: Agent had called the dealership and spoke with parts department. Parts advised that he is unable to get a hold of the list to confirm that our customer is on it. The parts and service people had gone home for the night. Customer is advised that she will receive call back in one business day.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer?
If a CDJ dealer has diagnosed, what is the dealer name or code?RAMSEY CHRYSLER JEEP DODGE/32- 67282
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Warranty status 18 Months or 66,859 Miles still remaining on EXTENDED FEDERAL EMISSIONS and 6 Months or 56,859 Miles on CALIFORNIA LONG TERM EMISSIONS
History 1 New 1 Used/ Household 3 New 1 Used
MVP none
Writer contacted Service Manager Rob and was advised that the vehicle has not been at the dealer sense 5/1/2014. Rob stated that the vehicle is waiting on parts and is on a waiting list with 40 other people. Service manager stated that he was informed by Chrysler that the part is on restriction and due to that he has no ETA on the part # CBUEN491AA.
Writer confirmed that the mileage was at 33433 when the vehicle was last in. writer advised that a follow up with the customer is set for

6/12/2014 and gave contact information.
Writer contacted the customer at [redacted]0 and informed that at this time there is no ETA on the part at this time. Customer expressed her frustration with the lack of time frame on getting the vehicle repaired. Customer stated that there are more issues with the vehicle other than the recall but does not want anything looked into other than the recall. Writer confirmed that the customers preferred contact number is 845-558-7160 and that her email address is [redacted]m . Writer gave contact information and advised a call back will be 6/16/2014.
Writer contacted dealership and was advised the part they are waiting on part # CBUEN491AA is still on restriction and still have no ETA at this time.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66019. The reason for the customer contact was to provide or request the following information: Looking to update on the status on the parts the vehicle is waiting on.
Writer contacted dealership and was advised the part they are waiting on part # CBUEN491AA is still on restriction and still have no ETA at this time.
Writer contacted customer and advised that there is no ETA on the parts at this time. Customer informed that she will be doing her own research as well. Follow up set for 6/20/2014.
Writer spoke with Erick in parts and was advised the part they are waiting on part # CBUEN491AA is still on restriction and still have no ETA at this time.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Chelsea and I have been assigned as your case manager. This email is regarding your case, [redacted]7. At this time there is no new update on the part your vehicle is waiting on. After I review the details of your case I will be contacting you no later than 6/25/2014. My office hours are 8:30AM 5:00PM (Mountain Time). My contact information is
Chelsea
Chrysler Customer Care
1-800-763-8422 Ext. 66019
End of Status Update
Writer contacted dealer 67282 at 201-818-9600. Writer spoke with Haring from the parts department. Haring stated that the part is on restriction and they are only getting about 1 every 10 days and there is about 15 people ahead of the customer on the list waiting for this part. Haring stated to get the order number for this part we will need to speak with Parts manager who is out of the office right now. Writer stated I will follow up with the customer.
Writer contacted customer [redacted]. Writer spoke with customer who stated she is very upset she has to drive this vehicle with her needing the recall completed. Writer stated that there are many dealerships and many other customers waiting for this part as well and unfortunately we do not have an ETA as of right now. Customer was upset that she could not get the part sooner or an ETA sooner. Writer apologized and stated we will keep the customer as updated as possible on the status of these parts arriving.
Status update provided via email to the following email address:
[redacted]
My name is Sarah and I have been assigned as your new Case Manager at Ram Customer Care. Here is some information that will be helpful for you to have.
Ram Case Management telephone- 800-763-8422
My direct extension is 66110
My work hours are from 9:00 am 5:30 Mountain Standard Time.
I will going over case to see what is going on. I will get backwith you no later then 7/7/20014. apart of the Ram Family!
End of Status Update
Writer contacted dealer 67282 parts department. Writer spoke with Lou parts advisor (PA). PA states that the part was ordered for the recall over a month ago and still has no ETA when the parts will be in. PA states has all the ordering information.
Order #: r0604
Order date: 6/4/2014
Part #: CBUEN491AA

ETA: does not have one.
Writer thanked dealer for the information and will see what can be done.
Writer contacted Ms. Morano. Writer explained that the case will be escalated to see if the part can be found any faster then what has been done. Writer advised customer that writer will keep customer informed on the status of case along the way. Customer states that customer is upset because customer has to drive vehicle that has a safety recall on vehicle. Customer wants parts soon. Writer will see what can happen.
Status update provided via email to the following email address:
[redacted]
Dear Ms. [redacted]
This is Sarah from Ram Customer Care. I have been assigned as your new Case Manager. I would like to provide you some information to keep so you can get in touch with me at.
Ram Case Management telephone- 800-763-8422
My direct extension is 66110
My work hours are from 9:00 am 5:30 Mountain Standard Time.
I will be contacting every other day to keep you updated on when the recall part will arrive. Thank you for being apart of the Ram Family!
End of Status Update
Recall part information:
Order #: r0604
Order date: 6/4/2014
Part #: CBUEN491AA
ETA: does not have one
Reassign to 96w per NS864.
**********96W PARTS UPDATE **********
CM called dealer at 201-818-9600 and spoke with PM-Paul. CM inquired on customers place in list for campaign part. PM stated he would have to check with service department in regard to customers place on list. CM was transferred to service and spoke with SA-Joan. When information was requested, SA stated they do not keep a list, they just receive information from the parts department advising them the part has arrived and they can contact customer to schedule repair. SA was thanked for assisting Ram.
**********END OF UPDATE **********
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
CAMPAIGN PARTS CBUEN491AB is a campaign parts. They are restricted 1 in 7 days. It will take a couple weeks for order to be placed bydealer. Please contact dealer and advise them to submit a web request through dealer connect to force the orders. Please contact customer and let them know that at this time they do not have an order in the system yet because of the restriction and any further questions should be directed towards their SA. Only chance for customer to get part faster is to find a smaller dealer that does not have many on order to put customer closer to the top of the list. Thank you.
ASSIGN TO: KM997-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#CBUEN491AA,Order#R0604,OMC#89296631
on 2014-07-08 @ 10:27
****** START OF SUPPORT ESCALATION by T9101CA******
**** Update from Expediting Team for ****
Part#CBUEN491AA,Order#R0604 ,OMC#89296631
Forced order on the AB level from PDC 03159. ETA for parts to arrive 3-5 business days.
****** END OF SUPPORT ESCALATION ****** by T9101CA
Writer contacted Ms. Morano. Writer advised customer that the latest updated information is the ETA for the part is 3 to 5 business days as of yesterday. Writer will call customer on 7/14/2014 to keep customer up to date. Customer thanked writer for the update and will wait for call from writer or dealer.
Writer contacted 67282 service. Writer spoke with receptionist who states that the parts are in and customer has a appointment on 7/17/2014. Writer thanked dealer and will follow up with customer.
Writer contacted Ms. Morano. Writer advised customer what was found out from dealer per lines 168-170. Writer will follow up with customer on 7/18/2014 to make sure the repairs are done and the vehicle is running

great. Customer thanked writer and will wait for call.
**********96W PARTS UPDATE **********
UPS Tracking #: [redacted]
Delivered On: Thursday, 07/10/2014 at 2:47 P.M.
Signed By: PAUL PAPITTO
**********END OF UPDATE **********
Status update provided via email to the following email address:
[redacted]
Writer attempted to contact dealer 45474 Service Manager (SM)Justin, however, SM not available. Left message for a return call at extension 66110. The reason for the dealer contact was to provide or request the following information: To find out what is going on with customer vehicle. All the concerns that is going on with the vehicle and what has been addressed. Talk about rental vehicle to get for the customer.
End of Status Update
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#CBUEN491AA,Order#R0604 ,OMC#89296631
UPS TRACKING# [redacted] indicates PN CBUEN491AB Delivered On: Thursday, 07/10/2014 at 2:47 P.M.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Status update provided via email to the following email address:
[redacted]
This is Sarah from Ram Customer Care. I wanted to let you know that I have some new information that I would like to go over with you as soon as the dealer is called. I will be contacting on 7/23/2014 to talk about your case [redacted]. If you do need to contact me you can do so at 800-763-8422 ext. 66110. Thank you for being a part of the Ram Family.
End of Status Update
Writer contacted dealer 6282 service. Writer spoke with SA George. SA states the vehicle left on 7/16/2014 when the RO was closed and has not been back since. SA states the vehicle had 36,171. Writer thanked dealer for the information.
Writer contacted Ms. [redacted] Writer understand from the dealer that the vehicle has been returned to customer. Writer wanted to know if everything is ok. Customer states picked up vehicle last Friday and seems like everything is going great. Customer states that customer has not had any issues or concerns. Writer is glad vehicle is fixed. Writer advised customer that writer will go ahead and close case but if something comes up to contact local dealer and Ram. Customer agreed and thanked writer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	06/12/2014	***Built Date***	06/22/2011
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	08/30/2011	***Mileage***	32,194	***Dealer Zone***	35	WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	60344	BLAISE ALEXANDER CHRYSLER JEEP,		INC.	
Dealer Address	1080 E COLLEGE AVE				
Dealer City	STATE COLLEGE		***Dealer State***	PA	***Dealer Zip*** 16801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BELLEFONTE PA [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding an issue with the recall. Customer states his tie rod broke and the customer is far down the waiting list for this recall. Customer states that he has the same defective part on the vehicle as the recall but he requires the vehicle.
Briefly summarize what the customer is expecting: Customer is looking to resolve the concern.
Agent spoke with SM Jeff at Blaise Alexander CD (60344) and was advised that the customer is far down the waiting list for this, about #49 and since the order auto replenishes after repairs, they are not expecting it any time soon. Agent offered customer to check the status of other dealers, customer declined as there are no other dealers close to him, agent understood. Customer states just to be safe the customer will put the bad tie rod part on the vehicle until his part gets in.
Assigned to Jr1305 for Survey By-Pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]5[redacted]	***Open Date***	06/12/2014	***Built Date***	09/27/2007	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/11/2007	***Mileage***	35,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67109	BLEVINS BROS INC			
Dealer Address	5914 STATE HWY 812				
Dealer City	OGDENSBURG	***Dealer State***	NY	***Dealer Zip***	13669

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OGDENSBURG NY [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance with concern, override.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke.
Product - Suspension - Unknown - Worn - Front	dealer replace tie rod end steering dampener
Product - Fuel System - Unknown - Other - Default	replace tie road end and steering dampener

Escalation Override approved by SW722
Briefly summarize why the customer is contacting Chrysler: Customer states he was driving out of a parking lot and the tie rod on the vehicle broke. Customer states he contacted a tow company and had vehicle towed to his home. Customer states his vehicle has not been diagnosed by dealer. Customer states he had vehicle inspected for N62 tie rod recall and was advised vehicle did not require repair. Customer states he would like assistance with repair due to low mileage.
Briefly summarize what the customer is expecting: Customer seeking assistance with concern.
Agent advised customer vehicle would need to be at a dealer for further assistance to be reviewed. Agent advised customer to contact CAC once vehicle is at dealer and case can be escalated to CM. Agent provided customer CAIR# and RAM contact number.
Agent reviewed customer information: Original owner, low mileage and 2 original/6 used.
Survey Bypass No Diagnosis within Goodwill, Reassigned SG893
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
SM Terry is calling on behalf of the customer stating that the vehicle is now at the dealer and has been diagnosed. They found that the right outer rod end was broken and the steering damper is bent. SM states that this is not due to misuse or abuse to the vehicle. Agent advised the SM that they will be escalating the case up to a case manager for cost assistance consideration and a CM will be contacting the customer within 1 business day.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
[redacted]
Customer email address for case updates: none

Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 67109
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Is the Original Owner yes
Has 2 NEW CDJR
Has 6 USED CDJR
0 cancelled service contract
0 active service contract
0 expired service contract
CM called dealer spoke with SA state to call back in 1 hr
CM called dealer and spoke with SM TERRY state vehicle needs outer tie rod end $180.and nut $2.25 and steering dampener$ 91.70 and nut $3.50 total $277.45 and labor $74.04 total of $421.44 SM WILL TAKE r/a to assist customer SA PER SM co pay of $150.00 writer will contact customer and give offer on assistance of repair
CM called MR [redacted] writer verified customer expectation customer wants dodge to paid for total of repair customer state tie rod is defective from manufacture and wants Chrysler to paid towing to dealer is $40.00 writer will research case for possible assistance on repair no offer made at this time customer states if Chrysler don t paid for the repair hi is going to the media and TV and Attorney General writer advice Chrysler will assist if he assist with $150.00 co pay customer denied offer and wants Chrysler to pay for all of it writer will contact customer on update on case
CM called MR [redacted] and verified offer customer wants Chrysler to pay for total cost writer advice case will be close in 2 calendar day and offer is good for 30 days customer states he will research on repair and will make a decision
Customer is calling to accept the offer writer tried to get customer through to case manager and got no answer customer asked if the case manager would call him back.
CM called MR [redacted] and verified offer customer will take offer of $150.00co pay x tax writer will contact dealer and will send R/A and case to document repair of vehicle
CM called dealer and spoke with SM MARTY advice customer will take offer on repair customer co pay $150.00 x tax writer will send case to dealer ship to document repair
REASSIGNED TO BC/DLR 32 67109 06/24/14 16:57 [redacted]
goodwill decision made all parties satisfied close.
CM called dealer and spoke with SM terry and verified customer appointment dealer is waiting for customer to call writer advice case was send to dealer with R/A SM will contact customer for appointment on vehicle
CM called dealer and spoke SM terry state customer has not contact dealer for appointment on repair of vehicle writer will contact customer for update on repair
CM called MR [redacted] and verified when is he tanked vehicle for repair writer advice customer he will contact dealer on update on case
CM called MR [redacted] and left message
CM called dealer and spoke with SM terry state vehicle is repair on front suspension and customer paid $150.00 Co pay writer will contact customer to verified repair and to close case
CM called MR [redacted] and left message requesting call back
Writer contacted customer. Customer stated that the vehicle is in good repair and consented to have the case closed. Writer provided contact number and thanked customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	BG523701	***Open Date***	06/12/2014	***Built Date***	10/11/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	10/26/2011	***Mileage***	56,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41461	DOAN DODGE			
Dealer Address	4477 RIDGE RD W				
Dealer City	ROCHESTER	***Dealer State***	NY	***Dealer Zip***	14626

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	ROCHESTER NY [redacted]	***Country***	UNITED STATES

Product - Electrical - Reverse Camera - Defective - Default	Camera not working.
Dealer - Service/Body Shop - Transaction - Refused Warranty Service - Default	Refusing warranty work.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke.
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called stating her tie rod has broken and the DLR is not going to cover the repair under warranty. Customer stated that her reverse camera does not work any more and the DLR will not do that repair either. Customer stated this is bad service from the DLR and does not wish to work with them any more.
Agent contacted DLR, they were closed.
Agent advised customer we need to speak with them customer understood.
Customer inquired if she can go to another DLR, agent advised she can.
Briefly summarize what the customer is expecting: Customer is seeking warranty work.
Reason for Dealer Contact: Inquire about denying customer s warranty work.
Dealer Code: 41461
Dealer Personnel Required: Serivce
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]5
Customer Email address: N/A
Reason for assigning to Resolution Team: DLR closed.
Assigned to 86T
##########
tie rod end and back up camera are under the provisions, basic warranty.
Agent notived this customer has a Max Care MVP. w/100 co-pay
##########
DEALER CONTACT: DOAN DODGE, | 41461, | 585-225-8000:
SM Chris Spade:
SM states the vehicle is not there, there is no open repair orders nor any history of repairs done through them since 11/05/2012. SM states this customer is not working with them. Agent thanked the SM for his time.
CUSTOMER CONTACT: [redacted]:
Agent advised the customer that she needs to have MVP look into what her

coverage fully entails when it comes to the back up camera and the tie rod ends. Agent provided the customer the fax number for her to submit for possible reimbursment if it is under recall. Agent advised customer that her coverage MVP plans are good at any CDJ dealer. Customer thanked the agent for the information.
No fax from customer recieved yet.
No fax from customer recieved yet.
CUSTOMER CONTACT: [redacted]:
Customer states she had been very busy and she will be faxing in her documents in this week. Agent will keep watch over the case for the documents.
Owner is looking for what is covered under the MVP, owner stated she has a service contract that covers the back-up camera.
Agent advised owner to call the 3rd party service contract about coverage.
POSTMARK DATE: 062514; DATE RECEIVED: 062514
-
Doc s received.
Customer submitted request for reimbursement for recall (N49).
Recall applies to customer s vehicle:
Customer s proof of payment is: receipt attached to fax
Date of Repair:
Parts $ 72.57
Tax $ 5.81
Total $ 78.38
Writer is submitting check for approval in the amount of $ 78.38
CUSTOMER CONTACT: [redacted]4:
No answer, provided the following: call, rep. name, and return contact 877-759-5427 ext 4718378.
CUSTOMER CONTACT: [redacted]:
Agent advised the customer the reimbursement is approved and it will take up to 10 business days for the check to arrive to the address in coin and to her name.
Check processed
Customer called back asking to speak to the CM as she forgot to ask a question about the towing. Agent transferred the call to ext 4718378.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	7G8[redacted]	***Open Date***	06/13/2014	***Built Date***	04/17/2007	
Model Year	2007	***Body***	DH7L42	DODGE RAM ST 4X4 2500 QUAD CAB			
In Service Dt	05/15/2007	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26285	TOWN&COUNTRY CAR/TRK CNTR INC			
Dealer Address	20 KRAFT EXTENSION				
Dealer City	ALAMOSA	***Dealer State***	CO	***Dealer Zip***	81101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GLENWOOD SPRINGS CO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request | LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he had the tie rod end and steering linkage break ion his vehicle. Customer was calling in to inquire if it was for the inner or outer tie rod.
Agent advised the customer that it is for the outer tie rod end and that we do recommend getting it to the dealership to have them take a look at it as we aren t technically trained.
-
Customer stated that he will not go to the dealership as it feels that it is way to expensive.
-
Briefly summarize what the customer is expecting: reimbursement.
-
Agent advised the customer that if he chooses to get it done an IRF there is no guarantee of reimbursement
-
Customer hung up on agent and wouldn t provide them with contact information to update.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS19D7	6G[redacted]	***Open Date***	06/13/2014	***Built Date***	01/13/2006	
Model Year	2006	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	02/13/2007	***Mileage***	54,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CARSON CITY NV[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	information on parts for recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler trying to seeking information on parts for the N62 recall. Customer stated that he was in an accident and the tie rods broke off. Customer stated that the vehicle is at RENO DODGE SALES INC. Customer stated that he was told part the dealership that they do not know when part for the recall will be able to come in due the fact they are limited to the number of parts for the recall. Customer stated that the dealership informed him that there is a waiting list for the part. Agent advised customer that since that there a waiting list it will be a wait to get the part for their vehicle. Agent offered to contacted the dealership to see if there was anyway that Chrysler can help. Customer declined stating that he could probably recieve the same information. Agent gave customer case number 2[redacted].
Briefly summarize what the customer is expecting: information on recall parts
reassigned to sw722 for a survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A3	7G8[redacted]	***Open Date***	06/13/2014	***Built Date***	05/29/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	09/24/2008	***Mileage***	102,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45226	BILLION AUTO CENTER OF SALEM			
Dealer Address	25324 SOUTH HIGHWAY 81				
Dealer City	SALEM	***Dealer State***	SD	***Dealer Zip***	57058

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BAKER MT 5[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke

Writer verified the customer s information to be correct
******
Briefly summarize why the customer is contacting Chrysler: Customer s wife [redacted] there is a recall attached to this vehicle. Customer s wife stated the right tie rod fractured. Customer s wife stated there are no dealerships in the area. Customer stated the nearest dealership is one hundred miles away where can the recall be completed.
Briefly summarize what the customer is expecting: Customer seeking information.
******
Writer advised all recalls are to be completed at a certified Chrysler dealership.
Writer located the N62 recall is attached to this vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
******
Writer advised this recall is not by Chrysler for the original equipment this recall is from Mopar, this is a supplier recall for a replacement service part that does not include the right tie rod. Customer s wife understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	06/13/2014	***Built Date***	05/30/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	10/04/2011	***Mileage***	12,345	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAVANNAH GA 3[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod broke
Product - Wheels and Tires - Tires - Other - Unknown	Damaged by the recall
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: David Adams owner of the BUSINESS FLOW SOUTH INC is calling in today regarding issues with the tie rod breaking on his employee while driving. Customer states that he got Chrysler s roadside assistance out to tow the vehicle to the nearest dealership which is CARL GREGORY CHRYSLER JEEP DODGE.
Briefly summarize what the customer is expecting: Customer is expecting his truck to be fixed by Monday and parts ordered today. Agent contacted the CARL GREGORY CHRYSLER JEEP DODGE dealership and spoke to Terry in service who states that the truck just got there 2 minutes ago and they wouldn t be able to diagnose the issue until Monday. Agent advised customer of the information. Customer states that he may have the vehicle towed to another dealership at his expense.
Survey Bypass no Diagnosis
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Briefly summarize why the customer is contacting Chrysler: Customer David Adam states that he wants Chrysler to reimburse the business for tire and other repairs that are the results of an incomplete recall. Customer states that the dealership is paying for half the cost of the tire, and that the owner of the business went and purchased a tire had the dealership put it on but they did not do an alignment. Agent contacted dealership and left a VM for the SM Dan to contact Chrysler back with diagnosis and dealership participation in the cost of repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45643
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW Basic: Not out of warranty
MVP Expired: SEBC - OWNER CARE PREMIUM - 2 YEARS / 4
Ownership history: 1 New 0 Used
Status update provided via email to the following email address:
[redacted]
Hello, my name is DJ and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be

calling you at your preferred number[redacted], by 06/30/2014.
My office hours are 11:00AM 7:30PM Eastern Time. My contact information is 800-763-8422 EXT 66275. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent attempted to contact customer, email sent.
Writer contacted the dealership and spoke with SA Lorenzo. SA stated that the vehicle arrived on 06/18/2014 for the N49 recall. SA stated that they performed the recall and some other item but the current SA did not work the case and the one that did was out to lunch so SA transferred writer to SA Mary-Ann s voicemail. Writer stated that he would like some information on the repairs. Writer left a callback number and extension.
Writer contacted SM Dan. SM stated that the vehicle arrived on 06/16/2014 and the recall repair was completed on 06/18/2014. SM stated that they went half and half on the tire replacement. SM stated that the recent mileage on the vehicle is 12345.
Was the customer in a rental? No
Did the customer have a co-pay? SM could not provide the information.
What is the RO #? 18018
Does the SM have the CAIR #? Stated he did not need it.
Review and Confirm the DM Notes with the SM while on the phone. Done
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer attempted to contact the customer and left a message. Writer stated that he has contacted the dealership and was notified that the vehicle has been repaired and returned to the customer. Writer stated that he was making sure everything was okay. Writer stated that if everything was okay that there is no need to contact the writer. Writer stated that he would leave the case open for 2 days than the case would be closed. Writer left a callback number and extension.
Status update provided via email to the following email address:
[redacted],
This is DJ with Ram Customer Care.
I wanted to notify you that I followed up with the dealership and was told your 2011 Dodge Ram 2500 has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. I will leave the case open for 2 more day than I will be closing the case. If you have any questions or concerns; please contact me either through this email or at 800-763-8422 EXT 66275. If you do discover any other issues you can take the vehicle to your local dealership or contact 866-726-4636.
Thank you for your time and patience.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2014-06-30 @ 19:25
Writer contacted customer. Customer stated that he would like to be reimbursed for the tire, alignment and any other concern that was caused by the recall failing. Writer advised that he would like to look at the documents and would follow up on 07/03/2014.
Begin Customer Message reviewed:
I have a 3 page pdf file to send. Please send an email I can reply to.
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-01 @ 11:14
***** Customer Document Received *****
Status update provided via email to the following email address:
[redacted]
Mr.[redacted]
This is DJ from Ram Customer Care.
I wanted to notify you that I have received the documents and I am currently researching them. I will follow up with you with a decision on 07/10/2014.
Thank you for your time and patience.
End of Status Update
Writer contacted the customer. Writer stated that CAC would be willing to reimburse the full amount of $326.92. Customer accepted. Writer advised that he would follow up no later than 07/17/2014 to confirm the check was sent out.
Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Repair Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
N/A
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
12345
Enter the Date when the repairs were completed.
06/19/2014
What is the total cost of the Parts to be reimbursed?
$310.57
What is the total cost of the Labor to be reimbursed?
$0.00
What is the total Tax to be reimbursed?
$16.35
What is the total amount being reimbursed?
$326.32
****End structured narrative T2 - eReimbursement
Mr. [redacted]s accepts and verifies the check
should be mailed to the following name and address:
BUSINESS FLOW SOUTH INC
[redacted]
SAVANNAH, GA-[redacted]6

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29AX	8G[redacted]	***Open Date***	06/14/2014	***Built Date***	07/25/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	02/16/2008	***Mileage***	101,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44956	RIVERLAND CHRYSLER DODGE JEEP INC			
Dealer Address	601 BELLE TERRE BLVD				
Dealer City	LAPLACE	***Dealer State***	LA	***Dealer Zip***	70068

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAINT ROSE LA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken Tie rods
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	tie rod broke
Recall - G30: REPROGRAM ECM & REPLACE O2 CONTROL MODULE - Information Request	
Recall - H34: DASH SHIELD - Information Request	
Recall - H46: STEERING LINKAGE - Information Request	
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Information Request	
Recall - L16: LEFT TIE ROD END - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that his tie rods broke while he backing out of his driveway and when it broke it did damage to his tire and blew it out. Customer called dealer and they told him that there was a recall on it.
Briefly summarize what the customer is expecting: Customer is expecting to know what he should do now about his broken tie rods since his vehicle is undrivable.
Customer called over to Riverland Chrysler and talked to service and SM said she could take him in to look at his vehicle. Agent advised customer of this and advised him to get it towed in today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C4	6G2[redacted]	***Open Date***	06/15/2014	***Built Date***	06/15/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/25/2006	***Mileage***	135,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41067	COMMUNITY MOTORS INC			
Dealer Address	500 WESTIN OAKS				
Dealer City	HAMMOND	***Dealer State***	LA	***Dealer Zip***	70403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAINT ROSE LA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	seeking recall isssues

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC quite upset that the dealership inspected his vehicle and found that recall N62 was not applicable to his vehicle. His friend got his vehicle fixed under N62 and customer states that a week after the inspection, his vehicles left tie rod end broke and him and his wife could have been killed. Agent explained N62 recall and letter that customer received. As per AC24057
****
(IMPORTANT: This recall only applies to vehicles that had certain Mopar service parts steering components installed.
Subject:
A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Repair:
The steering linkage assembly must be inspected and replaced if required.
NOTE: The initial steering linkage inspection process can be done by write-up personnel in the write-up area (see Section A. of the service procedure). Vehicles found with original style steering linkage can be immediately returned to the customer.
****
Customer asked to speak to a safety department, agent explained that he must not have had a Mopar part put in his vehicle, but his friend did. Customer would not listen to agent and stated that he would call his State Attorney. Agent explained that she would gladly have called his dealership but they were closed. Customer stated why would agent call dealership and stated that was fine and he had nothing else to talk about after arguing with agent for about 5 minutes.
Agent did not see too much dealership activity.
Briefly summarize what the customer is expecting: to tell safety department that this 2006 Dodge Ram is falling apart and defective and so is a 1995 Dodge Ram that he owns. Other vins are 2M[redacted] and SS[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	8G[redacted]	***Open Date***	06/15/2014	***Built Date***	03/11/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	04/17/2008	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26019	EFIRD CHRY-JEEP-DODGE INC			
Dealer Address	1711 WEST LUCAS STREET				
Dealer City	FLORENCE	***Dealer State***	SC	***Dealer Zip***	29501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHERAW SC 2[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeking broken tie rod repairs.
Corporate - Survey By-Pass - Reopen Error - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking repairs for broken left tie rod on vehicle. Customer will have vehicle towed to dealership for repairs.
Briefly summarize what the customer is expecting: Customer is expecting to have repairs completed as repeat warranty repair.
Customer calls stating the left tie rod broke, the drag link and the pintom. Customer stated they were advised by previous agent the tow would be covered under recall. Customer calls seeking cost assistance for repairs that will cost $700.00. Agent contact dlr and was advised by mike that there is nothing wrong with the tie rod. Mike stated the drag link is not the exact same issue as the recall and the pintom is not a recall. Agent informed customer we will not be able to provide cost assistance. Agent advised customer we do not provide towing for recalls.
Customer contacted Chrysler Recall seeking reimbursement. Customer stating that the DLR is wrong. Agent seeking DLR contact to confirm information previously provided.
Reason for Dealer Contact: Customer seeking reimbursement. Agent seeking confirmation of repairs, customer stating the repairs were covered under recall. Customer states the component that broke was all rusted as if the tie rods were never addressed.
Dealer Code: 26019
Dealer Name: EFIRD CHRY-JEEP-DODGE INC
Dealer Personnel Required: SM
Customer seeking contact aswell
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Please ask the dealership if SM could provide reimbursement, would they? Agent seeking only opinion.
Agent called dealer #26019 and spoke with SA-Ryan. He states the customer was in 06/16/14 and the repair was not related with the N49 recall, customer responsible for the repair. The inner tie rod was broken; they replaced that and the gear box.
Customer requires contact as well as customer did not provide email address.

Customer s Preferred Method of Contact: Telephone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Reason for Customer contact via telephone: email address unavailable.
Unfortunately, customer will be not provided assistance.
Reassigned to JR1305 for survey by-pass
CAIR re-opened in error. New CAIR created: [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49AX	7G[redacted]	***Open Date***	06/16/2014	***Built Date***	06/07/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	09/08/2007	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45099	LITHIA DODGE OF BILLINGS			
Dealer Address	2229 KING AVENUE WEST				
Dealer City	BILLINGS	***Dealer State***	MT	***Dealer Zip***	59102

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WORDEN MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking information

Customer is calling because his tie rod end broke on the right side and his vehicle ended up in a ditch. Customer states that when the tow truck picked the vehicle up he inquired about why the customer did not have the recall completed because there was one issued on the 2007 s. Customer states that he had his vehicle towed to a Chrysler dealership but that they were unable to work on it the same day so he had the work completed at an IRF. Customer is now seeking compensation for the repairs and wondering why he had not received notice. Agent advised that he does have two incomplete recalls on his vehicle. Agent advised the customer that the faulty component for recall N62 was not installed on his vehicle because in 11/05/2009 when the customer was inspected for H46, he passed the inspection. Agent advised to take his vehicle to a Chrysler dealership so that they can document N62 as completed and reprogram his ECM. Agent contacted Lithia Chrysler 45099Ù and spoke with SA Ryan who verified that the faulty component was not installed. Customer stated that he would absorb the expense for the tie rod end.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C0	5G7[redacted]	***Open Date***	06/17/2014	***Built Date***	10/13/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	11/09/2004	***Mileage***	114,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HELENA MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	tie rod broke
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer called stating that he receive a recall notice for the vehicle.
Customer states the dealership inspected the tie rod in February of 2014 at LITHIA CHRYSLER and the technician crawled under the front and told him that it has been done already. N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 02/10/2014 COMPLETE
Customer states that the tie rod broke the other day while he was driving. Customer states that noone was hurt as they were driving very slowly.
Agent called dealer LITHIA CHRYSLER JEEP DODGE OF Dealer Phone : 406-442-9994 and spoke with SA John and advised him of the issue. Agent asked if the dealer could assist with towing as he is 13 miles away. SA states that they will arrange to have a local tow truck sent out. Agent relayed this to customer and warm transferred caller through to SA.
Agent advised customer of : H46 STEERING LINKAGE SAFETY 04/27/2009 02/22/2010 COMPLETE in the event that this could be an issue with the vehicle.
NO DIAGNOSIS UNDER POSSIBLE RECALL ISSUE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A2	7G8[redacted]	***Open Date***	06/17/2014	***Built Date***	06/25/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	09/22/2007	***Mileage***	138,684	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43860	CHAPRELL CHRY-DODGE-JEEP INC			
Dealer Address	1109 NORTH BROADWAY				
Dealer City	ADA	***Dealer State***	OK	***Dealer Zip***	74820

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]3
	CALVIN OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Product - Unknown - Unknown - Accident - Default	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

POSTMARK DATE: 061214; DATE RECEIVED: 061714
****

06.27.14
Progressive
[redacted]
Claim# [redacted]7
DOL 12.02.13
Damages $53376.49
Tie rod caused accident
Sending a need for location letter _
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
POSTMARK DATE: 062714; DATE RECEIVED: 062714
LETTER MAILED. MG17
****

07.14.14
VEHICLE LOCATED AT:
IAA
7300 N I35 Service Rd
Oklahoma City, OK 73121
405-475-0230
#12567606
>> CALL [redacted] FOR PERMISSION TO INSPECT
PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE CAUSE OF THIS INCIDENT.
PLEASE PROVIDE COMPLETED PVIR REPORT, INCLUDING SECTIONS A, B, J, & ALL APPLICABLE SECTIONS RELATED TO ALLEGATION, PHOTOS, DRB CODES, POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. THANKS. MG17
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 07-14-2014 09:06
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 07-14-2014 09:06
Working on gaining approval from Progressive Insurance to inspect this

vehicle at IAA in Oklahoma City. It is now looking like the inspection
will take place on Monday, July 28th.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/18/14 AT 00:39:07 [redacted]
****

07.25.14
Reviewed EAA report and photos
Sending a Ins go to Arb
Left tie rod assy / suspension parts missing _
Bed of truck missing
POSTMARK DATE: 072514; DATE RECEIVED: 072514
LETTER MAILED. MG17

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]6	***Open Date***	06/19/2014	***Built Date***	03/30/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	09/14/2007	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44272	DARRELL YATES AUTO MALL INC			
Dealer Address	3001 SOUTH MUSKOGEE				
Dealer City	TAHLEQUAH	***Dealer State***	OK	***Dealer Zip***	74464

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]8	***Home Phone***	[redacted]8
	AFTON OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall not completed
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
ACCIDENT DUE TO TIE ROD BREAKAGE
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My son was driving this vehicle when the right tie rod broke causing him to veer across traffic and hit the ditch. Thank God no injury but we did require minor repairs and a tow truck. I am aware of tie rod recalls. What liability does RAM assume for tie rod breakage?
******END OF CUSTOMER EMAIL******
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-866-RAM-INFO (726-4636).
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Heather
Customer Service Representative
RAM Customer Assistance Center
******END OF CAC EMAIL*******
CLOSE AS DUPLICATE PLEASE SEE CAIR [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	06/18/2014	***Built Date***	03/17/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/18/2011	***Mileage***	73,400	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARAGOULD AR 7[redacted]	***Country***	UNITED STATES

Corporate - NHTSA - Inquiry - Default - Default	N49 parts availability inquiry
Recall - N49: LEFT TIE ROD -	parts availability inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding the N49 tie rod end recall
Briefly summarize what the customer is expecting: Customer is expecting to have the recall completed. Customer states that he has been in contact with DLR 60488 for several months attempting to have the recall completed. Customer states that yesterday his tie rod broke. Agent contacted DLR 60488, contact # 870-236-8784. Agent was unable to speak with parts department as they were not yet open. Agent spoke with warranty administrator, Gary, and advised Gary that the parts for this recall are on an automatic replenishment. WA Gary stated that he knew their sister DLR had completed a few recalls and he stated he would call the other DLR to attempt to source a part for this repair. Agent to relayed this information to the customer. Customer stated that he needs to have this repair completed immediately as he is in construction doing government contracts and each day that he falls behind in the contract he receives a fine for.
Customer calling due to call lost with previous agent, customer advised the agent that the previous agent was speaking with the dlr and the call was lost. Customer is unhappy due to the customer states that the dlr advised that the parts are unavailable, agent advised that it is all auto generated, once the dlr completes a repair and submits the claim then a new part is then ordered for the dlr, customer then asked the agent to hold so that he could see if the previous agent was contacting him back. While agent was holding the call disconnected.
reassigned to NC603
Customer stated that his tie rod broke and he took the vehicle to the dealership who stated that there are no parts available. Customer stated that he needs his vehicle for work so he went and purchased a part from Source and took the part to the dealership to have installed. Customer is seeking reimbursement.
Agent advised customer he can follow the directions on the recall notice to claim reimbursement.
Customer stated that this vehicle is only getting 8-9 miles per gallon.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A9	7G[redacted]	***Open Date***	06/19/2014	***Built Date***	06/22/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	11/12/2007	***Mileage***	92,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44825	BACHMAN-BERNARD CHRYSLER DODGE	JEEP, INC.		
Dealer Address	200 BACHMAN DRIVE				
Dealer City	GREENEVILLE	***Dealer State***	TN	***Dealer Zip***	37745

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOSHEIM TN [redacted]	***Country***	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Ball joint came apart.
Recall - H46: STEERING LINKAGE - Information Request	Recall information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information.

Briefly summarize why the customer is contacting Chrysler: Customer seeking to have vehicle repaired under his steering linkage recall.
Customer states that while driving down the road last night the Tie Rod or something around it came out and caused the vehicle not to work properly.
Customer advised that the vehicle was given to his granddaughter and it is now registered to her name.
Briefly summarize what the customer is expecting: Agent spoke to SA Justin at dealer code 44825, who states he is hoping to have the vehicle diagnosed this afternoon. SA states he will be calling back when he has a diagnosis.
Agent relayed this information to the customer.
Agent updated the CNA for the customer.
Reason for Dealer Contact: SA unable to diagnosis vehicle until this afternoon.
Dealer Code: 44825
Dealer Personnel Required: SA Justin
Customer s Preferred Method of Contact: call
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: What is the diagnosis of the vehicle? Is this a repeat recall? Assigned to 86T
~~~~~~~~~~~~~~~~~~~~~~~~~~

[redacted] 7G8[redacted]
to have vehicle repaired under his steering linkage recall
is vehicle diagnosis vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY is it related
~~~~~~~~~~~~~~~~~~~~~~~~~~

Writer called BACHMAN BERNARD CHRYSLER @ 423-639-4111 and spoke to Myra SA who said the tie rod end broke and the steering arm needs replaced and all the parts have been ordered. Writer asked if the repair is related to the N62 recall, Myra advised the writer to call back after 1 pm and asked to speak to Justin SM and he will have more information.

Writer called BACHMAN BERNARD CHRYSLER @ 423-639-4111 and asked to speak to Justin SA who said the repair is not related to the recall N62. The customers vehicle has a different steering linkage then the vehicles under the recall. Customer has been notified by the dealership that this is an out of pocket expense and the dealership gave the customer a 20% discount on the repair.
Writer called [redacted] and spoke to Sara the owner of the vehicle, who said her Papa called in for her as she was at work.
Writer advise the customer of lines 35-40, customer understood. Writer advised the customer that her case will be closed, but if she has any other issues, please call back, Sara thanked the writer for the help.
CLOSED LOOP UPDATE - dealership offered a discount for the repair.
Briefly summarize why the customer is contacting Chrysler:Customer called Chrysler inregards to repair and cost assistance.
Briefly summarize what the customer is expecting: Customer seeking cost assistance. Writer advised the customer that the DLR has offered a discount to the repair but it is not apart of the recall and does have to be paid for by the customer. Writer called the DLR to verify work that has been completed on vehicle and all recalls have been inspected. Writer advised customer all recalls have been completed if necessary and this repair is not part of any recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	8G[redacted]	***Open Date***	06/19/2014	***Built Date***	05/27/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	08/22/2008	***Mileage***	3,031	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	PREPARATORY, MERCYHURST	***Contact Type***	LETTER
Address	538 E GRANDVIEW BLVD	***Home Phone***	(814) 824-2135
	ERIE PA 16504-2606	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod end broke

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the dealership ordered the left tire rod and when it was on the way there the tire rod broke. Customer got the recall completed at an IRF due to an emergency situation. Customer is seeking reimbursement since he had to pay for a recall related expense.
Briefly summarize what the customer is expecting: Reimbursement
Agent advised the customer as per answer connect document 17420. Agent said to allow 60 days for processing.
Reassign to 86Y.
POSTMARK DATE: 062414; DATE RECEIVED: 063014
Agent reviewed documents submitted by customer and found customer had repairs completed at an IRF and the left outer tie rod was replaced but did not submit proof of payment for the repairs.
Agent called the IRF and spoke with the owner Vito Randazzo about the customer s invoice. Vito states the invoice was paid in full.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 05/23/2014
Labor $ 69.95
Parts $ 99.00
Misc. Charges $ 6.86
Alignment $ 59.95
Tax $ 0.00
Total $ 235.76
Writer is submitting check for approval in the amount of $ 235.76
Agent found the customer s address matches COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D4	5J[redacted]	***Open Date***	06/19/2014	***Built Date***	01/24/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/13/2005	***Mileage***	111,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	44144	MILFORD CHRYSLER SALES INC			
Dealer Address	500 ROUTES 6 & 209				
Dealer City	MILFORD	***Dealer State***	PA	***Dealer Zip***	18337

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	HUGUENOT NY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer states that the dealer has no parts adn 30 people waiting.
Referral - Other - Default - Default - Default	Licence Bracket and Letter.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he is number 29 of 30 on a wait list for the N62 recall. Customer was advised by his dealer that they have not gotten any parts in two months. Customer is having issues with his front end and every time he hears it make noise he wonders when it is going to fall apart. Customer is willing to travel up to 200 miles to get the recall completed if they can simply get the recall completed.
Briefly summarize what the customer is expecting: Customer is seeking recall fulfillment
-
Agent called Robert Green CDJ in Monticello, NY PA Mike advised they are getting 1-2 a week. SM Joel advised that they have completed 78 of these recalls and still have 391 waiting on the recall. He cannot put anyone ahead of anyone else unless it is towed in with a snapped tie rod and he has only heard of one case in PA.
-
Agent called Franklin Sussex Auto Mall and they are getting 1 a week with 30-35 outstanding recalls to be completed.
-
Agent called Milford Chrysler Sales and found that the parts and service departments are closed and therefore information is not available.
-
Reason for Dealer Contact: To confirm order of parts for recall. Need a recent order number for the part CBUEN491AA
Dealer Code: 44144
Dealer Personnel Required: Parts Advisor
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted]0
Customer Phone Number (Evening):[redacted]
Customer Email address:
Reason for assigning to Resolution Team: Unable to reach Parts to confirm order of part CBUEN491AA
Assigned to 86T
-
Outbound call to 1-570-296-2636 MILFORD CHRYSLER SALES #44144 and writer was advised by Parts Advisor that the customer is on the list to receive the part. The customer will be contacted once the part arrives.

-
Outbound call to 1-845-856-3740 and customer advised writer that he went to Port Jervis dealership and they told him that he does not even need the recall after they inspected it.
Writer wants to file a complaint against the dealership #44144 due to their lack of knowledge regarding the recall, as the customer states that he has been worrying about getting this recall completed, and he doesn t even require to have it done.
-
-
Briefly summarize why the customer is contacting Chrysler:Customer would like to receive a congratulatory letter and a license plate bracket with the mileage level reached. The AnswerCONNECT article that was referenced to provide the answer to the customer was #19065.
-
Briefly summarize what the customer is expecting: Customer would like a congratulatory letter and a license plate bracket with the mileage level reached.
-
Reassigned to: SMM25
-
***Dictated letter and sending out a 100,000 mile license plate bracket.
POSTMARK DATE: 070814; DATE RECEIVED: 070814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	06/19/2014	***Built Date***	02/07/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/21/2005	***Mileage***	145,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42295	BALD HILL DODGE CHRYSLER			
Dealer Address	1035 BALD HILL RD				
Dealer City	WARWICK	***Dealer State***	RI	***Dealer Zip***	02886

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PROSPECT CT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on N62

Customer is contacting Chrysler because he purchased this vehicle Sunday, and the tie rod broke yesterday. Customer states that he was unaware of the recall on the vehicle. Agent explained that he had factory parts on the vehicle since there was only an inspection for the H46. Agent advised customer that the brake could have been from normal wear and tear. Agent informed customer that he would have to go to a DLR for a diagnosis. Customer understands and states he will go to a second opinion first.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	06/19/2014	***Built Date***	08/30/2008	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/15/2009	***Mileage***	42,269	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59577	LARSON DODGE			
Dealer Address	300 RIVER ROAD				
Dealer City	PUYALLUP	***Dealer State***	WA	***Dealer Zip***	98371

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BONNEY LAKE WA 98391-8098	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Vehicle had more damage when recall was completed

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stated that the tie rod broke on Saturday. Customer stated that he contacted the LARSON CHRYSLER JEEP DODGE dealership and had it towed out of pocket. Customer stated monday morning, the dealership said the vehicle was ready at noon. Customer stated that the dealership stated they took another part that was for another vehicle. Customer stated that he has been waiting since January because they had no parts. Customer stated that he has not received a call for a part since January to May. Customer stated is unhappy about the way this was done. Customer stated that the front tire was flat. Customer stated that the dealership stated that they must have picked up a loose nail on a test drive. Customer stated that the brake shield was damage and the front left rim is broken and has air going through it. Customer stated that the dealership stated that they are waiting on Chrysler to repair the rim. Customer stated that the vehicle is still at the dealership. Customer stated that the dealership stated they won t give a loaner vehicle and either would Chrysler. Agent stated that someone will be in contact with the dealership tomorrow. Agent advised customer if they have not hear anything back by next week, give us a call back.
Briefly summarize what the customer is expecting: Not happy with repair
Reason for Dealer Contact: Information on vehicle at dealership
Dealer Code: 59577
Dealer Personnel Required: SA Eric, SM Mark Phone
Customer s Preferred Method of Contact:
Customer Phone Number (Morning):
Customer Phone Number (Evening): [redacted]
Reason for assigning to Resolution Team: Dealership Closed
Assigned to 86T
-
DEALER CONTACT|59577|253-845-1725 and spoke with SM Mark, he advised he was able to speak with his representative has authorized the repairs for the customers vehicle and he will be contacting him at 4:00 PM PST as arranged to advise.
-
CUSTOMER [redacted]
Writer left a voice mail message requesting a return call at 877-759-5427

x 4718026.
-
Customer contacted writer and left a voice mail message. 06.20.2014 5:51 PM.
-
CUSTOMER [redacted]
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
-
Customer contacted writer and left a voice mail message. 06.23.2014 12:38 PM.
-
CUSTOMER CONTACT [redacted]
Writer left a voice mail message requesting a return call at 877-759-5427 x 4718026.
-
Customer contacted writer and advised he did hear from the SM Mark on Friday and advised they have received authorization for the repair. Customer states the wheel will be in toward middle or end of the week and the brake shield is on back order. Customer states he has been without his vehicle since June 14 and dealership has declined to provide a loaner or rental vehicle. Customer states he is very disappointed with the customer service provided. Customer states writer can contact his wife, [redacted] with any additional information.
-
DEALER CONTACT|59577|253-845-1725 and spoke with SM Mark, he advised the wheel will be in by Friday at the latest and he will expedite the brake shield for the customer.
-
Customer seeking rental assistance because customer has had some consequential repairs related to recall N49. Contacted Service Manager, Mark at 59577 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental. Rental authorization will be processed by CAC. 06.23.2014-06.28.2014.
-
CUSTOMER [redacted] and advised of lines 66-71. Customer was appreciative.
-
-
CUSTOMER [redacted] - customer advised the wheel has not come in, the dealership contacted on Friday to advise it may be in tomorrow (Tuesday). Customer states they still have the rental vehicle. Writer advised would extend the rental coverage and contact dealership tomorrow to confirm receipt of wheel. Customer states he husband is off tomorrow so he can be contacted any time.
-
Customer seeking rental assistance because of consequential repairs related to recall N49. Contacted Service Manager, Mark at 59577 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental for a total of 10 days. Rental authorization will be processed by CAC. 06.28.2014-07.03.2014.
-
Customer contacted writer and left a voice mail message. Customer states he received a phone call from the dealership this morning advising the vehicle will not be ready until Thursday afternoon or Friday morning. Customer requested a return call at [redacted]. 07.01.2014 12:10 PM.
-
DEALER CONTACT|59577|253-845-1725 and spoke with SM Mark, he advised the ETA for the wheel is Thursday and if received the vehicle will be repaired and returned to the customer. Writer advised would extend the rental vehicle for the customer.
-
CUSTOMER CONTACT [redacted] and advised he is currently in a Jeep Patriot however the long weekend is coming an he purchased a truck to tow his boat and trailer. Customer states he is leaving on Friday and will not return until 07.10.2014. Writer advised will follow up with the dealership on Thursday and advise. Customer asked if dealership could take a set of tires off a vehicle on the lot?

-
DEALER CONTACT|59577|253-845-1725 - writer spoke with SA Eric, he advised the wheel came in today and the vehicle will be repaired and returned to the customer today. SM Mark was not in the office today and SM Dale was not available to speak with.
-
CUSTOMER CONTACT[redacted] - writer advised his vehicle will be repaired and returned to him this afternoon. Writer advised the brake shield is still on order and writer will continue to follow up and his case will remain open until everything has been resolved. Customer was appreciative.
-
Customer contacted and advised he picked up his vehicle, the tie rod assembly, wheel and disc brake shied have been completed. Customer states the dealer did not have a reimbursement check for him for the towing bill, $204.92, as promised on 06.20.2014 by SM Mark. 07.03.2014 8:14 PM
-
DEALER CONTACT|59577|253-845-1725 and spoke with SM Mark, he advised once the claim is submitted (today) and approved he will process a check and mail to the customer.
-
CUSTOMER CONTACT[redacted] - writer advised of lines 125-127. Writer advised will continue to follow up. Customer was appreciative.
-
CUSTOMER [redacted]51 - writer left a voice mail message to advise the dealership claim has been paid as of today and the dealership will be sending a reimbursement check in the mail for his tow. Writer advised would follow up Friday 07/18/2014 to ensure check has been received. Writer provided phone number 877-759-5427 x 4718026.
-
-
CUSTOMER CONTACT[redacted] - he advised he has not received his reimbursement check as of yet.
-
DEALER CONTACT|59577|253-845-1725 - SM Mark is not in the office, writer spoke with Warranty Administrator John, he advised he has the check request and needs to verify the invoice copy. WA states their scanner is broken. Writer advised would follow up with him on Wednesday for an update.
-
Writer will follow up with the dealership on Wednesday for an update on the customer reimbursement request for towing.
-
DEALER CONTACT|59577|253-845-1725 - writer spoke with Warranty Administrator John, he advised he is still waiting for their scanner to be repaired in order to retrieve the tow receipt.
-
Customer[redacted]) contacted writer seeking an update on the towing reimbursement, as of yesterday Tuesday 07/22/14 they have not received a check from the dealership. Customer requested a return call at [redacted]
-
Status update provided via email to the following email address:
[redacted]
Further to our conversation a documentation line will be sent after this email and is good for 7 days. Please scan and email the tow receipt with proof of payment in order for a reimbursement check to be mailed to you. If you are unable to scan and email you could also fax to 877-768-5076. If faxing please ensure your case #[redacted] is on the documentation. Thanks.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
a[redacted]
John (warranty administrator) from the dealership called stating that he is going to submit a check for processing today to the corporate office for reimbursement for the towing. John stated he would like this passed on to Lynn who had been trying to reach him. Agent advised this would be

added to the file.
-
Waiting for customer documentation
-
CUSTOMER CONTACT [redacted] - writer advised of lines 173-177, customer states he has not received the check as of yet. Writer advised would follow up on Monday. Customer was appreciative.
-
Outbound call to [redacted]1 and writer left a message for the customer to see if they received their check yet.
Writer asked for a return call at 877-759-5427 x 4718026.
-
Outbound call to 1-[redacted] and writer was advised by the customer that he received the check from the dealership.
Writer advised the customer that the file would now be closed.
Customer thanked writer for the follow up.
-
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L8	9G5[redacted]	***Open Date***	06/20/2014	***Built Date***	03/31/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/20/2009	***Mileage***	78,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42417	SCHMIDT MOTORS INCORPORATED			
Dealer Address	501 W 1ST ST				
Dealer City	OGALLALA	***Dealer State***	NE	***Dealer Zip***	69153

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOLYOKE CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	customer broken down on the side of the road with broken tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his vehicle is broken down at the side of the road with a broken tie rod.
Briefly summarize what the customer is expecting: Customer is expecting assistance with repairs to the broken tie rod. Agent advised customer that the parts for recall completion are still under restriction but he will still need to have his vehicle towed to a DLR or repair shop. Agent advised that should he choose to have an aftermarket part installed, he may submit his receipts for possible reimbursement, or he can wait for DLR to obtain part to repair his vehicle. Customer states that this is his only vehicle and he requires it for work so he may obtain aftermarket parts and submit his receipts following repair.
Customer called to state that Roadside stated they would not assist with a tow to the dlr as the tie rod recall has broken on his vehicle.
Agent noticed that the customer does have roadside services for towing. Agent contacted Natalie from Roadside and stated that he declined serviced. Customer can submit for reimbursement and Natalie from roadside said she can give him the address to do this and agent transferred the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38CX	6G1[redacted]	***Open Date***	06/20/2014	***Built Date***	08/10/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/06/2005	***Mileage***	170,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	25001	RON SAYER'S DODGE			
Dealer Address	490 NORTHGATE				
Dealer City	IDAHO FALLS	***Dealer State***	ID	***Dealer Zip***	83401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIGBY ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Recall - L16: LEFT TIE ROD END - Information Request	LEFT TIE ROD END

Briefly summarize why the customer is contacting Chrysler: Customer stated that the left ball joint is ready to break. Customer stated that he has a recall on his vehicle for the left tie rod and is wondering if the repair will be covered. Agent advised the customer that he will need to have the vehicle checked at his dealership because both tie rod recalls that he has have to do with having certain Mopar service parts steering components installed. Customer has an appointment at dealership 25001 for his TIPM and will have the dealership check his vehicle. Agent gave customer his case number in case he has any issues.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8A[redacted]	***Open Date***	06/20/2014	***Built Date***	12/21/2009		
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/03/2010	***Mileage***	58,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CROCKETT TX [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Unable To Reach - Default - Default	
Recall - N49: LEFT TIE ROD -	

Briefly summarize why customer is calling Chrysler: Customer called in regards to the N49 recall. Customer stated that her relatives are stranded in Texas because the tie rod broke on their vehicle. Customer stated that they have been trying to have the recall completed but the dealer keeps telling them that there are no parts. Customer stated that they wanted to know how they were supposed to get their relatives home and whether or not Chrysler was going to pay for the towing costs since they are recall related.
Briefly summarize what customer is expecting from Chrysler: Customer is expecting to receive recall information. Agent advised customer that they were unable to guarantee that a tow would be paid for as towing is not covered under the recall. Agent advised customer that they could submit for possible reimbursement consideration. Agent advised customer that dealers would be closed at this time and there was no way to ask a dealer for a loaner at this time. Customer asked for a Supervisor. Agent advised customer that a supervisor call back would have a one business day wait time for a call back. Customer stated that was fine and that they wanted to speak with a supervisor. Agent advised customer that they would send that case for a supervisor call back.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening [redacted]
Reason for request: Customer is not happy that they cannot have rental and towing covered through the N49 recall.
CAIR assigned to SG893
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one business day.
*****Supervisor Callback 936 546 4760****
TL recieved message the number you have reached is not longer in service reassigned to VP239
Agent unable to contact customer.
Reassigned to PG725 for Survey-Bypass. Unable to reach.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38C0	6G[redacted]	***Open Date***	06/21/2014	***Built Date***	05/08/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	05/31/2006	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	***Dealer State***	AK	***Dealer Zip***	99501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOMER AK[redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Defective - Default	Tie rod end came off
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that he went over a bump and the tie rod end broke off, so it is impossible to steer. Customer states that he got a letter in the mail informing him of the N62 recall on his vehicle, and suspects that the issue he is having is related to that recall. Customer wants to know what he should do.
Briefly summarize what the customer is expecting:
Customer wants to know what to do if he thinks he is experiencing the N62 recall related issue.
****End structured narrative T2 - Beginning Narrative
Agent advised customer that he could either have his vehicle repaired at an independent facility and then submit a claim to possibly get reimbursed, or he could take his vehicle to a dealership to have it diagnosed and repaired, which would be covered if it was determined that the issue is related to the N62 recall.
Agent advised customer that the N62 recall applies only to replacement parts, so he would need to provide proof that the component had been replaced, in addition to the receipt from the repair for the current issue.
Reassinged to SW722 for survey by-pass: no diagnosis under possible recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C0	6G1[redacted]	***Open Date***	06/21/2014	***Built Date***	10/28/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	11/22/2006	***Mileage***	65,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60111	SHERWOOD CHRYSLER JEEP DODGE OF	SALISBURY		
Dealer Address	1915 NORTH SALISBURY BLVD.				
Dealer City	SALISBURY	***Dealer State***	MD	***Dealer Zip***	21801

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OCEAN CITY MD[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Status Request - Default - Default	reimbursement for tow to dealership that could not work on vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler:Customer called stating his tie rod has broke. Customer doesnt know what they mean by the left and right because there are two ways to look at the vehicle and if he is looking at the front end it would be the left tie rod. Customer purchased the vehicle in November and didnt know that the recall he has is a recall within a recall. Customer asked if we would pay for a tow and a rental vehicle. Agent stated once he gets his vehicle to the dealership gets a diagnosis and if the dealership stated that it is due to a recall then the customer would be able to submit for reimbursement consideration.
Briefly summarize what the customer is expecting:Customer is expecting to get his vehicle repaired.
The customer is upset because the previous agent did not know that the recall was on the drivers side not the passenger side which was the side that failed. The customer also states that the dealership cannot handle the larger trucks and now he has to get towed to another shop. The customer says he is upset because the part failed and its just lucky he was not traveling at high at the time of failure. The customer states that he will go to the news about this as he claims it is a known problem and chrysler should do something about it.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: The customer is upset because he paid $85 for a tow because the first agent did not know if it was the left side or drivers side or the right or passenger side and was told to have the vehicle towed to the dealership. The dealership cannot even work on the vehicle as its too big. The customer also feels the recall should be on both sides.
CAIR assigned to: nc603
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.

The customer states that Sherwood Chrysler in Salisbury Md has a left tie rod in stock they would put in if Chrysler approves. The agent confirmed the dealership does have the left tie rod but they understood that the left tie rod was the one that broke not the right. They could repair the right tie rod but the left tie rod would go to the next person on the list and the customer would have to wait his turn to get a left tie rod as his has not yet failed. The customer wants us to pay the tow to that dealership and replace both tie rods now.
Customer called in very unhappy. Customer stated that he was completely mislead by an agent on saturday. Customer stated that the agent didn t know any information about the recall and advised him to have it towed out of pocket to the dealership. Customer stated that if he had known it wasn t for the right side he would have towed it else where and it could have been repaired sooner. Customer stated that he is now waiting for the part at the dealership and it could take a week to get there. Customer stated that the dealership told him it is sometimes on both sides depending on what they had replaced on the previous recall. Customer stated that the dealership advised him that the front end steering linkage has been completely redesigned. Customer stated that if that is the case the Chrysler is aware there is an issue with both sides and they should have issued a recall for both side. Customer stated that he is trying to be reasonable because when the tie rod broke he was on his way home from the hospital with his five year old. Customer stated that he is doing his research on the issue and has found many many things wrong with this recall. Customer stated that he will go to the media about this issue if Chrysler will not do right by him as a customer. Customer stated that he is upset that he had to pay out of pocket for towing on the word of an agent who could not tell him anything about the recall besides the parts are on back order.
Agent advised customer that if the issue doesn t fall under the recall it would be an out of pocket repair. Agent advised customer that it is the left side from the drivers point of view. Agent advised customer that the towing would be out of pocket at this point no matter what. Agent offered to call the dealership and see if they are willing to help the customer out but the customer declined. Customer stated that he requested a supervisor call back this morning and would still like to talk to them to see what they can do. Agent advised customer that can still happen and he would need to wait 1 business day. Customer stated that he will definetly go to the media if he needs to so that Chrysler is held accountable.
Customer calling back because he was expecting his supervisor call to be within 24 hours. Agent advised customer that it is one business day and that the call will still happen. Customer disconnected call.
****** Below Customer Contacted for Documentation Request ******
[redacted] 2014-06-24 @ 14:15
Supervisor spoke to customer in regards to his situation. Customer states the vehicle is currently at Barrett dealership however they cannot work on the vehicle as it is too big. Customer is going to have the truck towed to Sherwood as they can diagnose the vehicle. Supervisor advised customer I will reimburse you the tow that incurred to Barrett as we were not able to work on the truck there. Customer states he is upset that the tie rod went out on the passenger side. Supervisor advised customer the recall was for the left side and it was not on the original parts. Supervisor advised customer that this issue needs to be diagnosed first before we will look into the situation further. Customer is the 3rd owner and has owned vehicle for less than a year. Customer is not pleased that this occurred. Customer will callback once the vehicle is diagnosed at Sherwood.
****** Below Customer Contacted for Documentation Request ******
ca[redacted]
Customer asked for another documentation request link, agent sent the customer another link, he will send in documentation of tow bill.
***** Customer Document Received *****
Check has been processed for customer for $200.
Customer vehicle is at the dealership and is waiting on parts that should be in tomorrow. Customer states there is no SM at this dealer. Customer spoke with Tom in parts dept. Supervisor will follow up with case tomorrow.
Supervisor called dealer and spoke with SA Courtney. She stated the passenger side tie rod needs to be replaced. SA states they will be replacing the left side as well. Supervisor advised customer the left

side will not be covered under the recall unless this side has previously been replaced with mopar parts. SA states she was not aware that the N62 was for the mopar parts that 'may' have been put on a prior service appointment. Supervisor advised SA that if the tie rod has never been replaced that we will not be covering the left side under the N62 recall. SA states the vehicle will be there over the weekend as the parts should be at dealer on Monday. Supervisor to call customer.
Supervisor spoke with customer about his concerns. Customer states his vehicle is a design issue for the front end and Chrysler should fix this. Customer states he knows Chrysler redesigned this front end because there was safety issues with it. Supervisor advised customer we will not be assisting with the repairs due to the age of the truck. Customer is not pleased and will seek legal advice. Customer no longer wanted to speak with Chrysler about his concern. Call ended.
Customer called back about the tie rods used on the vehicle and stated that they want to speak with Supervisor Nick. Writer stated that the decision that has been made and that it will not be overturned. Customer stated that they will be joining a class action law suit. Customer requested that that they still be contacted by Supervisor Nick. Writer stated that we would be unable to assist with their concern. Customer stated that they have requested a Supervisor and that is all they can do.
Pat from SHERWOOD CHRYSLER JEEP DODGE, 60111 called on behalf of customer. Pat asked if we would be assisting customer further with the cost of repair. Agent reviewed notes and notified Dealership, that we had already reimbursed him for a towing fee, and that we were unable to assist further in repair cost. Dealership understood.
POSTMARK DATE: 070314; DATE RECEIVED: 070314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL6	BG[redacted]	***Open Date***	06/24/2014	***Built Date***	05/30/2011	
Model Year	2011	***Body***	D28H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	06/25/2011	***Mileage***	34,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	TOOELE UT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Recall
Corporate - Survey By-Pass - No Repair - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
N49 recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have been on a list with Larry H, Miller since January 2014 to get the left front tie rod replaced. LH Miller tells me that I am 212th on the list and they are working on # 57. How important is this recall. I tow a 19K trailer and would not like this tie rod to break. I cannot imagine the loss of control while towing a 42 ft trailer. LHM is telling me that you, Daimler is only sending one tie rod at a time. Come on folks is this another General motors, I don t care. Please send more tie rods so I can get my truck fixed before I leave Utah in the fall. I travel 6 months of the year now that I have retired. Lets get this fixed,[redacted] Tooele Utah[redacted] .Hurry before I wreck.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the RAM Customer Assistance Center.
We apologize for the delay with the parts.
Due to the limited availability, the dealership is only able to order 1 part every 2 weeks. We have placed you on the waiting list to receive the recalled part.
The dealership will be in contact with you once the recall part has come in for your vehicle.
Thanks again for your email and we are sorry we are unable to provide you a more favorable reply.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
William Reddion
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL*****
We would like to advise you of an open L38 recall on your vehicle. You may contact you dealer or you can access the self-service recall site on the internet to check on your vehicle s involvement in any/all recalls that are published. Simply go to our brand site Jeep - http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) in the appropriate recall field on the left.
*****END OF CAC EMAIL*****
*****NO REPAIR*****
What is the recourse if the left front tie rod breaks causing a serious accident while I am waiting for the dealer? This part could cause serious

if not fatal outcome let alone proper damage in the +100K range. [redacted]

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

Dear [redacted]

Thank you for contacting the RAM Customer Assistance Center.
We have received your email and are sorry for your concerns you are experiencing with your vehicle.
We advise that if you are concerned with the safety of your vehicle that you get the vehicle diagnosed to ensure the safety of your vehicle until your repair date.
We re sorry we cannot provide a more favorable reply. Thank you for your patience.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
William
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	7J[redacted]	***Open Date***	06/24/2014	***Built Date***	08/23/2006	
Model Year	2007	***Body***	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	03/22/2007	***Mileage***	100,567	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]-[redacted]8
	ANN ARBOR M[redacted]5	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
tie rods
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hi I took my truck to village moter sales on 6-04-14 for an inspection of my tie rods due to a recall. I also asked them to check the truck out for any problems they saw, my tie rods broke on 6-19-14 after the service. I think they should of seen the problem at the time.
*****END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for contacting the Dodge Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
If a recalled item becomes defective after it has been replaced then it will be covered by Chrysler like a normal recall. However, your dealership will have to perform a diagnosis to determine if the recalled part has become defective before any recall repair work can be done. As well, if the original part has been replaced after the original installation or any form of negligence has occurred with the part itself, it will not be covered by Chrysler.
Once your vehicle has been diagnosed by a dealer, please advise by responding to this email message using the link below or calling Dodge Customer Assistance at 1-800-423-6343 and we will then direct your concern to the appropriate area to assist you further.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).
Sincerely,
William
Customer Service Representative
Dodge Customer Assistance Center
*****END OF CAC EMAIL*****
*****NO DIAGNOSIS*****
Hi my name is[redacted] I am inquiring about my claim that I mailed in early July ref#2[redacted] I was wondering what the status of my rebate thank you [redacted]
[redacted] F CUSTOMER EMAIL*****
Dear [redacted],
We are sorry for the lateness of this reply. your documents have been received and are in the reimbursement process. We have had a large flux of letters as of late and it has been delaying out processes. We will be processing your claim as quick as we can and thank you for your continued patience.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Robert
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	06/23/2014	***Built Date***	02/21/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/06/2008	***Mileage***	60,500	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26771	FOX CHARLEVOIX			
Dealer Address	6684 US 31 S				
Dealer City	CHARLEVOIX	***Dealer State***	MI	***Dealer Zip***	49720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHARLEVOIX MI[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Response - Default - Default	Customer has not responded
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer requesting goodwill assistance with the repair
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod broke while driving down the road

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the issue with vehicle and the repair that is required.
Briefly summarize what the customer is expecting: Customer seeking assistance due to the issue and the repair required to the vehicle.
Customer states that he was driving with his grandson and the tie rod fell out while they were driving, customer states that he should not have to replace this part so soon on the vehicle. Agent did advise that the part is a wear and tear item, agent then contacted the dlr and spoke with SA- Jim advised that the diagnosis of vehicle is drag link and tie rod and states that the tie rod was not required to be replaced and states that will be of cost to the customer. Agent then advised the customer that the agent can submit the customer s information for possible cost assistance but there are no guarantees. Customer understood and the
Preferred call back-[redacted]
Escalation Matrix Questions:
1. Does the customer have prior history with current issue? No
2. Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? No
3. Is the customer the original owner of this vehicle? Yes
4. Does customer have previous vehicle purchase history (new and used, household)? Yes
5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? Must be a MVP contract, not an aftermarket. Yes
* * * * * CASE MANAGER TEAM - District V * * * * * *
Vehicle history: 1 New 3 Used
OOW: Yes
Service contract: No
Writer called Brown Motors talked to Rick SM he stated that the vehicle is not at this dealership. SM also stated that the N49 LEFT TIE ROD was an inspection of the tie rod to make sure that the tie rod was the correct on for this vehicle. If it was not it would have been replaced

with one that was 'bolted' through the tie rod. SM stated that this repair should be customer pay. Writer will call dealership in CHARLEVOIX to see if vehicle is there. Then writer will follow up with customer.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66153
The reason for the dealer contact was to provide or request the following information: Broken drag link possible cost assistance.
Writer called customer to let him know that I have left a message with the Service Manager at Fox Charlevoix. Customer stated that he was driving this vehicle when the tie rod broke, he had his 4 year grandson with him and went into ongoing traffic. Customer does not feel safe driving this vehicle. Customer expectations would be to have tie rod replaced at no charge. Writer explained that since the vehicle is out of warranty that would be un-likely, customer would have a co-pay. There is not guarantees of reimbursement, writer explained that I would do everything that I could to help him. Writer will follow up with him and SM on Thursday.
Writer returning SM Matt 2315473293 call. Writer left message for SM to return my call.
Writer received a call back from SM Matt he stated that he has been in contact with AM for possible cost assistance since customer has had tie rod recall done the correct way per Chrysler and the tie rod broke.
Writer told SM that customer expectations were to have the tie rod replaced at no charge since customer feels unsafe driving this vehicle.
SM stated and I agreed that a $100.00 deductible would be a good co-pay, however we have to wait for AM.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66153
reason for the dealer contact was to provide or request the following information: Returning CM telephone call.
Writer received a call back from SM who stated that AM will only approve a 50% cost assistance for customer repairs that total $588.04. Writer will follow up with customer.
Writer called customer twice, both time call was disconnected.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66152
The reason for the dealer contact was to provide or request the following information: To let customer know that I have tried to contact customer and call is disconnected each time. Writer will follow up with customer tomorrow.
Writer called customer twice, call was disconnected
Writer called dealership talked to SM Matt, the dealership talked customer and he accepted the 50% cost assistance from dealership. Writer will follow up with customer and SM on Thursday.
Attempted to contact dealership for status of repair completion. Dealer closed for business day.
Contact customer. Introduced myself as being with Ram. Customer disconnected call.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66153
The reason for the dealer contact was to provide or request the following information: Has repairs been completed and vehicle picked up.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66X153
The reason for the dealer contact was to provide or request the following information: Has repairs been completed and vehicle picked up.
Writer called customer left message for customer to return my call to see if he has pick up his vehicle and if repairs are to his satisfaction.
Writer called customer unable to leave message.
They answered then hung up.
Writer called customer unable to leave message. They answered then hung up.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL1	AG[redacted]	***Open Date***	06/23/2014	***Built Date***	01/12/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/09/2010	***Mileage***	40,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD INC			
Dealer Address	2578 HWY 6 & 50				
Dealer City	GRAND JUNCTION	***Dealer State***	CO	***Dealer Zip***	81505

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLIFTON CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he has the N49 recall on his vehicle and he has been trying to get the repair completed but the dealership keeps saying they do not have the parts.
Customer is getting worried because the recall notice says he may crash without warning.
The customer wants to know why its taking so long
Customer is also having issues with his radio. The dealership has ordered the part and it will take 5-7 business days for the new radio
Briefly summarize what the customer is expecting: to get the recall completed.
Agent asked to call the dealership to gather information.
While the agent was talking with the customer the dealership called the customer.
Dealership informed the customer that he is on the waiting list and that they are getting the parts in and are trying to do them as fast as possible.
Dealership told the customer that they have only seen one vehicle break and that it was a 2012.
Customer is satisfied with the dealerships response.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C7	6G[redacted]	***Open Date***	06/23/2014	***Built Date***	05/11/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	06/07/2006	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26212	LANDERS CHRYSLER DODGE JEEP			
Dealer Address	7800 ALCOA RD				
Dealer City	BENTON	***Dealer State***	AR	***Dealer Zip***	72015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BENTON AR[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Accident
Product - Unknown - Unknown - Accident - Default	Accident
Corporate - Recall - Default - Default - Default	n62
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to say that her vehicle has been in an accident and it was due to a broken tie rod.
Briefly summarize what the customer is expecting: Customer is expecting to let us know that the vehicle was in an accident due to a broken tie rod.
Customer is calling to say that the vehicle was in an accident 1 year ago in May 2013. Customer stated that they just received the recall notice on the N62. Customer stated that the vehicle was involved in an accident due to the tie rod breaking.
1. Who is calling and what is their contact information? please see customer information page
Preferred: [redacted]
Alternate:
2. What happened? Customer stated that the vehicle was in an accident one year ago in May 2013. Customer stated that her husband lost control and hit a culvert. Customers Wife [redacted] stated that the tie rod broke on the vehicle causing it to loose control.
3. What is the current location of the vehicle? Vehicle is currently at the customers house.
Accident was over 2 years ago, truck was totalled out, owner is using some of the parts to repair another truck. nothing to inspect. No further action.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46C4	7G[redacted]	***Open Date***	06/23/2014	***Built Date***	07/12/2006	
Model Year	2007	***Body***	D18H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	12/22/2006	***Mileage***	195,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	65639	GESSWEIN MOTORS INCORPORATED			
Dealer Address	SOUTH HIGHWAY 15				
Dealer City	MILBANK	***Dealer State***	SD	***Dealer Zip***	57252

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PRINCETON MN 5[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer reporting accident with vehicle related to recall.
Product - Unknown - Unknown - Accident - Default	Customer reporting accident with vehicle related to recall.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer requests recall information on VIN.
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? Mr. [redacted]
Preferred: [redacted]
Alternate: [redacted]
2. What happened? Vehicle had accident into lake following tie rod breaking on vehicle.
3. What is the current location of the vehicle? IRF Unknown.
Agent advised customer of case number, and would receive a call back in 1-2 business days.
VEHICLE IS LOCATED AT:
Absolute Auto Care
31835 124th St, Princeton, MN 55371 _
(763) 631-9527
****
Per OGC Matrix, reassigned to 82T.
6/23/14 ASSIGNED TO TNT16. PAG _
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 06-23-2014 15:40
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 06-23-2014 15:40
CCRG Open Date: 06/23/2014 15:36:11
Letter Sent: Acknowledgement 06/24/2014 09:30:18
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/30/14 AT 13:33:05[redacted]
Letter Sent: Denial 07/03/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	06/23/2014	***Built Date***	03/01/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	04/05/2010	***Mileage***	68,683	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68583	STERLING CHRY-DODGE-JEEP			
Dealer Address	5504 I-49 NORTH SERVICE ROAD				
Dealer City	OPELOUSAS	***Dealer State***	LA	***Dealer Zip***	70570

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(337) 412-9525
	ARNAUDVILLE LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	no repair, recall parts

Briefly summarize why the customer is contacting Chrysler: Customer called for towing assistance. Customer stated a tie rod broke on the vehicle so went and discussed with a local Chrysler dealer on what to do. Customer stated he was advised to call Chrysler to have the vehicle towed to the dealership. Agent updated the contact information for the customer. Agent assisted with the towing through roadside assistance but informed the customer this wouldn t be included in the recall repairs and would be an out of pocket expense.
Briefly summarize what the customer is expecting: Customer seeking a tow.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT2	AG[redacted]	***Open Date***	06/23/2014	***Built Date***	04/06/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/18/2010	***Mileage***	45,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93726

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AUBERRY CA [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Other	

Customer informed she is contacting CAC due to a recall on her vehicle. Customer informed she brought her vehicle into the DLR who advised it would take 62 weeks to order the tie rod for her vehicle. Customer advised she does not want to contact her lawyer and would like assistance from CAC. Writer advised the customer will receive a call within 1 to 2 business days.
*****CASE MANAGEMENT DISTRICT O*****
OOW: 6 mos
MVP: none
History:1 new 0 used
Status update provided via email to the following email address:
[redacted]m
My name is Rob and I have been assigned as your Case Manager. This email is confirmation that your case [redacted]1, was successfully escalated to me after I review the details of your case. I will be calling you at your preferred [redacted] within the one business day as promised. My office hours are 11:30 a.m. To 8:00 p.m. MST, Mon-Fri. My contact information is 1-800-763-8422 ext. 66175. If your preferred telephone number isn t correct, please reply with the correction
Thank you.
End of Status Update
Status update provided via email to the following email address:
[redacted]
My name is Rob and I have been assigned as your Case Manager. This email is confirmation that your case [redacted]1, was successfully escalated to me after I review the details of your case. I will be calling you at your preferred number, [redacted] within the one business day as promised. My office hours are 11:30 a.m. To 8:00 p.m. MST, Mon-Fri. My contact information is 1-800-763-8422 ext. 66175. If your preferred telephone number isn t correct, please reply with the correction
Thank you.
End of Status Update
Writer contacted Service. Service informed there are no repair orders.
Writer attempted to contact customer. Customer wasn t available unable to leave message.

Customer calls to speak with their Case Manager.
Writer was advised by the team that a CM can call her back shortly.
Customer accepted.
Writer contacted customer. Customer informed that she is number 62 on the recall list. Customer wants to get moved up the list due to the terrain of the road she has to drive to get to her house. Customer in formed that even if the truck does break down the truck won t be able to get towed out of the road. Customer explained that the DLR can only get one tie rod a week. Writer informed will do some researching and contact the customer later with a answer.
Writer contacted customer. Writer informed that the part is on such high demand that there is only 1 repair made a week. Writer informed can keep the case open but when a lawyer contacts me i will stop woriking the case.
Writer contacted service for an update on the recall list and where the customer is at on it. Service informed writer needs to contact SM whom is not at his desk.
Writer contacted SM Jeff. Writer requested recall list and where the customer is at on that list. SM informed that customer hasn t been in since 2011. SM informed that customer can come in for the recall part they are now available.
Writer contacted customer. Customer informed that the dealer is Fresno not Orange Coast.
Writer attempted to contact SM at Fresno however wasn t available left message. Where on the recall list the customer is at.
Status update provided via email to the following email address:
[redacted]
We are contacting you in regards to your case. I have made calls to the Fresno dealership I m still waiting for a response. Thank you for your patience and understanding. Thank you for being part of the Ram family.
End of Status Update
Writer attempted to contact DLR, however wasn t available left message.
SA Kriten contacted writer via vm
Writer attempted to contact SA Kristen, however wasn t available left message.
Status update provided via email to the following email address:
[redacted]
We are contacting you in regards to your case. You are now 39 in line for the recall. We do appreciate you being so patient and understanding. Thank you for being part of the Ram family.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66175
The reason for the dealer contact was to provide or request the following information: Writer contacted SM to see where customer is at regarding her recall. Writer left Ext. of previous CM because the current CM RJ460, has not put the case in their name.
Writer contacted customer just to inform that we are still currently contacting the dealership in order to obtain an update for the customer. Customer stated that it s a very frustrating week and stated that they may seek a second opinion in regards to receiving their recall part in a timelier manner. Writer advised they will set a follow-up for no later than Wednesday 8/6/14 from their CM to discuss what the customer would like to do in regards to going to another dealership. Customer appreciated the call and disconnected the call.
Status update provided via email to the following email address:
[redacted]
Good Day -
I am contacting you on behalf of your case manager Sara who is out of the office today. There is no new update on when the parts will be at the dealership to complete the recall N49 on the vehicle.
Your case manager Sara will contact you on Tuesday August 12th 2014 after contacting the dealer for the newest information available for the parts.
Thank you for being part of Ram.
End of Status Update
Writer contacted dealership and spoke to PA Brian who stated that the customer is number 41 on the list to get the part. PA provided part numbers CBUEN491AB and CBUEN492AA.
Status update provided via email to the following email address:
[redacted]

Hi this is Sara, I would like to update you on your case. At this point we are still waiting on parts and have esculated your case to our parts department to try and get the parts for your vehicle sooner. I will follow up with you again on 8/21.
End of Status Update
CAMPAIGN PARTS CBUEN491AB and CBUEN492AA are campaign parts. They are restricted 1 in 7 days or 1 in 14 days.It will take a couple weeks for order to be placed by dealer.
ASSIGNED TO: CS1287 CAIR HAS AN 88 CM
88 owns the case
Begin Customer Message reviewed:
I drove 7 hours one-way to have Orange Coast Chrysler do the work on August 6th. It cost me a lot of gas and a hotel stay, but my peace of mind is worth it.
End of Reviewed Customer message
Has customer had vehicle repaired?

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	AG[redacted]	***Open Date***	06/24/2014	***Built Date***	03/01/2010
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4		
In Service Dt	04/05/2010	***Mileage***	68,683	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68583	STERLING CHRY-DODGE-JEEP			
Dealer Address	5504 I-49 NORTH SERVICE ROAD				
Dealer City	OPELOUSAS	***Dealer State***	LA	***Dealer Zip***	70570

Owner	[redacted], .	***Contact Type***	ROADSIDE
Address	[redacted] R	***Home Phone***	[redacted]
	DENHAM SPRINGS LA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-06-24
Road Side File Created 06-24-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
EAST ST 5504 I 49 NORTH SERVICE ROAD
SAINT LANDRY ST
ARNAUDVILLE OPELOUSAS
LA USA LA
*TIEROD,DALE LEFT DIEROD BROKE IN FRONT OF A ME
DEALER CODE : 68583 STERLING CHRY-DODGE-JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	06/24/2014	***Built Date***	08/24/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/17/2009	***Mileage***	170,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SALINE MI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	replaced tie rod and stabilizer

Briefly summarize why the customer is contacting Chrysler: Customer called stating they were driving when the left tie rod let go. Customer was on the highway and lost control. The incident caused damage to other components on the vehicle. Customer was coming back from a trip to florida and had to stay in a hotel as the truck was taken to Miller auto repair. Customer is a loyal to the brand and very interested in purchasing a new mega can pick up.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement on the repair and the extra cost of the addidtional repairs plus possible hotel room reimbursement. Agent advised customer to send all information and documentation to the chatham fax #.
POSTMARK DATE: 062514; DATE RECEIVED: 062514
Reassigned to 86Y
******
Writer could not verify the customer s information, no address information provided with the documents
******
Customer requesting reimbursement for a repair completed on the vehicle under the N62 recall as well as motel expenses
Customer sent in a repair invoice and motel invoice with no proof of payment
Invoice - 30122 - 05/05/14 - tie rod, drag link, stabilizer
Invoice - 239 - 05/05/14 - motel stay
******
Writer located the N62 recall attached to the vehicle
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Writer located information for the N62 recall - Answer connect ID: 24057
******
Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
******
Repair:The steering linkage assembly must be inspected and replaced if required.
******
Writer located the H46 recall attached to this vehicle - H46 STEERING LINKAGE SAFETY 04/27/2009 03/15/2010 COMPLETE
Writer located the H46 in claims showing no parts replaced no related repairs located
******

Writer will contact the customer to advise reimbursement will not be provided for this repair unless an invoice can be sent showing a prior repair to replace the steering linkage with a Mopar service part as the N62 recall is for a replacement part and not the original equipment.
******
Status update provided via email to the following email address:
[redacted]
This message is for [redacted] I would like to speak with you regarding the invoice received for the 2008 Dodge Ram. My contact information 855-675-9291, extension 4718492 please refer to file number [redacted]
Thank you and have a great day!
End of Status Update
******
Writer received a call from the customer. Writer advised the recall attached to the vehicle is not for the original components it is for a replacement part. Customer stated he had a repair before. Writer advised to qualify for possible reimbursement the invoice is required for the prior repair. Customer stated he may never find that as it was a while ago. Writer apologized advising reimbursement will not be provided for the repair.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	6G[redacted]	***Open Date***	06/24/2014	***Built Date***	09/09/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/14/2006	***Mileage***	178,500	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44547	BELOIT AUTO & TRUCK PLAZA INC			
Dealer Address	3133 US HIGHWAY 24				
Dealer City	BELOIT	***Dealer State***	KS	***Dealer Zip***	67420

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CONCORDIA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Broken Tie rod
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiry

Briefly summarize why the customer is contacting Chrysler:
Customer contacted Chrysler due to broken tie rod. Customer states that he is under recall.
Briefly summarize what the customer is expecting:
Agent advised customer of both recalls. Agent contacted DLR 44547 and inquired about parts. SA Kailey states parts are available. Agent transferred customer over to SA Kailey for further information and to make an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	7G[redacted]	***Open Date***	06/24/2014	***Built Date***	06/04/2007
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB		
In Service Dt	12/28/2007	***Mileage***	80,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	23871	RON CARTER CHRYSLER-JEEP-DODGE OF	TEXAS CITY
Dealer Address	2601 PALMER HWY		
Dealer City	TEXAS CITY	***Dealer State***	TX

Dealer Zip	77590		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLUE RIDGE SUMMI PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Recall inquiry
Corporate - Product Information - Default - Default - Default	Reimbursement inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod failed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated his vehicle is currently at an IRF for repairs as the tie rod is bad and the ball joints are bad. Customer stated he may take it to the Chrysler dealer after for an alignment.
Briefly summarize what the customer is expecting: Customer is expecting to find out if he can be reimbursed for the repairs and also have the dealer still inspect the vehicle for the recall. Writer advised the dealer can inspect the vehicle under the recall. Writer advised the customer he can submit his receipts for possible reimbursement consideration.
Reassign to BR379 for undiagnosed under recall with a concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L1	9G5[redacted]	***Open Date***	06/24/2014	***Built Date***	02/04/2009	
Model Year	2009	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	02/28/2009	***Mileage***	55,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted] J	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOK AK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer states that he had contacted the dealership in Alaska and one in Arizona to get his N49 recall completed. Customer states that he would have to wait four years to have this recall compelted as parts are on backorder. Customer states that he travels from Alaska to Arizona twice a year. Customer states that he does not want to be traveling and have his tie rod break on him.
Briefly summarize what the customer is expecting: Recall completed.
Agent contacted 63826 in Alaska and spoke to the parts department. Agent requested that they force order the part with the customers VIN. Parts department did so.
Agent advised customer that his part was ordered at the Alaska dealership and he will be notified when part was in.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	06/24/2014	***Built Date***	08/30/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/31/2005	***Mileage***	170,700	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	37587	DOUGLAS CHRYSLER DODGE & JEEP			
Dealer Address	295 RESLEY ST				
Dealer City	HANCOCK	***Dealer State***	MD	***Dealer Zip***	21750

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BERKELEY SPRINGS WV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Right tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer stated that the right tie rod broke after having the n62 recall done.
Agent advised to take it to the dealership to get it fixed.
Briefly summarize what the customer is expecting: right tie rod broke

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C8	6G[redacted]	***Open Date***	06/24/2014	***Built Date***	02/16/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	08/10/2006	***Mileage***	150,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44234	HARTZHEIM DODGE			
Dealer Address	1050 CAPITOL EXPWY AUTO MALL				
Dealer City	SAN JOSE	***Dealer State***	CA	***Dealer Zip***	95136

Owner	[redacted] J	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	APTOS CA 9[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that the tie rods on his vehicle broke. Customer states that he has to repair the vehicle at an IRF and the repair might have to do with the recall. Customer wants to see if he could be possibly reimbursed for the repair. Agent provided the reimbursement information and the fax number 1-877-768-5076.
Briefly summarize what the customer is expecting: possible reimbursement.
reassigned to 86y

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT6	BG[redacted]	***Open Date***	06/25/2014	***Built Date***	12/01/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	03/16/2011	***Mileage***	47,919	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68993	ALL AMERICAN CHRY-JEEP-DODGE OF		ODESSA	
Dealer Address	2510 EAST 8TH STREET				
Dealer City	ODESSA	***Dealer State***	TX	***Dealer Zip***	79761

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ODESSA TX[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Tie rod is broken
Product - Unknown - Unknown - Accident - Default	Tie rod is broken
Recall - N49: LEFT TIE ROD - Information Request	Tie rod is broken
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

Customer is contacting Chrysler because his wife, [redacted], is 8 months pregnant and was driving the vehicle, and the tie rod broke. Customers vehicle landed in a ditch. Customer would like to get the vehicle fixed as soon as possible. Agent contacted ALL AMERICAN CHRY-JEEP-DODGE OF at 432-580-2500 and attempted to speak with SM Rocky Barnes. SM was unavailable as he was in a meeting. Agent attempted to contact the DLR back, and waited for an advisor for over 5 minutes. Agent went back to the customer, and offered to send case to special investigations. Customer states that he just wants to vehicle fixed, so he can trade the vehicle in for another vehicle, as his wife does not feel safe in this vehicle anymore.
Agent advised customer that the agent can attempt to contact the DLR throughout the day to speak with the SM. Agent advised customer that if the agent is unable to reach the SM, the case will be escalated to a resolution team. Customer understands and thanked agent.
Reason for Dealer Contact: Service manager unavailable
Dealer Code: 68993
Dealer Personnel Required:SM
Customer s Preferred Method of Contact: Telephone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: N/A
Reason for assigning to Resolution Team: Unable to reach SM. Customers vehicle is off road, and would like to be possibly put at the front of the waiting list for the N49 recall.
Assigned to 86T
Please refer to AC # 18819. Reassigning CAIR to BJ637 for next step.
1. Who is calling and what is their contact information? Sergio Bate
Preferred: [redacted]
2. What happened? Vehicles tie rod is broken. Vehicle ran into a ditch
3. What is the current location of the vehicle?

ALL AMERICAN CHRY-JEEP-DODGE OF CJDTR
2510 EAST 8TH STREET ODESSA TX 79761 432-580-2500
****

Per OGC Matrix, reassigned to 82T.
7/1/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 07-01-2014 08:25
CAIR NUMBER [redacted]6 E-MAIL SENT TO EAA 07-01-2014 08:25
CCRG Open Date: 06/30/2014 14:13:56
Letter Sent: Acknowledgement 07/02/2014 10:36:15
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/07/14 AT 04:19:52 [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	06/25/2014	***Built Date***	10/14/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/13/2010	***Mileage***	41,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	***Dealer State***	NJ	***Dealer Zip***	07461

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LITTLE FALLS NY [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	tie rod broke

Briefly summarize why the customer is contacting Chrysler:Customer has his vehicle in an IRF as his tie rod broke.
Customer states when they tried to order a part from DLR, they told him he has a recall, and no parts are available.
Briefly summarize what the customer is expecting: recall parts inquiry.
Agent advised customer of the restriction on the parts.
Agent called Skinner & Damulis and spoke to
Parts Advisor/Joe, who then
Placed on list for parts, with 7 people in front of him.
Agent then called
Fucillo Chrysler Of Nelliston, spoke to SA Chris, who states they have 3 parts on hand, customers have been called.
SA states he has a possibility one or 2 may not call him back, and if this is the case, he will contact customer and give him the parts considering his has broke.
Agent advised customer of the above.
Customer understood and thanked agent.
Survey bypass/restricted parts
***
Customer called to advise he received call from Fucillo Chrysler Of Nelliston and they are not willing to give up another customer s parts. Customer wants his truck repaired and wondered if there is anything we can do. Agent offered to call other dealerships. Agent called Carbone Dodge (25002) and spoke with SA, Jessie. SA checked with parts and they have not be auto replace with the last 3 completed recalls more than three months ago. Agent called Main Motorcar (54827) and spoke with Service and Parts Director, John. John has one part available and if customer is willing to tow vehicle to his shop on Tuesday, July 1, 2014 he will complete recall for him. Agent verified with customer he is willing to do this and transferred customer through to set up appointment. Agent provided customer with mailing address for possible refund on towing charge but advised no guarantee and review will take up to 60 days. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G7[redacted]	***Open Date***	06/25/2014	***Built Date***	08/25/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/09/2005	***Mileage***	177,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44574	CHRYSLER OF CULPEPER			
Dealer Address	11030 JAMES MONROE HWY				
Dealer City	CULPEPER	***Dealer State***	VA	***Dealer Zip***	22701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WASHINGTON VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking information about if towing is covered under the recall

Briefly summarize why the customer is contacting Chrysler: customer is contacting Ram for information about if towing is covered under the recall.
Briefly summarize what the customer is expecting: seeking information about if towing is covered under the recall.
Customer states that the left tie rod broke in the customer drive way and customer is inquiring if towing is covered under the recall.
Agent advised customer that towing is not covered under the recall.
Customer states that right tie rod broke and not the left.
Agent advised customer of the two other open recalls and the information about the recalls as per Dealer Connect.
Customer states that once the vehicle is drivable the customer will bring the vehicle into the DLR to have the recalls completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A0	8G[redacted]	***Open Date***	06/25/2014	***Built Date***	02/13/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/20/2008	***Mileage***	27,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJT	DK. KHAKI PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68146	SWANTY'S CHRYSLER DODGE JEEP			
Dealer Address	2494 SOUTH HWY 95				
Dealer City	BULLHEAD CITY	***Dealer State***	AZ	***Dealer Zip***	86442

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOHAVE VALLEY AZ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall parts information

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information regarding the N62 recall. Customer states he had received the recall notice six months ago and called the dealership to have it complete, but he was advised the parts needed for the recall repair are not yet available. Customer states the dealership told him they would contact him once they had the parts available, but he has not heard back from anyone regarding the parts until he received the second letter. Customer inquired why we would send a recall notice to him if we were not ready to complete the recall. Customer states he is also going on a trip in a month for two weeks and does not want to worry about his tie rod breaking.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent contacted the dealership (68146) and spoke with Barry in the parts department. Barry advised agent the dealership is only receiving one part at a time and do not get sent a new one until the recall claim is put through for the previous part they received. Barry advised agent they have a waiting list currently and verified for agent that customer is not on the wait list. Agent requested customer be put on the waitlist for the part. Agent provided Barry with customer s name, VIN, and phone number. Barry states they will contact the customer once his part comes in.
Customer line disconnected while agent was speaking with the dealership. Agent contacted customer back and advised that he is now on the waitlist and the dealership will contact him once his part comes in.
Customer was upset that he was not already on the waitlist because the dealership told him they would notify him once the parts were available six months ago. Agent explained to customer that the parts were not available six months ago and the first notice he received was to let him know that the recall was added.
Agent explained to customer that the recall issue was on a replacement steering linkage assembly part that may have been put on the vehicle in a prior service appointment. Agent advised customer not all vehicles affected by the recall will benefit from the recall repair but will be able to have a free inspection completed. Customer states they have not had the vehicle in for inspection. Agent advised customer he can have the vehicle inspected and they can advise him if he does require the repair

or not. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL0	BG[redacted]	***Open Date***	06/25/2014	***Built Date***	02/19/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	05/14/2011	***Mileage***	26,847	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68305	THREE RIVERS CHRYSLER JEEP DODGE,	LLC		
Dealer Address	2633 W LIBERTY AVE				
Dealer City	PITTSBURGH	***Dealer State***	PA	***Dealer Zip***	15216

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PITTSBURGH PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has a recall on his vehicle and that the dealership can not get the parts. Agent informed customer that the parts are restricted and as a recall is completed another part is sent to the dealership. Agent offered to contact dealership to check on where he is on the list and to contact other dealerships to get his vehicle put on a shorter list. Customer states that he is number 3 on the list and stated that it is not acceptable that the parts are restricted and he is not going to wait on a list. Customer then demanded to speak to agents Supervisor and kept repeating that **vv//** and insisted on speaking to Supervisor right know.
Briefly summarize what the customer is expecting: Customer demanding part for recall N49.
Agent informed customer that a Supervisor call back is a 24 hour call back.
Customer s phone number [redacted]
Briefly summarize why the customer is contacting Chrysler:
Customer called in frustrated with previous service.
Briefly summarize what the customer is expecting:
Customer explained he had poor customer service in previous contact. Customer expects complaint to be noted and taken seriously. Agent apologized for any unacceptable service and advised it will be noted.
Agent contacted Three Rivers DLR and verified customer was on the waiting list. Agent also reached out to Ron Lewis DLR and had customer added to a wait list. Agent verified customer was having vehicle inspected to verify the part was not showing signs of fracture since customer is required to drive great miles.
tl called customer to discuss case. Customer states if he has accident will sue Ram and will never buy another CDJR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	BG[redacted]	***Open Date***	06/25/2014	***Built Date***	03/17/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	05/24/2011	***Mileage***	48,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60312	BRENNAN DODGE, LLC			
Dealer Address	1371 N SERVICE RD E				
Dealer City	RUSTON	***Dealer State***	LA	***Dealer Zip***	71270

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JONESBORO LA [redacted]8	***Country***	UNITED STATES

Product - Wheels and Tires - Wheel Covers - Other - Unknown	Rim and Hub cap was damage when left tie rod broke
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customers daughter was driving when left tie rod ball broke, towed to closest Dealership, they were great, were able to get parts to repair vehicle. Customer did not notice till arrived home, the rim and hub cap was damaged from break and put in truck and the spare was on vehicle. Customer called Brennan Dealership, where purchased, was told would not replace or repair and did not repair vehicle, pertaining to issue.
Briefly summarize what the customer is expecting: customer is looking to have the rim and hub cap replaced caused from left tie rod, ball breaking.
Agent provided customer with (X44) WASHER BOTTLE and RRT 13-014.
Please refer to case [redacted]
Customer advised a call back is required and will take place
Within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: No
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Refer to case[redacted]
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW (Which): Expired (Time)
MVP (Active or expired): None
Ownership history: 2 New 2 Used
Writer contacted customer and spoke with Mr. [redacted] mother, writer provided her with phone #1-800-763-8422 and ext. 66004 and advised that if writer did not hear back from customer before 06/30/14, writer would follow up with customer no later than 06/30/14. Mr. [redacted] mother advised writer that she would give information to Mr. [redacted].
Palla MORRIS called requesting to speak to CM BW459 . Writer warm transferred customer to CM BW459 for further handling.

Customer contacted writer in regards to voicemail writer left for customer. Customer stated that while her daughter was out of town the left tie rod broke and caused damage to the tire and hub cap. Customers daughter brought vehicle to Mark Dodge in Lake Charles, LA and they fixed the tire rod, but were unable to fix tire and hub cap but customer had to leave town and couldn t stay a week to have vehicle fixed when parts would arrive, customer stated that Mark Dodge advised customer to go to local dealership BRENNAN DODGE, LLC to have tire and hub cap fixed. Customer then brought vehicle to local dealership to have tire and hub cap fixed and local dealership BRENNAN DODGE, LLC, and customer stated that they will not fix tire and hub cap because repairs were done at different dealership. Customer feels like tire and hub cap should be replaced due to recall N49 caused issue. Writer advised that writer would follow up with Mark Dodge and Brennan Dodge and follow up with customer on 07/01/14.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. No voicemail available. The reason for the dealer contact was to provide or request the
following information: Opinion and pricing on repairs.
Agent attempted to contact customer, however, customer was not available. No voicemail available. The reason for the
customer contact was to provide or request the following information: Inform customer that more information needs to be gathered from the dealership.
Writer contacted dealership Brennan Dodge # [redacted], unable to get a hold of SM or SA, Writer was also unable to leave message.
Writer contacted dealership spoke with SA Alex. SA stated that if customer wants to have tire and hub cap fixed. SA would need customer to bring in receipt that customer had tire rod replaced at the other dealership and SA stated that it should be a problem that they could involve more resources to see if that is something they could assist customer with and if it was due to the recall N49.
Writer contacted customer unable to reach, spoke with customer s mother and, mother provided Mrs. [redacted]
Writer contacted customer, unable to reach. Writer left message and advised if writer did not hear back from customer by the end of the business day on 07/03/14. Writer will follow up with customer on 07/08/14.
Writer contacted customer, unable to reach. Writer was also unable to leave message.
Writer contacted customer # [redacted], unable to reach customer. Writer was also unable to leave message.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66210. The reason for the customer contact was to provide or request the following information: Update on lines 60-65.
Agent attempted to contact customer # [redacted], however, customer was not available. Writer was also unable to leave customer voicemail. The reason for the customer contact was to provide or request the following information: To advised customer of lines 60-65.
Agent attempted to contact customer # [redacted]4, however, customer was not available. Writer was also unable to leave customer voicemail. The reason for the customer contact was to provide or request the following information: To advised customer of lines 60-65.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	06/25/2014	***Built Date***	10/12/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/22/2005	***Mileage***	92,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WHITEFISH MT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY

Status update provided via email to the following email address:
[redacted]
To request reimbursement for a non-recall related expense, send your original documentation (repair order and original proof of payment) to the following address for review:
Chrysler Customer Care
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Please also note why reimbursement consideration would be merited if the vehicle is outside the terms of the original factory warranty.
End of Status Update
Status update provided via email to the following email address:
[redacted]
To request reimbursement for a non-recall related expense, send your original documentation (repair order and original proof of payment) to the following address for review:
Chrysler Customer Care
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased

Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
Please also note why reimbursement consideration would be merited if the vehicle is outside the terms of the original factory warranty.
End of Status Update
Disregard lines 1-25, wrong email address for customer.
Customer calling ebcause he has been waiting for a long time for the recall parts and wants to have it completed soon because he has already had his tie rods break once before. Customer was told by the service department that they are getting one part per week.
Agent advised: Agent contacted dlr 45520and spoke to parts manager Shawn. Shawn stated that they are trying to do at least five orders per week.
Agent advised customer of this and sent him the reimbursement information for the repair he had done on his tie rods before hand under his request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D5	5G7[redacted]	***Open Date***	06/25/2014	***Built Date***	12/15/2004
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	04/30/2005	***Mileage***	110,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	42277	SCAP DODGE			
Dealer Address	430 TUNXIS HILL RD				
Dealer City	FAIRFIELD	***Dealer State***	CT	***Dealer Zip***	06825

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EASTON CT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod broke
Recall - H46: STEERING LINKAGE - Information Request	cracked steering linkage
Product - Steering - Power Steering Pump / Bkts - Defective - Default	power steering cracked
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	tie rod broke

Briefly summarize why the customer is contacting Chrysler:
-
Customer contacted Chrysler to say that his tie rod broke off and the dealer at Scap Dodge said they won t have a part in for another week.
-
Briefly summarize what the customer is expecting:
-
Customer was expecting to know if there was a way for Chrysler to get a part out quicker than a week.
Agent advised customer that we would not be able to do that and suggested maybe he could take it to another dealer to see if they have parts but he said he d rather not do that because Scap dodge is the closest one so he said he ll just wait for them to call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D2	7G[redacted]	***Open Date***	06/26/2014	***Built Date***	06/21/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/31/2007	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45342	KELLER BROS. DODGE			
Dealer Address	395 N BROAD ST				
Dealer City	LITITZ	***Dealer State***	PA	***Dealer Zip***	17543

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LEBANON PA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer called because she received a recall notice for her vehicle. Customer stated she had gone to her local dealer when she received the first letter and they preformed a quick inspection. Customer stated just prior to getting to the dealer the right tie rod broke and required replacement. Customer stated they were advised that isn t covered under the recall. Agent advised customer if the dealer did the recall inspection. Agent advised that would have been done to determine if the vehicle had factory parts or replacement steering linkage. Agent advised if they had the factory parts then the dealer was correct it wouldn t have been covered. Agent apologized they had that experience.
-
Briefly summarize what the customer is expecting: recall inquiry Customer seeking to have the cost of the upper and lower ball joints on both the left, right side of the truck covered. Customer states the dealership 45342 stated to customer the recall for the tie rod end is what caused the ball joints to become loose. Agent contacted dealership, spoke to SA Gary which stated the vehicle is at the dealership for the state inspection and the ball joints on both sides do need to be replaced but does not believe it is because of the recall. SA states the ball joints are to loose to pass the State inspection and that is why they need to be replaced. Agent informed customer we will not be covering the cost of the ball joints as it is no fault of the the recall and they are a wear and tear item on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	BG[redacted]	***Open Date***	06/26/2014	***Built Date***	06/07/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/30/2011	***Mileage***	50,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	21088	MOTOR HOME SALES INC			
Dealer Address	15091 EAST ADMIRAL PLACE				
Dealer City	TULSA	***Dealer State***	OK	***Dealer Zip***	74116

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHECOTAH OK 7[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding recall notice received. Customer stated that left tie rod has broke
Briefly summarize what the customer is expecting: Customer is looking to have recall completed
Agent contacted dlr 44582 which advised agent that was able to assist customer. Agent transferred customer to dealership
**** survey by pass no repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	7G[redacted]	***Open Date***	06/26/2014	***Built Date***	08/17/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	10/29/2006	***Mileage***	95,162	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44688	DIRECT DODGE CHRYSLER JEEP INC			
Dealer Address	495 WEST LEE HWY				
Dealer City	WYTHEVILLE	***Dealer State***	VA	***Dealer Zip***	24382

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHILHOWIE VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Repair completed.

Briefly summarize why the customer is contacting Chrysler: Tie rod repairs completed.
Briefly summarize what the customer is expecting: Customer needs vehicle to be repaired. Customer want repairs completed. Tie rods falling apart.
N49/N62
CBUEN491AC
No orders allowed - auto-replenish
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
The part required to provide a permanent remedy for recall N62 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to 961
Dealership, PM Cuck putting customer at top of list.
See Answer ID 24057 - N62 recall is currently available

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	06/26/2014	***Built Date***	08/16/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/23/2008	***Mileage***	170,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	64178	RAGLAND CHRYSLER CENTER			
Dealer Address	1212 SOUTH VELASCO				
Dealer City	ANGLETON	***Dealer State***	TX	***Dealer Zip***	77515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] R[redacted]	***Home Phone***	[redacted]
	BRAZORIA TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	inquiry on recall

Briefly summarize why the customer is contacting Chrysler The customer contacted Chrysler because he has received notices for the N62 recall but has been unable to get the recall completed. The customer states he carries heavy loads via a goose neck trailer and is concerned about safety in case the tie rod breaks.
Briefly summarize what the customer is expecting The customer expects to have the recall completed.
The agent advised the customer that she would have to contact the dealership for more information. The agent spoke to SA Nick who stated that although he does not recall inspecting the customers vehicle the customer is on the list and they actually have a spare part on hand that they could install next week for the customer. The agent so advised the customer who stated he would contact the dealership immediately.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX38A9	8G[redacted]	***Open Date***	06/26/2014	***Built Date***	03/08/2008	
Model Year	2008	***Body***	D18P41	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	04/14/2008	***Mileage***	42,016	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]S,[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TEMPLETON PA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	recall complaint
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: a recall notice he received in the mail.
Briefly describe what the customer is expecting: Customer is expecting information.
Customer states that that he received the notice today, and yesterday his tie rod broke while driving and vehicle is on the side of the road.
Customer states he called three DLR in his area. Customer states he called DLR Deihl. And was told that they have the part however not the personnel or the time to fix the issue. Agent contacted Deihl and spoke with SA Kevin. Kevin states they would have the part as customer s vehicle is off road however with the long weekend coming up and their schedule, they would not be able to complete the work until next week. Agent explained this to the customer, customer is very upset that he would have to pay for the tow. Customer is very upset at the situation. Agent apologized.
reassinged for recall part not avaialble.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	6G[redacted]	***Open Date***	06/26/2014	***Built Date***	02/16/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/22/2006	***Mileage***	83,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated Left tie rod broke while driving
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Description of the recall N62
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called Chrysler because their left outer tie rod broke while driving.
Briefly summarize what the customer is expecting: Customer seeking the repair to fall under recall and to be reimbursed fro repair. Writer advised him to fax in the documents and a department will determine if it fits the criteria of the recall. Writer advised customer to use Mopar parts for the recall. If the repair is apart of the recall and Mopar parts are not used we can not reimburse him for the repair. Writer advised the customer of the CAIR#.
Reassign 86Y
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D4	7G8[redacted]	***Open Date***	06/27/2014	***Built Date***	04/02/2007	
Model Year	2007	***Body***	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB			
In Service Dt	05/28/2007	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45229	MCCARTHY DODGE, LLC			
Dealer Address	10700 METCALF AVE				
Dealer City	OVERLAND PARK	***Dealer State***	KS	***Dealer Zip***	66210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OLATHE KS[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursement
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states they got a recall notice. Customer states the notice was for the N62 for the left tie rod. Customer states the tie rod broke while they were driving down the freeway. Customer states they went to the dealer and they stated the parts for the recall were recalled and they didn t have any. Customer states the vehicle is a work vehicle so they needed to get it fixed. Customer states he went ahead and got the parts replaced for about 1700$.
Briefly summarize what the customer is expecting: Customer seeking reimbursement.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Agent advised customer to allow up to 60 days for processing.
Reassign to 86Y
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CTX	BG[redacted]	***Open Date***	06/27/2014	***Built Date***	11/11/2010	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	11/30/2010	***Mileage***	35,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67234	BICE CHRYSLER-DODGE			
Dealer Address	2133 CHEROKEE ROAD				
Dealer City	ALEXANDER CITY	***Dealer State***	AL	***Dealer Zip***	35010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALEXANDER CITY AL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking information on recall on left tie rod.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer stated tie rod keeps falling off
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer stated that their tie rod kept breaking off. Customer took vehicle down to dealer 2 months ago to have it fixed. Customer stated that once they put it in he received a call and was advised not to put the part in. Customer stated they are still waiting on call for the recall parts. Agent advised customer to contact his dealer and have his vehicle inspected and to be put on the parts waiting list. Agent advised customer that depending on dealer, there may be an ample amount of parts. Customer understood.
Briefly summarize what the customer is expecting:
Customer is seeking information on recall on tie rod.
Reassigned to TL for Survey Bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT9	BG[redacted]	***Open Date***	06/27/2014	***Built Date***	08/16/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/31/2012	***Mileage***	25,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42977	WILDE CHRYSLER JEEP DODGE			
Dealer Address	1627 EAST MORELAND BLVD				
Dealer City	WAUKESHA	***Dealer State***	WI	***Dealer Zip***	53186

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	OCONOMOWOC WI [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - N49: LEFT TIE ROD - Information Request	

Briefly summarize why the customer is contacting Chrysler:Customer states they have gotten the 2nd notice for the recall part.
Customer states the tie rod is already broke, and there DLR has told them they need to continue to wait on the list.
Briefly summarize what the customer is expecting:Customer seeking to know why getting a 2nd letter if parts not available.
Agent advised customer we can attempt to call another DLR in the area to see if they have parts.
Customer states they will not deal with any other DLR, customer then disconnected line.
survey bypass/restricted parts

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D2	7G[redacted]	***Open Date***	06/27/2014	***Built Date***	11/14/2006	
Model Year	2007	***Body***	DH6P81	DODGE RAM LARAMIE 4X4 1500 MEGA CAB			
In Service Dt	07/03/2007	***Mileage***	152,623	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66929	MEADOR CHRYSLER-PLYMOUTH INC			
Dealer Address	2351 EAST INTERSTATE 20				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76119

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FORT WORTH TX [redacted]0	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	needs diagnosis to determine if this is part for N62
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

:
Briefly summarize why the customer is contacting Chrysler: Customer states that she had the vehicle towed to the dealership as her daughter was driving the vehicle and something snapped in the vehicle.
The customer states the vehicle was there previously for another recall and was told everything was fine. The customer states the vehicle started shaking and something snapped. The vehicle was not in an accident and there was not fire involved. The customer states the vehicle was safely pulled over and then towed to the dealership.
Agent called the dealership and spoke to Johnathan - SA.
Johnathan states:
1. On Dec 12/04/2013 the caller came in and had the H46 recall. The vehicle was inspected and found that the part did not have to be replaced. There were two designs that were used and the customers did not need to be replaced.
2. Then days after the customer left the dealership the N62 recall came out. The customer told the dealership that she just a letter a week or two ago about the N62. The customer did not contact the dealership at all in regard to the N62 recall to have the vehicle inspected.
The vehicle is now at the dealership as the customer had it towed there at something snapped in the vehicle. The vehicle just arrived and had not yet been diagnosed yet. Johnathan states that the passengers side tie rod broke and normally it is the drivers side.
If the recall part is needed the dealership does have the part in stock.
Johnathan states it has yet to be determined what snapped with a full diagnosis. Johnathan states it may not be the part stipulated in the recall. The diagnosis needs to be completed.
Agent is sending file for survey bypass - recall not completed or determined.
Briefly summarize what the customer is expecting: Caller seeking to place complaint on file that part snapped in vehicle.
Customer is calling back to find out why his tie rod isn t covered. When he brought it in to the dealer, they told him that it was the right tie

rod that broke, not the one that s covered under the recall.
Customer was upset that he now has to fork over 900.00 to replace a tie rod that isn t covered. Customer asked why they would say everything was fine when he was last in to get it inspected. Agent advised customer, that was when he was in last and things change over months.
Agent apologized and advised will document his complaint and concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D1	8G2[redacted]	***Open Date***	06/27/2014	***Built Date***	05/29/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	08/30/2008	***Mileage***	50,542	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE
Dealer Address	2929 SOUTH MAIN STREET		
Dealer City	BOUNTIFUL	***Dealer State*** UT	***Dealer Zip*** 84010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WOODS CROSS UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: The customer is calling for an update on recall N49. The agent advised that parts are currently on restriction but we ill contact the DLR for more information. The customer states the tie rod broke last year and they had it fixed at an IRF. The agent called the DLR and was advised the part is available and in stock. The customer was not aware. The customer was not aware. The agent transferred the customer to Alexis at the DLR to set up an appointment.
Briefly summarize what the customer is expecting: The customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D0	7G[redacted]	***Open Date***	06/27/2014	***Built Date***	03/09/2007	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	08/23/2007	***Mileage***	47,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	63826	GENE'S CHRYSLER CENTER			
Dealer Address	3400 S CUSHMAN ST				
Dealer City	FAIRBANKS	***Dealer State***	AK	***Dealer Zip***	99701

Owner	[redacted], [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NORTH POLE AK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called in because he is in alaska and his tie rod has broken while waiting to complete the recall.
Briefly summarize what the customer is expecting: repair his tie rod.
Writer contacted SA Taylor and advised her the customers tie rod has broken and asked if they could move him up the list to repair it. SA Taylor took down the customers information and advised she would forward it to the SM and contact the customer for further assistance.
Writer advised customer that he would be contacted by the dealership for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C3	5G[redacted]	***Open Date***	06/28/2014	***Built Date***	01/25/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	04/30/2005	***Mileage***	128,692	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WASILLA [redacted]	***Country***	UNITED STATES

Recall - E17: OUT-OF-PARK ALARM SYSTEM - Information Request	Advised customer of open recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer's tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke off in driveway when backing out
Recall - H46: STEERING LINKAGE - Information Request	

Briefly summarize why the customer is contacting Chrysler:
-
Customer is calling to say that his tie rod broke off when he was backing out of his driveway and wanted to know what he should do now.
-
Briefly summarize what the customer is expecting:
-
Customer is expecting what he should do now that his tie rod broke. Agent tried calling his dealer Anchorage Chrysler but no one answered phone in the service department so agent called their local dealer Lithia in Wasilla, AK and the SA James said they can have him tow his vehicle in today but they won t be able to look at it until Monday.
Agent relayed message to customer and gave him phone number and address to the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX5[redacted]		***Open Date***	06/30/2014	***Built Date***	03/08/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/22/2005	***Mileage***	89,538	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45192	DOWNIE CHRYSLER JEEP DODGE			
Dealer Address	2450 N MAIN ST				
Dealer City	NAPPANEE	***Dealer State***	IN	***Dealer Zip***	46550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRISTOL IN [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Steering - Unknown - Other - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler: customer is calling to as if he can possibly take it to an irf to have this repaired.
the tie rods broke on the weekend so that is why he cannot travel to the other dealership. Customer is mainly concerned about the cost of the towing.
Briefly summarize what the customer is expecting: towing assistance or allowance to go to an irf.
Agent advised: we can not authorize you to go to an irf.
Agent reviewed case with agent s supervisor km788 who agreed to cover the towing to the dealership.
Agent returned to customer and advised him to send in the reimbursement request as soon as he gets towed.
Writer took call from SA/ Robbie who was seeking a return call from the CM, can be reached at 574 773 7878
Call received from Robby/SA inquiring why customer has not received a goodwill decision as of yet. Writer advised case was still with 86.
Writer advised case being assigned to 88F at this time for handling.
Customer called up set that he has not received a call from his case manager this is a farm truck and customer needs it fixed now. Customer wants a call back today It looks like a recall item
Dealer: SA - Robby called to speak to CM; KC523 CM is not available.
Writer warm transferred dealer to CM; LV207
Writer accepted call from SA Robbie who was wondering about the customer getting cost assistance. SA advised that the tie rod snapped and that the recall out on the vehicle is an inspection there are no parts to replace.
Writer advised that CAC would love to consider cost assistance for this customer, Writer advised that CAC would need the cost of the repair before we can make an offer. SA advised that he will contact the CM back with the warranty pricing.
Writer received call from customer and transferred to KC523.
Writer took the call. SA Robbie stated that the steering package is $414.03 Labor is $99.45 Parts are $294.00 and Tax at $20.58. Writer stated that the writer stated that the writer is going to give the customer a $0 copay.

Due to concerns being affiliated with the recall a $0 customer co-pay is being authorized.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66067. The reason for the customer contact was to provide or request the following information: Writer asked for the customer to call the writer back. Call back on 07/10.
Customer called in. Customer stated that he spoke to the dealership and that the dealership got the approval to get the vehicle repaired. Customer stated that it should be done tonight. Writer stated that there will be a call back on 07/11.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $294.00
Labor = $99.45
Total = $414.03
Co-pay = $0
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Writer contacted SA Lee. SA stated that the vehicle is repaired and returned to the customer yesterday.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66XXX. The reason for the customer contact was to provide or request the following information: Writer asked how the repairs are doing. Call back on 07/16.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66067. The reason for the customer contact was to provide or request the following information: Writer asked how the repairs are doing. Call back on 07/18.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66067. The reason for the customer contact was to provide or request the following information: Writer asked how the repairs are doing. Call back on 07/23.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66XXX. The reason for the customer contact was to provide or request the following information: Writer stated that the case is going to be closed. Writer staetd to call Dodge back at any time.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted] If you could please give me a call at 800-763-8422 EXT 66067. If you could just tell me a better time to reach you. Thank you!
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	BG5[redacted]	***Open Date***	06/30/2014	***Built Date***	12/17/2010
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	01/28/2011	***Mileage***	62,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44303	WYATT ARP CHRY-DODGE INC			
Dealer Address	1550 W KINGSBURY				
Dealer City	SEGUIN	***Dealer State***	TX	***Dealer Zip***	78155

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CUERO TX[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer left tie rod broke.
Product - Unknown - Unknown - Accident - Default	Customer left tie rod broke.
Corporate - Recall - Default - Default - Default	n49
Product - Suspension - Tie Rods / Drag Link - Other - Front	

1. Who is calling and what is their contact information?
[redacted]
2. What happened?
Customer states she had received a letter today for a recall for the first time and she had an accident today.
Customer states the steering wheel locked up which caused her to go in a ditch and the driver left side of the vehicle is dented , it tore the mud flap off, the wheel is pushed in and the left tie rod broke in half.
3. What is the current location of the vehicle?
Mikes Engine Repair
712 East Broadway
Cuero, Texas
77954
Phone Number: 361-275-8655
****

Per OGC Matrix, reassigned to 82T.
6/30/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 06-30-2014 13:48
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 06-30-2014 13:48
CCRG Open Date: 06/30/2014 13:15:06
Letter Sent: Acknowledgement 07/01/2014 11:20:53
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/09/14 AT 13:15:27[redacted]
Letter Sent: Denial 07/15/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G1[redacted]	***Open Date***	06/30/2014	***Built Date***	11/22/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	12/28/2005	***Mileage***	109,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	09742	DOTTA AUTO SALES INC			
Dealer Address	ROUTE 512				
Dealer City	BANGOR	***Dealer State***	PA	***Dealer Zip***	18013

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRACE ID[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added owner information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called because he heard about the tie rod recall. Customer stated that last night while driving the tie rod on his vehicle had broken and he was almost in an accident. Customer stated that he would like to know what he could do.
Briefly summarize what the customer is expecting: Agent advised customer that the N62 recall only covers the Mopar Service Part not the original factor part. Agent advised customer that the dealership can perform an inspection and determine if the recall is in his vehicle or not. Agent advised customer that he does have a service contract the covers steering components. Customer stated that he was told by his dealership that he did not have a service contract and he had to pay for his transmission repairs. Agent provided customer with Mopar Vehicle Protection P.O Box 2700 Troy, MI 48007-2700 to seek reimbursement. Agent advised customer that he has a rental allowance for 5 days and $100 towing allowance. Agent provided customer with roadside assistance 1-800-521-2779. Customer stated that he has to go back to work now and he will call on his lunch.
Reassign to DF314
Customer contacted Chrysler regarding MVP service contract.
Customer is seeking more information on MVP service contract
Agent transferred
Customer is calling to see if the right tie rod assembly is covered under the SC. Agent called MVP and spoke to Denise who stated that the parts are not covered under the SC. Agent advised the customer of MVP s comments.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	6J[redacted]	***Open Date***	06/30/2014	***Built Date***	03/03/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/28/2007	***Mileage***	101,000	***Dealer Zone***	51	CHICAGO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	***Market***	U	US		

Dealer	68498	TRICE HUGHES INC
Dealer Address	111 HIGHWAY 91 NORTH	
Dealer City	PRINCETON	***Dealer State*** KY ***Dealer Zip*** 42445

Owner	[redacted]Y	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARION KY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Tie Rod Issue

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the right tie rod broke on her son s vehicle, the left one is loose and it needs work done to the lower ball joints. Customer has spoke with dealer 68498 and was told it would be a couple weeks and they would not do an inspection. Customer also contacted dealer 44680 Hudson who were also not of much help.
Briefly summarize what the customer is expecting: Priority for parts.
Agent called dealer 68498 to inquire on status of customer on waiting list. SA GarrettÙ answered and said that agent should speak with SM who is currently out right now. SA GarrettÙ took information and said he would have SM call back in regards to this. Agent advised customer continue to work with dealership in regards to this.
Reassigned to SJ372 for survey bypass - N62
SM called to follow up on the case. SM stated they do have 1 set of parts in that he is having issues getting the customer in due to time restraints. SM stated if the vehicle was brought to the dealer he would do his best to assist this customer. SM stated they are getting 2 parts at a time.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
Reassigned to SK1074 - see TL for feedback.
Customer called seeking a status of her case. Agent advised customer of lines 14-18. Customer stated that she is going to call the dealership and speak to the SM.
Agent contacted[redacted] and was unable to reach customer. Agent contacted secondary number 2[redacted]1 and left message for receiptionist that Dodge was following up with the status of the repair.
Agent called[redacted]8 and left voicemail message.
Agent called secondary number to follow up on the matter. Could not reach customer[redacted] Customer was previously advised to work with the dealership who were willing to assist with resolving the concern as per lines 14-18. Closing CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	06/30/2014	***Built Date***	02/07/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/21/2005	***Mileage***	145,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44781	DANBURY DODGE			
Dealer Address	100B FEDERAL ROAD				
Dealer City	DANBURY	***Dealer State***	CT	***Dealer Zip***	06810

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PROSPECT CT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	repair information

Briefly summarize why the customer is contacting Chrysler:repair information
Briefly summarize what the customer is expecting:Customer called and said his tie rod broke and the dealership has had his vehicle for 2 weeks.
Customer said he was told last week that the dealership had the parts needed but was unable to get his vehicle in the shop at that time.
Customer said that he calls the dealership but they will not return his calls.
Writer spoke to Ian, sa at dealership - 203-510-3827 for an update. Ian advised writer they have the old parts out and will be able to install the new ones tomorrow.
Writer advised customer she spoke to Ian at the dealership and that his vehicle is in the shop now and the repair should be completed tomorrow.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A9	7G7[redacted]	***Open Date***	07/01/2014	***Built Date***	12/06/2006	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	03/09/2007	***Mileage***	175,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44914	AUTOMAX DODGE-CHRY-JEEP LLC			
Dealer Address	4141 N HARRISON AVE				
Dealer City	SHAWNEE	***Dealer State***	OK	***Dealer Zip***	74804

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TECUMSEH OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	right tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling to CAC to inquire about reimbursement for recall N62. Customer states that he received the recall notice last Wednesday or Thursday and on Friday the right tie rod broke. Customer states he had it towed to a O Reilley and repaired at his own cost.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for his right tie rod. Agent advised customer as per AC# 24057 that the recall is on the left side. Customer inquired why his right side broke then. Agent advised that agent does not know why the right side broke. Agent advised that customer still needs to have recall N62 looked at to see if he has the part from a previous service appointment. Customer understood. Customer inquired about reimbursement for the right side. Agent advised that agent can provide reimbursement information, but as the recall is on the left side customer is not likely to receive reimbursement. Customer asked for a supervisor call. Agent advised supervisor would advise the same information. Customer states he understands that but wants to speak to supervisor anyway. Agent inquired if agent could address his concerns. Customer states agent could, but he still wants to talk to the supervisor. Customer requested reimbursement information be e-mailed to him.
Status update provided via email to the following email address:
[redacted]
Dear Dennis,
As per our earlier conversation, here is the reimbursement information needed.
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern

The requested action
Original Repair Order and original proof of payment*
Thank you,
Kaylene
Chrysler Customer Assistance
End of Status Update
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: ([redacted]
Reason for request: Customer wants to hear from supervisor why he can not have reimbursement for the right tie rod under recall N62.
CAIR assigned to: SJ372
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Call [redacted]): spoke with MR D[redacted] [redacted]
Customer states: right tie rod broke and seeking reimbursement and how it happened; and waiting for parts on left.
Team Leader advised: understand request; unable to determine cause of failure without having the dealership diagnose the vehicle; no reimbursement for right side; continue to work with dealership on left side.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A7	7J[redacted]	***Open Date***	07/02/2014	***Built Date***	03/02/2007	
Model Year	2007	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB			
In Service Dt	04/25/2007	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45230	MARTIN CHRYSLER LLC			
Dealer Address	226 S WASHINGTON AVE				
Dealer City	CLEVELAND	***Dealer State***	TX	***Dealer Zip***	77327

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPLENDORA TX [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Contacted Martin CJD - to get customer on priority, dlr closed
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY - Vehicle's tie rod broke

Tina Moore Cair Customer
Briefly summarize why the customer is contacting Chrysler:
Customer called to state that she did not know that her vehicle was affected by the left outer tie rod assembly. Customer stated the tie rod broke and vehicle is in driveway. Agent stated a call to dlr to get on priority since the recall part broke can be done. Agent contacted Martin CJD to get customer on priority but dlr closed. Customer is going to contact dlr in 1 hour when open and submit for towing reimbursement as well.
Briefly summarize what the customer is expecting:
Priority for the left outer tie rod assembly since vehicle s tie rod broke.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L4	9G[redacted]	***Open Date***	07/02/2014	***Built Date***	09/04/2008	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	02/17/2009	***Mileage***	148,017	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BISHOP TX [redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Customer requests whether towing assistance for vehicle will be covered.
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customer states left tie rod broke on vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	Recall N49

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to state left tie rod broke on vehicle as related to recall, and requests whether towing assistance for vehicle will be covered.
Briefly summarize what the customer is expecting: Customer is expecting have left tie rod repaired on vehicle as related to recall, and to receive towing cost assistance for vehicle.
Customer states vehicle s left tie rod has broken on vehicle. Customer states occurence must be related to the incomplete recall on the vehicle, for the N49 Left Tie Rod Safety Recall. Customer requests whether towing for recall repair will be cost assisted. Customer states contacting S.A. Lisa for diagnostic appointment on vehicle, customer states having set up towing for vehicle for repair.
Agent advised customer to submit all receipts for recall for possible reimbursement, agent provided customer with case number for future further assistance. Agent advised customer call back after vehicle was diagnosed for future further assistance.
Reassigned to TL for Bypass due to No Diagnosis, KM788

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D4	6G[redacted]	***Open Date***	07/02/2014	***Built Date***	11/24/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	03/06/2006	***Mileage***	60,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	26100	BRICKNER'S PARK CITY INC			
Dealer Address	3000 E MAIN ST				
Dealer City	MERRILL	***Dealer State***	WI	***Dealer Zip***	54452

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MERRILL W[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding an issue with the vehicle. Customer states that her right tie rod broke, but wants to know if the recall will cover the right tie rod.
Briefly summarize what the customer is expecting: Customer wants to know if the right tie rod will be covered under the recall.
Agent advised the N62 recall applies only to the Left Tie Rod, not the Right Tie Rod, advised customer the recall will not cover it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	BG[redacted]	***Open Date***	07/02/2014	***Built Date***	11/23/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	12/24/2010	***Mileage***	70,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26100	BRICKNER'S PARK CITY INC			
Dealer Address	3000 E MAIN ST				
Dealer City	MERRILL	***Dealer State***	WI	***Dealer Zip***	54452

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MERRILL WI [redacted]1	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has a safety recall for the N49 recall. Customer states he has had this recall since 01/2014 and this is a work vehicle and concerned for his safety.
Briefly summarize what the customer is expecting: Customer wants to know if he can drive the vehicle and if Chrysler is going to be held responsible as they are not providing the parts and the potential issues regarding the recall.
Writer advised customer as per N49 - Safety Recall - Left Outer Tie Rod Assembly / 2008-2012 Dodge RAM
Answer ID 24054. Writer advised customer of ramtrucks.com and how to view and print the recall letter. Customer states he already has this letter and wants a letter documenting the issue with the parts.
Writer advised customer that this would not be available but his concern would be documented. Writer advised that it would be up to his own discretion to drive the vehicle and as per the recall letter it outlines the safety concern;
The problem is...
The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.
Writer offered to contact alternate DLR to determine the waiting times but customer declined and requested to speak to his own DLR.
Writer spoke to SA Jeremy at DLr 26100 who states the vehicle was inspected and they have determined that the part was required and the customer was on put on their waiting list. Customer states is currently 8 on the waiting list and will be contacted when the part was in. Writer advised SA that customer was seeking documentation about the part availability and SA states he would have none to provide and writer transferred customer to SA for further assistance.
about two

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	AG[redacted]	***Open Date***	07/02/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	08/05/2010	***Mileage***	65,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44064	HOMETOWN MOTORS INCORPORATED			
Dealer Address	602 HIGHWAY 95				
Dealer City	WEISER	***Dealer State***	ID	***Dealer Zip***	83672

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	INDIAN VALLEY ID[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	customer seeking to have thoughts documented

Briefly summarize why the customer is contacting Chrysler: Customer states they got a notice in the mail for a recall months ago. Customer sates they called the dealer and they stated they were only completing the recall 2 every 2 weeks. Customer states they were making a list and when they got to their name they would contacted them. Customer states they waited and waited. Customer states they got a second notice so they called them back. Customer states made an appointment for July 7th. Customer states on June 27th they were driving when the tie rod broke. Customer states they were left without any steering. Customer states they weren t driving at a high speed so they were able to control the vehicle. Customer states they were left stranded. Customer states they had to hire a tow trucks. Customer states the dealership fixed the part yesterday. Customer states they brought the vehicle home. Customer states they were unhappy on how long they had to wait. Customer states they thought this is something dodge should know.
Briefly summarize what the customer is expecting: Customer seeking to have this documented.
Agent advised customer that we will have this documented for them.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C1	6J[redacted]	***Open Date***	07/03/2014	***Built Date***	05/09/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/27/2007	***Mileage***	208,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	60204	DALLIN MOTORS			
Dealer Address	823 E CEDAR ST				
Dealer City	RAWLINS	***Dealer State***	WY	***Dealer Zip***	82301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPERRY OK[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he broke his tie rod and wants to know if its covered under recall.
Briefly summarize what the customer is expecting: Customer expecting to see if his vehicle is under recall.
agent advised the customer of the L16/N62 recalls on the vehicle and notified we would need him to go to a dealer for additional assistance.
Customer is from out of town.
Agent advised of dealer 60204. Agent contacted dealer and spoke to a Service advisor who provided the customer with his cell phone number to send pictures of the damage.
Customer will take photos of the damage and will send to dealer to see if he can help out.
Customer thanked agent and disconnected.
Customer states that he was advised by the DLR to contact CAC to seek cost assistance for towing because when he contacted the towing company he was advised that he would be charged $300.00 for it to be towed to the DLR.
Customer seeking towing assistance.
Agent advised customer that due to time and mileage Chrysler is not able to participate in the repairs.
Customer was not happy but understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	07/03/2014	***Built Date***	02/09/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/09/2010	***Mileage***	70,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	MOORES HILL IN[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 - Reimbursement
Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement

Briefly summarize why the customer is contacting Chrysler:Recall N49 - Reimbursement
Briefly summarize what the customer is expecting:Customer said his tie rod broke and his dealership is unable to get the part to repair his vehicle. Customer has located the part and is going to get it installed and wanted to know if he could get reimbursed. Writer advised customer of fax number to send in his documents for possible reimbursement.
Documents have not been received.
Documents have not yet been received.
Customer contacting Chrysler to inquire if documents have been received yet. Documents have not been received.
POSTMARK DATE: 071414; DATE RECEIVED: 071414
...
...
N49 RECALL Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 for left tie rod.
Customer s proof of payment is: Paid Stamp
Date of Repair:07/03/14
Mileage:70000
Invoice #:24252
Labor $0.00
Parts $152.18
Misc. Charges $190.89
Tax $24.01
Total $367.08
Customer s proof of payment is: Cash
Date of Repair:07/07/14
Parts $42.94
Total $42.94
Total Reimbursement: $367.08 + $42.94 = $410.02
Writer is submitting check for approval in the amount of $410.02.
Address on paperwork received matches address in COIN.
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L5	9G[redacted]	***Open Date***	07/03/2014	***Built Date***	11/21/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/20/2009	***Mileage***	127,800	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26010	RON CARTER CHRYSLER-JEEP			
Dealer Address	3005 FM 528				
Dealer City	ALVIN	***Dealer State***	TX	***Dealer Zip***	77511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANGLETON TX[redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Seeking rental.
Corporate - Roadside Services - Default - Default - Default	Seeking to get tow cost reimbursed.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Tie rod snapped.
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Tie rod snapped.

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod broke on the vehicle. Customer states that the dealership was able to get the part but they are not able to do the repair until Monday. Customer is seeking to get the tow cost reimbursed and inquiring about a rental vehicle.
Agent contacted Ron Carter 26010 and attempted to speak with the service department but they were currently closed for the evening.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: None provided
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Ron Carter 26010
Reassigned to 88F
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding being told will receive a call back and has not heard from anyone
Briefly summarize what the customer is expecting: Customer is seeking rental
Agent advised customer that case was escalated and will receive a call back with in one business day
* * * * * CASE MANAGER TEAM - District U Ù * * * * * *
Writer called dealer at 281-331-8111 and left message for SM Gary to call back with status of the vehicle.
Status update provided via email to the following email address:
s[redacted]
Hello, my name is Paul and I have been assigned as your case manager.
This email is confirmation that your case,[redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number,[redacted], within the one

business day as promised. My office hours are 6:00AM 2:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66371. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer called customer at [redacted] and informed of lines 26-27.
Writer verified email address and stated will send the link to attach copies of the documents for the towing for review for possible reimbursement. Writer informed will follow up once more is known about the vehicle.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-07 @ 11:48
Secondary Phone # none
*** E-mail: *** [redacted]
FARRIS LENAMOND called to speak with their Case Manager. Transferred the customer to CM PF185 at ext 66371.
Writer received call from customer wondering what was going on. Writer informed have not had a chance to ralk with the SM. Customer asked about a rental and writer stated would call the dealer and find out what is going on and call the customer back.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-08 @ 11:19
Writer called dealer at 281-331-8111 and left message for SM Gary to call back to go over the customers vehicle.
Writer called customer at [redacted]7 and informed of waiting for a return call from the SM to go over the customer vehicle.
Writer called dealer at 281-331-8111 and left message for SM Gary to call back to go over the customers vehicle.
Writer called dealer at 281-331-8111 and left message for SM Gary to call back to go over the customers vehicle.
Writer called dealer at 281-331-8111 and left message for SM Gary to call back to go over the customers vehicle.
Writer called dealer at 281-331-8111 and left message for SM Gary to call back with customer vehicle status.
Writer called dealer at 281-331-8111 and left message for SM Gary to call back with customer vehicle status.
Writer called dealer at 281-331-8111 and spoke with SA Jordan who stated the vehicle is no longer at the dealer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	07/03/2014	***Built Date***	08/29/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/23/2008	***Mileage***	75,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45388	WOLF'S JACKSON DODGE CHRYSLER			
Dealer Address	1330 SOUTH HWY 89				
Dealer City	JACKSON	***Dealer State***	WY	***Dealer Zip***	83001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TETONIA ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that his vehicle s tie rod broke.
Briefly summarize what the customer is expecting: Customer wants to know if towing will be or is covered.
Agent advised: Towing is not covered under the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	6G[redacted]	***Open Date***	07/03/2014	***Built Date***	01/10/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	06/27/2006	***Mileage***	65,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44726	SCOTT EVANS CHRY-PLYM-DOD-JEEP			
Dealer Address	2208 BANKHEAD HWY				
Dealer City	CARROLLTON	***Dealer State***	GA	***Dealer Zip***	30117

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRBURN GA[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Information Request	Customer called for information on recalls on his vehicle
Corporate - Recall - Default - Default - Default	n62
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called about recalls and the agent informed customer has 2 different recalls,
both incomplete recalls. Customer is in serious need of the part and is in danger by not having the recall parts completed. Customer states he would like these recalls to be completed right away and he does not want to wait any longer for the parts to be available to the agent
Briefly summarize what the customer is expecting:
Customer is expecting assistance with recalls on the vehicle he owns
Customer contacted writer to advise that his tie rod has given out on his vehicle.
Customer states he contacted DLR and was informed of the parameters.
Customer states that he does not meet the parameters.
Writer advised customer of the parameters for the N62 recall.
Customer states that he is unsure if the part will be covered.
Writer advised customer to have vehicle inspected.
Customer understood.
1. Who is calling and what is their contact information? Bobby Karr
[redacted]
2. What happened? air bags did not go off in accident (see below)
3. What is the current location of the vehicle? at customer house - [redacted] Fairburn, GA[redacted]
****
Customer is contacting CAC having had an accident with his tie rods breaking. Customers tie rods broke and he ended up hitting a fire hydrant and going in the ditch. Steering linkage also broke and hit the ground.
****
Customer has owned vehicle since about 2007 and the H46 recall has been

on vehicle since 2009 and customer was never told by his dealership about the recall and he had transmission replaced in Nov. 2009. Has been in hospital since yesterday after ambulance was called to pick him up.
****
Drivers side airbag did not go off. Customer went right between two pine trees and ditch was rocks for erosion (rocks about the size of a football). Tires were crisscrossed when tie rods broke and tires hit fire hydrant first and then he spun around and hit the ditch.
****
Police were called and 2 police cars and 2 fire trucks, customer was in shock and that is why he never went in the ambulance at that time. Customer was in hospital overnight for bruises and cuts.
****
Vehicle was towed to customers house and it is in the driveway.
****
Accident happened about 7pm Sunday July 6th and customer went to hospital by ambulance at 12:26am Monday July 7th and just being released Monday July 7th at 9:00am. Truck is only driven by customer or once awhile his wife.
****
Customer has not called insurance company yet. Police filed accident report and customer has all records of the police report.
****
Customers name: [redacted] (vehicle is owned by his mother and him)
Address: [redacted], Fairburn, GA [redacted]
Phone: [redacted]
****
Agent contacted dealership and spoke to SA Rebecca who stated that customer has not been in their dealership since 2008 for any service. Agent also spoke to SA Jason who looked at customers vehicle on Thurs. July 3rd and stated that the N62 recall did not apply to him. SA Jason stated to agent that he did not look up the N62 on the customers vehicle, that he just took the customers word for the N62, so he would have missed the H46 recall and no one has ever fixed it for this customer.
****
Customer still states that above dealership put the transmission in on Nov. 2009. In 2009 customers brother (Donald West) had called in to CAC and was told about the H46 recall and that he would call dealership and have that recall done.
Recall H46 was never completed then.
****
reassigned to 82S
****
VEHICLE IS LOCATED AT:
[redacted] Fairburn, GA 3[redacted]
****
Per OGC Matrix, reassigned to 82T.
7/7/14 ASSIGNED TO LSE6. PAG
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 07-07-2014 11:00
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 07-07-2014 11:00
CCRG Open Date: 07/07/2014 10:16:23
Letter Sent: Acknowledgement 07/08/2014 09:01:51
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/11/14 AT 14:35:52[redacted]
Letter Sent: Denial 07/15/2014
Customer is calling in seeking information on the recall parts. Customer is looking at a used vehicle the same model as the one he has now. Agent advised the customer that the dealers are receiving parts to complete the recall.
Briefly summarize why the customer is contacting Chrysler: Customer is calling as the customer is wondering if anything can be done for him as a previous agent was very helpful to him in the past.
-
Briefly summarize what customer is expecting: Customer is wondering if any additional help can be provided for the customer due to his current concerns and issues
-
Agent informed the customer that all cases are handled by corporate representatives when it comes to accident clams and repairs and that the Denial decision was handed down to us from them and as such there is no potential assistance that we can

provide the customer in regards to his case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	07/04/2014	***Built Date***	03/14/2011
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	08/10/2011	***Mileage***	38,388	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68511	MIRACLE CHRYSLER DODGE JEEP			
Dealer Address	1290 NASHVILLE PIKE				
Dealer City	GALLATIN	***Dealer State***	TN	***Dealer Zip***	37066

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	BETHPAGE TN null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Default - Default

Roadside Assistance Contacted - DATE : 2014-07-04
Road Side File Created 07-04-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
409 US-31E N 1290 NASHVILLE PIKE
FAIRGROUND RD
GALLATIN GALLATIN
TN USA TN
TIE ROD BROKE
DEALER CODE : 68511 MIRACLE CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	6G[redacted]	***Open Date***	07/04/2014	***Built Date***	06/27/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/10/2006	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.			
Dealer Address	21027 I H 45				
Dealer City	SPRING	***Dealer State***	TX	***Dealer Zip***	77388

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPRING TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	calling with questions on recall
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding recall information. Customer stated that right tie rod broke
Briefly summarize what the customer is expecting: Customer is seeking if right tie rod will be covered under recall
Agent advised customer information on recall n62. Agent advised customer that is required to have inspection completed
**** survey by pass no repair ******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A4	8G2[redacted]	***Open Date***	07/05/2014	***Built Date***	08/19/2008	
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/22/2008	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OGDEN UT [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod broke
Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	left tie rod snapped
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Denis (husband) stated that the left tie rod snapped. Customer stated that an appointment has been made with 08011 LARRY H MILLER CHRYSLER JEEP 801-553-5900 for a diagnosis.
Briefly summarize what the customer is expecting: Customer would like to know if towing is covered.
Writer advised the customer that towing is not provided, however the customer may submit for reimbursement consideration. Writer provided the phone number for Roadside Assistance.
Customer calls seeking recall information. Advised the customer of incomplete recall N49 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Reassigned to SG893 for a survey by-pass Undiagnosed within warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT1	BG[redacted]	***Open Date***	07/05/2014	***Built Date***	06/15/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/12/2011	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26010	RON CARTER CHRYSLER-JEEP			
Dealer Address	3005 FM 528				
Dealer City	ALVIN	***Dealer State***	TX	***Dealer Zip***	77511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MAGNOLIA TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Corporate - Rental Vehicle - Default - Default - Default	Requesting rental

Briefly summarize why the customer is contacting Chrysler: Customer called inquiring about rental coverage. Customer states that his vehicle is at the dealership because the left tie rod broke. Customer states that he is in need of a rental.
Briefly summarize what the customer is expecting: Rental
Agent contacted 45368 and spoke to SM Anthony. SM Anthony advised agent that the vehicle is not drivable at this time because of the N49 recall.
SM states that they had contacted their local Enterprise to see about a rental for the customer. SM states that when he had contacted Enterprise they were closed and was unable to get customer a rental. SM states that the repairs will be completed Monday afternoon and he was requesting a rental for Monday morning.
Agent advised customer that because Enterprise was closed we were unable to get the customer a rental car. Customer states that he had located another rental company and wanted a rental from there. Agent advised customer that agent was unable to authorize that, as we receive rentals from Enterprise. Agent advised customer that if he decides to rent with another company that he could send in the information for the reimbursement consideration process. Agent advised customer of the reimbursement information as per Answer ID 17420.
Customer called in once again seeking rental. Agent answered the phone and the customer just yelled 'i want a rental'. Customer stated that his vehicle is in the dealership and he is tired of walking. Customer stated that the recall broke on his vehicle and he would like a rental.
Agent called TOMBALL DODGE 45368 and spoke with SA Vernon. SA Vernon stated that he advised the customer that a rental wasn t possible and the vehicle will be done tomorrow. SA Vernon stated that he vehicle is being brought back to the bay today some time. Agent advised SA Vernon that the customer doesn t meet parameters for CAC to provide rental either and SA Vernon understood.
Agent advised customer of information from SA Vernon. Agent advised customer that there is no way to have a rental provided for the recall.
Agent advised customer that his vehicle will be done tomorrow for him to pick up. Customer went on a rant and disconnected on agent before agent could say anything else.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	07/06/2014	***Built Date***	09/22/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	11/23/2004	***Mileage***	132,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	68200	HURLEY CHRYSLER JEEP INC			
Dealer Address	2173 S WOODLAND BLVD				
Dealer City	DELAND	***Dealer State***	FL	***Dealer Zip***	32720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PIERSON FL[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer is calling because the tie rod broke on the vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler because they have the recall on their VIN and the tie rod has now broke.
Briefly summarize what the customer is expecting: Customer is expecting to see what can be done. Agent advised the customer that the vehicle would need to be towed to the DLR and then to call us back in the morning so we can call some of the DLR and see if they have the part to complete the tie rod. Agent was going to transfer the customer to roadside but the customer hung up the phone.
Reassigned to SW722 Survey by-pass recall on VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	07/06/2014	***Built Date***	06/14/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	07/01/2010	***Mileage***	118,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26775	RYAN CHRYSLER DODGE JEEP			
Dealer Address	1212 2ND ST W				
Dealer City	WILLISTON	***Dealer State***	ND	***Dealer Zip***	58801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	AMERICAN FALLS ID [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	customer inquire about possible recall

Briefly summarize why the customer is contacting Chrysler: customer is contacting RAM for information about a possible recall on the left tie rod.
Briefly summarize what the customer is expecting: seeking information about a possible recall on the left tie rod.
Customer states that the left tie rod broke in the customer drive way causing damage to the tire and possibly more. Customer states that the customer found online a recall and is inquiring about if the recall is on the vehicle.
Agent advised customer that there is a open recall N49. Agent advised customer that the repairs to the vehicle in regards to the tie rod would be covered under the recall. Agent advised that the other repairs to the vehicle will not be covered under the recall. Agent advised customer to bring the vehicle into any RAM DLR to have the vehicle diagnosed and as soon as it has been diagnosed to contact us back and the next available agent would be more than able to look into possible cost assistance.
Customer inquires if the diagnoses fee would be covered. Agent advised that the initial diagnoses fees will be an out of pocket expense. Once the vehicle has been diagnosed we would then be able to look into possible cost assistance.
Customer has owned 6 vehicles.
Status update provided via email to the following email address:
[redacted],
Here is the case number to reference once the vehicle has been brought into any RAM Dealer and has been diagnosed 25270835. once is has been diagnosed we will then be able to look into possible cost assistance.
End of Status Update
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
Briefly summarize why the customer is contacting Chrysler: Customer called in because he was advised to contact CAC for possible cost assistance for the repair of damages to the vehicle as a result of N49 LEFT TIE ROD recall. Customer states that due to the uncompleted recall there has been more damage to the vehicle. Customer states that the

dealership advised him that he would need to contact Chrylser Roadside Assistance to have the vehicle towed to the dealership to have it diagnosed. Customer states that he does not have Roadside covereage through Chrylsler but does have AAA. Customer states that the dealership advised him that he would have to use Chrysler Roadside to have the vehicle towed. Customer states that he does not want to pay out of pocket for the tow if he has other coverage.
Briefly summarize what the customer is expecting: Towing information and cost assistance for repair
Agent advised the customer that the vehicle would need to be diagnosed by a dealership to research any cost assistance option
Agent advised the customer that they are able to use their AAA roadside coverage to have the vehicle towed to the dealership
Agent advised the customer to contact CAC when the vehicle had been diagnosed to then have the case escalated for review on any costs assistance options.
Reassigned to NC603 for survey by-pass - No diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT8	BG[redacted]	***Open Date***	07/07/2014	***Built Date***	01/18/2011	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	07/21/2011	***Mileage***	45,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60136	FAIR OAKS CHRYSLER JEEP			
Dealer Address	4170 AUTO PARK CIRCLE				
Dealer City	CHANTILLY	***Dealer State***	VA	***Dealer Zip***	20151

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PURCELLVILLE VA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 reimbursement for towing
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	front left tie rod broken
Recall - N49: LEFT TIE ROD -	tie rod has broken

Briefly summarize why the customer is contacting Chrysler: Customer called CAC because the recalled tie rod on his truck broke and he is now in need of the recall repair. Customer states that he spoke to Dulles Chrysler in Leesburg and the woman told him that he is better off calling Chrysler directly because their dealership has other people in line first. Customer stated that is why he is calling and is hoping that something can be done for him.
**
Writer called Dulles Chrysler and spoke to Diana the SM who said that she referred him to Chrysler because it will be at least 2 weeks before they would be able to help this customer.
**
Writer called Fair Oaks Chrysler Jeep-60136 and spoke to the service manager James who looked up the make and model of the customer s vehicle and advised the writer that he actually has a couple extra parts in stock and could help the customer out tomorrow as they are backed up today. Writer thanked James for the help. James stated to tell the customer to tell the advisors that this vehicle is to the attention of David Richards who he will inform of the situation.
**
Writer advised the customer of the situation and advised the customer that he will need to have his truck towed to their dealership. Customer wanted to know about reimbursement and the writer advised the customer of the reimbursement process and info contained in AC id-17420.
Briefly summarize what the customer is expecting: Customer called CAC requesting help to have his tie rod fixed.
reassigned to 86Y for possible towing reimbursement for recall N-49.
Briefly summarize why the customer is contacting Chrysler: Customer is seeking information in regards to his reimbursement request
-
Briefly summarize what customer is expecting: Customer is seeking information in regards to his reimbursement Request
-
Agent informed the customer that according to the information that the

agent is seeing we have no documentation as of yet attached or associated to the Customer Case file. Agent also provided the customer with the Mailing address a second time shoule the customer need to send us the documentation a gain
Customer calling to check on the status of the reimbursement. Agent could not find any information that the receipts have been recieved at this time. Agent advised the customer of this information. Agent asked the customer if he had a way to fax the information then agent would provide him with the fax numbr and we can look further into this for him. Agent provide him with the fax number and advised him to provide the case number on the documents that he faxes in.
Agent called customer at [redacted] and left a message advising the documentation has not arrived at this time and the case would be closed if the documents have not arrived by September 4, 2014 and that the case would be reopened and processed as normal once the documentation arrives.
Customer called in stating that he received a call and was advised that these documents have not been received. Customer is seeking what to do if he only has 2 days to send in the papers. Agent advised that once the customer has the documents to call in and we can reopen this case for this customer. Customer understood.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-09-02 @ 10:58
Customer called in again to state he is waiting to have the original receipts re-issued to him. Customer stated he already mailed the originals which is why he is waiting to have them re-issued to him. Customer is calling to see if we can keep his case open for a little longer while he is trying to get these documents, but in the meantime he would like to send us what he has so far. Agent provided cusomer with a document request link to emai[redacted]@[redacted]. Agent advised customer we will document his call to us as well.
POSTMARK DATE: 070914; DATE RECEIVED: 071614
Agent reviewed documents submitted by customer and found customer had the vehicle towed to FAIR OAKS CHRYSLER JEEP DODGE because the tie rod was broken and submitted proof of payment for the towing.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file check # 1530
Date of Repair: 07/03/2014
Invoice #: 000544
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 81.00 (towing)
Tax $ 0.00
Total $ 81.00

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file check # 1530
Date of Repair: 07/07/2014
Invoice #: 000546
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 183.00 (towing)
Tax $ 0.00
Total $ 183.00
Writer is submitting check for approval in the amount of $ 264.00
Agent found customer s address matches COIN.
Customer calling in to get an update on their reimbursement request.
Agent advised customer as per line 92, their request has been approved and is being submitted to the address on file, as per line 93.
POSTMARK DATE: 090314; DATE RECEIVED: 090314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C7	6G[redacted]	***Open Date***	07/07/2014	***Built Date***	08/16/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	10/31/2005	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLOQUET MN[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N62
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Tie Rod Broke

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the tie rod on the passenger side broke.
Briefly summarize what the customer is expecting: Customer is hoping that the recall will cover this repair.
Agent advised customer that we can not diagnosis the problem over the phone, but if the parts needed to complete the repair are the same as the recall then they could repair the vehicle.
Restricted parts - reassign to KB805

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	AG[redacted]	***Open Date***	07/07/2014	***Built Date***	11/10/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	01/05/2010	***Mileage***	49,759	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42649	H AND M MOTOR COMPANY INC			
Dealer Address	373 EAST THIRD STREET				
Dealer City	WESTON	***Dealer State***	WV	***Dealer Zip***	26452

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUCKHANNON WV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC having issues with his tie rod has broken. Tie rod has broken twice on this vehicle. Vehicle is off road and tires are folded under the vehicle. This happened yesterday. Customer states that this has been fixed once already and vehicle is broken at his house. Agent advised that he had a L16 recall completed for the tie rod end but now he has recall N49 which is a different recall. Agent advised that we could call a dealership and have the vehicle towed there and wait for the N49 recall part on a wait list. Or if same recall as before has broken then recall can be completed again.
Customers warranty only pays towing for powertrain parts. Customer states that he will not pay for towing and hung up on agent.
Agent offered to call dealership but customer stated no that he would not pay for towing to get it there and then said a couple of swear words and hung up.
Briefly summarize what the customer is expecting: to get his tie rods fixed
****
reassigned to SW722 for survey bypass
no repair under recall N49

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL2	AG[redacted]	***Open Date***	07/07/2014	***Built Date***	01/28/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	09/07/2010	***Mileage***	55,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58370	VIGO DODGE INCORPORATED			
Dealer Address	4120 SOUTH US HWY 41				
Dealer City	TERRE HAUTE	***Dealer State***	IN	***Dealer Zip***	47801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MENDON IL [redacted]7	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Customers tie rod broke

Briefly summarize why the customer is contacting Chrysler:
Customer called because their tie rod broke off in their drive way and the dealership told the customer to call Chrysler to get the vehicle towed over to the dealership.
Briefly summarize what the customer is expecting:
Towing coverage
Agent advised:
that the customer only has towing under the power train and that the customer is going to have to pay to get the vehicle towed to the dealership.
Customer understood and is going to call the dealership back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	6G[redacted]	***Open Date***	07/07/2014	***Built Date***	04/28/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	06/06/2006	***Mileage***	112,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ROSEBURG OR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Recall inquiry
Corporate - Product Information - Default - Default - Default	Reimbursement inquiry

Briefly summarize why the customer is contacting Chrysler: Owners son calling in. Customer stated they received the recall notice and they had the part fracture two months ago and had it repaired at an IRF. Customer stated the dealer inspected the vehicle and said they need to have it replaced again and put them on the waiting list. Customer stated they would like to know if they can get reimbursed for the previous repairs.
Briefly summarize what the customer is expecting: Customer is expecting to find out if they can be reimbursed. Writer advised the customer how to send in his request for possible reimbursement as per AC 17420.
Customer contacted writer seeking an update for reimbursement.
Writer advised that documents have not been received yet and that when they do it would be 30-60 days fro processing.
Customer understood.
Waiting on documentation. Writer researched image queue and found documentation.
Waiting on documentation.
POSTMARK DATE: 070814; DATE RECEIVED: 071614
Customer is seeking reimbursement under the N62 Left Outer Tie Rod Assembly Recall. This recall is for a Mopar replacement part . The vehicle had to have been in for a prior service and had the steering linkage replaced with Mopar service parts. Unless customer can provide a repair invoice showing prior service the recall does not apply to their vehicle and reimbursement will be denied.
Writer notes that H46 mopar steering linkage was completed on 09/21/09 inspection only.
OUTBOUND CALL TO [redacted] Writer spoke with son [redacted] as Mrs [redacted] states that her husband has passed away. Writer advised of lines 18-23. Writer advised to contact dealership to have inspected and/or corrective action taken at no charge to customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L8 9[redacted]		***Open Date***	07/07/2014	***Built Date***	03/05/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	03/27/2009	***Mileage***	91,500	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	***Dealer State***	LA	***Dealer Zip***	70508

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DUSON LA 7[redacted]3	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Repair date--vehicle off road.

.Briefly summarize why the customer is contacting Chrysler: Customer tie rod broke.
Briefly summarize what the customer is expecting: Assistance to have the tie rod repaired as soon as possible.
The writer contacted the dealership and spoke to SA Chad. SA advised the customer did not have an inspection at the dealership and was not on the list. SA advised that the dealership has over a hundred customer to service first. He advised that they are getting only one part per week.
The writer advised that the parts are on auto supply not restriction.
The writer asked to speak to the Parts Manager since the Service Manager was not available.
Greg SM also advised that there are no parts as they are no restriction.
The writer advised that parts are on auto replenishes for the last couple of weeks and asked the dealership to check ordering procedures with the area representative. SM is checking with the PM.
Correction line 7-- customer to customers
PM advises when they try to order parts the program advises the part is restricted. I advised the all the dealership I am aware of know this part is on auto replenish. I asked again the area supervisor/manager be contacted for the correct procedure or correction on the ordering program.
The SM advised that they do have one tie rod in stock and since the vehicle is off road the customer will be awarded this repair in one or two days.
The customer asked if Chrysler can assist with the vehicle towing or rental vehicle since the parts have not been able to access to this time.
The writer provided the reimbursement address and procedure as per AC 17420 along with the fax number.
The writer advised the CAIR number to both the dealership and the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2EL8	AG[redacted]	***Open Date***	07/07/2014	***Built Date***	06/15/2010	
Model Year	2010	***Body***	DJ7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	07/05/2010	***Mileage***	58,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61210	BAXTER CHRYSLER JEEP DODGE			
Dealer Address	17950 BURT ST				
Dealer City	OMAHA	***Dealer State***	NE	***Dealer Zip***	68118

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MISSOURI VALLEY IA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking recall completion

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information regarding a recall repair. Customer states he had part of the recall completed but they had to order the part for the other side of the recall repair. Customer states they have not yet contact him regarding this part, and now he has a second recall notice on the tie rods again.
Customer states he contacted the dealership and was told they have the part to complete the second half of the first recall repair but he is unable to have the repair completed until after the 20th of this month.
Briefly summarize what the customer is expecting: Customer is expecting recall completion.
Agent contacted the dealership and spoke with Shelly in the service department who advised agent that the customer had called in and was advised they are fully booked until the 21st, but customer did not actually set up an appointment. Shelly advised agent they should have the part available for both recall repairs to the tie rods. Shelly states she believes they have been trying to contact him since April when the parts did come in but he has not contacted them until now.
Agent advised customer of this information and recommended he work with the dealership in setting up an appointment at the earliest available time and advised customer they will complete all repairs at their earliest available appointment, which is the 21st.
Customer was upset and requested mailing address where his lawyer can send a letter to have us sign for liability if his tie rod breaks while he is driving. Agent advised customer he can send in a letter to our mailing address, but advised we cannot guarantee he will receive a signature from anyone. Customer was upset and states he is going out of town and wanted recalls completed before he goes.
Agent advised customer he can either work with the dealership appointment they have available for him, or he can try to find an earlier appointment with another dealership that also has the parts available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A3	7G8[redacted]	***Open Date***	07/07/2014	***Built Date***	06/19/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	07/31/2007	***Mileage***	191,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	41561	GOECKNER BROS INC			
Dealer Address	600 EAST FAYETTE				
Dealer City	EFFINGHAM	***Dealer State***	IL	***Dealer Zip***	62401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EFFINGHAM IL [redacted]-	***Country***	UNITED STATES

Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	advise of recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall information

Briefly summarize why the customer is contacting Chrysler:
Customer calls seeking recall information. Advised the customer of incomplete recall N62,J35Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer states that the left tie rod had broken on vehicle.
Customer dropped call while writer was attempting to contact dealer.
Writer unable to reach customer.
Briefly summarize what the customer is expecting: Customer expects recall information and resolution

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A5	8G[redacted]	***Open Date***	07/08/2014	***Built Date***	03/14/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/25/2008	***Mileage***	100,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43163	BAYSIDE CHRY-DODGE-JEEP			
Dealer Address	10535 AUTO MALL PKWY				
Dealer City	D'IBERVILLE	***Dealer State***	MS	***Dealer Zip***	39540

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BILOXI MS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	inquiry on recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler The customer contacted Chrysler because she was towing a horse trailer with 2 horses and had her 3 years baby in the vehicle and her 17 year old sister when the tie rod broke. The vehicle had initially been towed to the customer s fathers shop but when they called the dealership for the parts they found out the part was on recall. The vehicle now has to be towed to the dealership for repair and the customer would like to be refunded the costs of the tow because of the recall. The customer was unaware of the recall on the vehicle as the vehicle was in her uncles name and he does not recall seeing any notices about a recall.
Briefly summarize what the customer is expecting The customer expects reimbursement for the tow.
The agent advised the customer that she would contact the dealership but when she spoke to SA Ryan the vehicle had not yet arrived at the dealership. The SA stated they would look after the vehicle and get her back on the road. The agent advised the customer to contact the dealership when the vehicle was under tow with the personal information. The agent also advised the customer of the fax number to send in a copy of the towing receipt and that it would take 30-60 days for processing although the customer may not be reimbursed the full cost of the tow as it is 2 tows and she was some distance from home.
The agent also provided the customer with the cair number to send with the fax.
Reassign to 86y
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A9	7G[redacted]	***Open Date***	07/08/2014	***Built Date***	06/01/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	02/29/2008	***Mileage***	119,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68543	LOVE CHRYSLER DODGE JEEP LLC			
Dealer Address	1259 EAST MAIN ST				
Dealer City	ALICE	***Dealer State***	TX	***Dealer Zip***	78332

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALICE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because her tie rod broke. The customers vehicle is currently at a IRF and they informed her that she may have the recall. Customer is looking to find out if she has the recall.
Briefly summarize what the customer is expecting: recall information.
Agent informed the customer that she does have the N62 recall:
The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions.
Agent explained to the customer that it is not the factory part that is being recalled but the part that may have been put on the vehicle in a previous appointment.
Agent recommended that the customer take the vehicle to an authorized Chrysler dealership to have the vehicle inspected to find out if the recall applies to them and if they can have the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L2	9G[redacted]	***Open Date***	07/08/2014	***Built Date***	11/18/2008	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	06/03/2009	***Mileage***	68,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43485	CHARBONNEAU CHRYSLER CENTER			
Dealer Address	346 FIRST STREET WEST				
Dealer City	DICKINSON	***Dealer State***	ND	***Dealer Zip***	58601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEULAH ND[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA update
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Recall inquiry
Corporate - Dealer Information - Default - Default - Default	dealer information
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	recall information
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	recall inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his tie rod broke. Customer is unable to drive the vehicle. Customer is aware of recalls L16 and N49 and wanted to know how to proceed.
Briefly summarize what the customer is expecting: Recall information.
Agent updated CNA. Agent advised of incomplete recall J35, N49, L16 and referred customer to closest nearby dealer 43485 CHARBONNEAU CHRYSLER CENTER. Customer will have to tow the vehicle there, agent offered further assistance, customer said that is OK he will call.
Reassigned to SJ372 for survey bypass - N49 - no repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A9	8G[redacted]	***Open Date***	07/09/2014	***Built Date***	04/07/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/22/2008	***Mileage***	134,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60164	KENDALL CHRYSLER JEEP DODGE			
Dealer Address	1824 MAIN ST				
Dealer City	LEWISTON	***Dealer State***	ID	***Dealer Zip***	83501

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	KENDRICK ID[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Cost assistance for towing to get recall completed

Briefly summarize why the customer is contacting Chrysler:Customer called in stating they had to get the vehicle towed to the dealership as the tie rod has broken on their vehicle. Customer states the vehicle was brought to 60164 and had to pay $250. The customer wants chrysler to assist in the cost of the towing.Customer states recall was completed yesterday. Agent informed the customer that it does not show the recall has been completed and will need to get in contact with the dealership to get a diagnosis to the work that was done on the vehicle. At this time Chrysler will NOT be able to assist the customer in the cost of the towing. The towing was done through a local towing company Bernard towing. Customer was told by Progressive insurance that there is a form that can be filled out to submit for reimbursement. Agent informed the customer once the dealership is contacted and we receive a diagnosis chrysler can look into this further for possible reimbursement.
*****
Customer can be reached [redacted] (home phone number)
Briefly summarize what the customer is expecting:Reimbursement for Towing
Reason for Dealer Contact:Agent needs to confirm if recall has been completed at the dealership, for n49 or if the work done on the vehicle is not regarding recall. Diagnosis
Dealer Code:60164
Dealer Personnel Required:SM
Customer s Preferred Method of Contact:Phone
Customer Phone Number [redacted]
Reason for assigning to Resolution Team:Diagnosis on vehicle
Assigned to 86T
DEALER CONTACT: KENDALL CDJ, | 60164, | 208-743-9493:
SA Tom, | SM Jim Dudgeon:
SA states this vehicle was towed in for the tie rod under the recall broke on the road. SA confirmed with the agent this customer s vehicle needed the recall repair because that component broke when the customer was driving.
CUSTOMER CONTACT:[redacted]:
No answer, provided the following: cair, rep. name, and return contact 877-759-5427 ext 4718378.
MESSAGE FROM CUSTOMER: 7/11 @ 6:12 pm

Customer called returning agent s call
CUSTOMER CONTACT: [redacted]
Agent advised the customer that we need her to submit the tow invoice to agent to the fax number 877-768-5076 for possible reimbursement. Agent advised that we require all receipts for this to make the reimbursement work.
Agent waiting for towing invoices from customer.
No invoices received
CUSTOMER CONTACT: [redacted]
No answer, provided the following: cair, rep. name, and return contact 877-759-5427 ext 4718378.
no docs received for case
no docs received for case
MESSAGE FROM CUSTOMER: Today @ 2:37 pm
Customer called stating she faxed the towing papers.
Agent waiting for fax to be attached.
CUSTOMER CONTACT: [redacted]
No answer, provided the following: cair, rep. name, and return contact 877-759-5427 ext 4718378.
MESSAGE FROM CUSTOMER: today @ 9:05 am
Customer called seeking towing fee update
Customer called seeking an update, agent advised that we have no received her documents.
Agent advised customer to fax again, customer confirmed fax number, 877-768-5076
Agent advised her to put case #[redacted]7 on her documents
MESSAGE FROM CUSTOMER: 8/04 @ 5:27 pm
Customer called seeking towing fee update
CUSTOMER CONTACT: [redacted]
No answer, agent advised customer we have not received the fax yet and we are still waiting for this. Agent re iterated the fax number and if possible the email methode may be better, if so to call cac back.
MESSAGE FROM CUSTOMER: 8/0 @ 5:57 pm
Customer called stating they re-faxed the documents
POSTMARK DATE: 080614; DATE RECEIVED: 080614
.
Agent received the fax but no proof of payment attached.
Agent will verify by calling tow company.
.
Towing Company Contact: 208-743-9504
Tow date 7/07/2014
Linda from Towing company states this customer did pay for the tow, and it was paid for by credit card.
.
Customer submitted documents for request for reimbursement for rental while their vehicle, was being repaired at a dealership.
Customer s proof of payment is: invoice (agent confirmed with towing agency too)
Date of Repair: 7/08
Repair completion date: 7/09
Tow charges $ 250.00
Total $ 250.00
Writer is submitting check for approval in the amount of $ 250.00
CUSTOMER CONTACT: [redacted]
No answer, agent advised the reimbursement is processed and will take 10 to 15 business days for the check to arrive to the home address.
Reimbursment processed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS28A9	8G[redacted]	***Open Date***	07/09/2014	***Built Date***	11/28/2007	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	01/02/2008	***Mileage***	86,710	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	67064	SPIELER'S INC			
Dealer Address	HIGHWAY 50 WEST				
Dealer City	CALIFORNIA	***Dealer State***	MO	***Dealer Zip***	65018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALIFORNIA MO[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called in to state that his tie rod broke and it had it repaired at dealer 67064 5/12/14 and it cost him $618. Customer wanted to check if the RIGHT tie-rod had been recalled.
Briefly summarize what the customer is expecting: Recall information. Agent advised the RIGHT tie-rod had not been recalled. The left-tie rod recall was completed. Customer says this is what he was advised of by dealer 67064 but wanted to double check because his neighbor had a recall for the right tie-rod.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	7J[redacted]	***Open Date***	07/09/2014	***Built Date***	08/05/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/08/2006	***Mileage***	104,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KERRVILLE TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	fell off
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	informational

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information
Briefly summarize what the customer is expecting: Customer states he just had his tie rod fall off and was looking for information on getting it repaired under the recall.
Agent stated he would need to get to a dealership and have the vehicle inspection. Agent stated the dealership will inspect the part to determine if the tie rod is the manufactured part or a replacement part that would fall under the recall.
Agent offered to contact dealership but customer stated he will get a hold of them.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL3	AG[redacted]	***Open Date***	07/09/2014	***Built Date***	01/25/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/05/2010	***Mileage***	186,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44304	JOHNSON AUTO PLAZA INC			
Dealer Address	12410 EAST 136TH AVENUE				
Dealer City	BRIGHTON	***Dealer State***	CO	***Dealer Zip***	80601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PLATTEVILLE CO [redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer indicates that their vehicles tie rod had broken causing crash
Corporate - Property Damage - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

1. Who is calling and what is their contact information? [redacted]

2. What happened? Customer indicates their tie rod broke in a construction yard causing a collision with other equipment and causing $12000 in damages. Customer states this occurred about 3 years ago and was repaired at an IRF with Nappa parts. Customer states insurance was not contacted regarding the accident. Customer seeking cost for damages.
3. What is the current location of the vehicle? Vehicle has long since been repaired and in operation with the owner.
reassigned to 82S
Called owner and advised since vehicle is repaired, nothing to inspect.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L5	9G[redacted]	***Open Date***	07/09/2014	***Built Date***	11/10/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/24/2009	***Mileage***	51,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45031	ALL AMERICAN CHRYSLER JEEP DODGE	OF MIDLAND
Dealer Address	3801 W WALL ST		
Dealer City	MIDLAND	***Dealer State*** TX	***Dealer Zip*** 79703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MIDLAND TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	advised of recall information

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that she is calling for the owner MR [redacted] and he has the recall on his vehicle for N49 LEFT TIE ROD . Customer is stating that the tie rod had broke and he is going to need to tow the vehicle to the dealership . Customer is stating that they were advised that they would have to pay for the tow . Customer feels that this is not fair if this is caused by the recall and they have to pay . Agent apologized but the vehicle would need to be diagnosed to determine that the issue is due to the recall . Agent advised customer that they would need to pay for tow out of pocket and then can request for reimbursement after . Agent advised customer of the reimbursement address and what documentation would need to be sent in .
Briefly summarize what the customer is expecting:
Customer is expecting tow to be paid for .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	AG[redacted]	***Open Date***	07/09/2014	***Built Date***	03/26/2010	
Model Year	2010	***Body***	DJ7P91	DODGE RAM 2500 LARAMIE CREW CAB 4X4			
In Service Dt	05/22/2010	***Mileage***	79,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STERLING IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: The customer states the tie rod broke. He states the vehicle is at the DLR waiting for the part and has been there for over a week. He states when the tie rod broke it cause a gauge on the inside of the rims. The agent called the DLR to try and get the customer ahead so he can have the recall completed and to see if the consequential damage will be covered. The agent was not able to reach any service advisor. The agent advised we will escalate the case to the resolution team and contact the customer back.
Briefly summarize what the customer is expecting: The customer is seeking assistance.
Reason for Dealer Contact: The customer needs the N49 part and needs to know if the consiquential damage will be covered.
Dealer Code: 60481
Dealer Personnel Required: SA
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning):
Customer Phone Number (Evening): [redacted]
Customer Email address: none
Reason for assigning to Resolution Team: SA not available
Assigned to 86T
DEALERSHIP CALL: PETE HARKNESS CHRYSLER @ 815-625-7411 SA Jim advised the vehicle is currently at the dealership and it was towed in due to the recall N49. SA Jim advised the SM Jeff is working with the customer. SM Jeff advised he is not aware of the damage to his rims and he has not personally looked at the vehicle. SM Jeff advised the vehicle was towed to the dealership from the customer s driveway and they have aftermarket tires and rims and if they were damaged from the tie rod, he will need additional zone approval. SM Jeff advised the parts have arrived at the dealership and they are hoping to have the vehicle repaired today. SM Jeff advised he will contact the customer once the repairs are completed.
CUSTOMER CALL: [redacted] Customer advised he was at the dealership one month ago and they had ordered the part for the recall and no one contacted him back when the part came in. Customer advised his vehicle has been at the dealership for one week and was inconvenienced by having to find a larger rental vehicle so he can work. Writer apologized to the customer and advised the dealership was expecting the vehicle to be repaired today or tomorrow and he will be contacted back once it is. Writer advised the SM Jeff was notified of the damaged rim and he was going to look at it to confirm if it was damaged by the recall or not. Writer advised the customer a follow up will be made once the vehicle has been returned to him. Customer advised writer can email him at [redacted]
Status update provided via email to the following email address:

[redacted]
Please call me with any further questions or concerns or respond to this email. My telephone number is 855 675 9291 ext 4718295 and I will follow up with you once your vehicle is returned.
Thank You
Jen
End of Status Update
CORRECTOIN to line 45 - Stutzke
DEALERSHIP CALL: PETE HARKNESS CHRYSLER @ 815-625-7411 SM Jeff advised the vehicle is currently being aligned and the repairs have been completed. SM Jeff advised there is rim damage and he needs to reach the DM for further approval in replacing it for the customer as the damage was caused by the recall. SM Jeff advised the customer s vehicle will be returned to them today.
Status update provided via email to the following email address:
[redacted],
I understand your vehicle has been repaired and returned to you and I am following up to see if the repairs have been completed to your satisfaction. If everything is OK, there is no need to contact me back but I will leave your case open until Monday. You can call me at 855 675 9291 ext 4718295 or respond to this email. I apologize for the entire situation and lack of communication from the dealership and I will be escalating the complaint to the Owner of the Dealership as well as the Business Center for internal review.
Thank You
Jen
End of Status Update
Customer was advised that their concern is being forwarded for review.
Confirmed customer s contact information.
Preferred contact [redacted]
Servicing Dealer:60481
Spoke with: SA Jim
SA Jim states that: He told the customer he would call him once the part was in.
Assigned CAIR to 86L
**** Dealer Notification Sent ****
*****Reassign to TR793, return for next step.*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	07/10/2014	***Built Date***	02/16/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	03/13/2006	***Mileage***	223,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44582	HOYTE DODGE CHRYSLER JEEP			
Dealer Address	2300 HIGHWAY 75 NORTH				
Dealer City	SHERMAN	***Dealer State***	TX	***Dealer Zip***	75090

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GAINESVILLE TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Recall on vehicle
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod Broke

Briefly summarize why the customer is contacting Chrysler:
Caller Randy is calling in as the tie rod just broke on has vehicle.
Caller is seeking recalls on the vehicle.
Briefly summarize what the customer is expecting:
Caller is seeking recall information.
Agent advised the caller that there is an incomplete recall on the vehicle.
(N62) LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 INCOMPLETE
Caller is seeking to have the N62 recall completed.
Caller wanted to go to the Hoyte DLR.
Agent called the DLR and spoke to the SA Sam and gave her the customer s information and warm transferred the caller Randy on the line to go over the customer s concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	07/10/2014	***Built Date***	12/02/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	07/29/2005	***Mileage***	360,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.			
Dealer Address	9051 EAST COLONIAL DRIVE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32817

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WHITEVILLE TN[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tire rod broken

Briefly summarize why the customer is contacting Chrysler:
Customer states he received a recall notice on his vehicle and just today the left tire rod broke. Customer states the dealership advised to contact us to assist with towing.
Briefly summarize what the customer is expecting:
Towing assistance
Agent Advised:
We would not be able to provide towing assistance. Agent advised customer he can pay out of pocket and then submit for possible reimbursement.
Customer will think about it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29D8	6G[redacted]	***Open Date***	07/10/2014	***Built Date***	05/12/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	06/05/2006	***Mileage***	137,437	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44259	DOVER DODGE CHRYSLER JEEP, INC.			
Dealer Address	396 ROUTE 46				
Dealer City	ROCKAWAY	***Dealer State***	NJ	***Dealer Zip***	07866

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MORRIS PLAINS NJ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Replaced
Recall - H46: STEERING LINKAGE - Information Request	Verify recall

Briefly summarize why the customer is contacting Chrysler: Reimbursement process
Briefly summarize what the customer is expecting: Information
The customer replaced front end of vehicle after tie rod breaking while driving. Customer is looking for reimbursement process. The writer advised as per AC 17420 along with the fax number.
The writer advised the H46 recall should be verified that is completed.
The writer also advised to mention that recall advice was not received.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	6G[redacted]	***Open Date***	07/10/2014	***Built Date***	06/08/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/30/2006	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44642	STEAMBOAT MOTORS, LLC			
Dealer Address	2310 LINCOLN AVENUE				
Dealer City	STEAMBOAT SPRINGS	***Dealer State***	CO	***Dealer Zip***	80487

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAYDEN CO [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler: customer states that in January 2014 the right tie rod end broke on his vehicle and the steering linkage was then replaced. Customer states that he had a notice for Recall H46 in 2011 and was advised it does not apply to his vehicle therefore there were no repair completed at that time. Customer is inquiring if he did not need Recall H46 completed and then had the component brake why he cannot receive reimbursement for the repairs he had in January. Customer states that the dealership did advise that he has to have Recall N62 completed however parts are not yet available.
Briefly summarize what the customer is expecting: Reimbursement
Agent informed that there is no relation between Recall H46 and Recall N62 as one is for the steering damper and the other is for the steering linkage. Agent advised that Recall N62 is pertaining to vehicle that had certain Mopar Service Parts components installed. Agent informed customer that reimbursement is only reviewed on vehicles that had Mopar Service Parts placed on the vehicle and that his factory ball joint broke. Customer understands.
Reassigned to JR1305 no repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	07/10/2014	***Built Date***	05/25/2011
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	06/28/2011	***Mileage***	63,750	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68246	VALLEY CHRYSLER PLYMOUTH DODGE		JEEP EAGLE	
Dealer Address	3115 E MAIN				
Dealer City	RUSSELLVILLE	***Dealer State***	AR	***Dealer Zip***	72802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DOVER AR[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Tire rod broke while driving - tore up tire. Reimburse

CAR6: Tie rod broke while driving - Tire was destroyed before vehicle got stopped. I agreed to replace the special mud tire. total reimbursement to the owner is $456.17. Check to owner.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WF4CL7	BG[redacted]	***Open Date***	07/12/2014	***Built Date***	06/02/2010	
Model Year	2011	***Body***	DD3L93	DODGE RAM 4X2 3500 CREW CAB CHASSIS			
In Service Dt	05/05/2011	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	44754	A J DOHMANN CHRYSLER INC			
Dealer Address	802 ROBINSON DR				
Dealer City	BERWICK	***Dealer State***	LA	***Dealer Zip***	70342

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAY LA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	open recall inquiry

Briefly summarize why the customer is contacting: customer called in as he had to go to the side of the road for the tie rod breaking on his vehicle. Customer is very angry and demanding to me covered for any cost
Briefly summarize what the customer is expecting: agent called roadside for the customer and sent him over to it so he could talk and get his vehicle toed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0 A[redacted]1	***Open Date***	07/13/2014	***Built Date***	05/05/2010		
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	06/05/2010	***Mileage***	98,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60280	BENNY BOYD BASTROP CHRYSLER-	DODGE- JEEP
Dealer Address	3400 HIGHWAY 71 EAST		
Dealer City	BASTROP	***Dealer State*** TX	***Dealer Zip*** 78602

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	CEDAR CREEK TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Gas - Default

Roadside Assistance Contacted - DATE : 2014-07-13
Road Side File Created 07-13-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
CEDAR CREEK CEDAR CREEK
TX USA TX
BROKEN TIE ROD,15 MILE TOW
DEALER CODE : 60280 BENNY BOYD BASTROP CHRYSLER-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	07/13/2014	***Built Date***	11/17/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/07/2010	***Mileage***	65,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44058	DODGELAND OF COLUMBIA			
Dealer Address	190 GREYSTONE BLVD				
Dealer City	COLUMBIA	***Dealer State***	SC	***Dealer Zip***	29210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GADSDEN SC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he received the recall letter in the mail for the N49 recall. Customer states that he went to the dealership about this and they informed him that the part wasn t available. Customer states that his vehicle is now not drivable due to this issue and would like to know what to do.
Briefly summarize what the customer is expecting: Recall information.
Agent had put customer on hold and when agent went back to the call, agent was unable to hear the customer. Agent then stated that she was unable to hear customer and asked him to call back.
Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler back because they Tie Rod had broke in the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to have this repaired. Customer had the vehicle towed to his house. Agent advised the customer to get the vehicle to the DLR so they can look at the vehicle and then we could also look into the matter further. Agent provided the number to roadside assistance so they could get the vehicle towed to the DLR. Agent advised the customer that once we have a chance to speak to the DLR and see if we can get any assistance we will call them with an update on the vehicle. Customer then asked about rental. Agent advised the customer that would have to be looked in more once the vehicle is at the DLR.
Reason for Dealer Contact: To called the Service deparment and see if there is information on the customer vehicle and the tie rod.
Dealer Code: 44058
Dealer Personnel Required: SA
Customer s Preferred Method of Contact: Phone.
Customer Phone Number (Morning): [redacted]
Reason for assigning to Resolution Team: DLR is closed.
Assigned to 86T
-
Outbound call to 1-803-799-1900 DODGELAND OF COLUMBIA #44058 and writer spoke to [redacted] and she transferred writer to the SA.
*
Writer spoke to SA Eric and he advised writer that the SA she should speak with is SA Bill.

*
Writer then spoke to SA Bill and he advised writer that the person that is looking after the vehicle is SA Mike but he is not there today.
*
Writer asked SA Bill if he would be able to look into this for her.
SA Bill advised writer that he would.
SA Bill also advised writer that he would check with Parts Department to verify whether or not they have the part in to complete the recall for the customer.
Writer was advised by SA Bill after speaking with the parts department, that they have the part and the customers name has been placed on it.
*
-
Outbound call to [redacted] and writer advised the customer that the part is at the dealership and they will be repairing it for them.
-
Writer notes that SA Mike is out of the office today, but will be in tomorrow and the customers vehicle will be repaired.
-
Dealer and customer contacted and advised that parts are availalbe for customer repair for the N49. File being sent back as customer was expecting rental as per lines 20 and customer has no rental coverage. Rental should have been declined on original call.
Outbound call to 1-[redacted] and writer attempted to contact customer back, and left message for customer to advise him that the part is in stock and it will be repaired by SA Mike 07/15/2014. Writer provided dealership phone number for customer 1[redacted]
-
****
Customer goodwill being offered: None
In-Service Date:06/07/2010
Original Owner:Yes
Mileage:65000 Miles
Vehicle purchase Loyalty:1
Dealer Goodwill Opinion:
MVP plans:None
Other related information:
Customer has no rental coverage.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	5G7[redacted]	***Open Date***	07/14/2014	***Built Date***	11/03/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/08/2004	***Mileage***	70,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23066	WETMORE'S INC			
Dealer Address	333 DANBURY ROAD				
Dealer City	NEW MILFORD	***Dealer State***	CT	***Dealer Zip***	06776

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	NEW MILFORD CT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	left tie rod service or replacement part

Briefly summarize why the Customer is contacting Chrysler: Customer has N62 recall on VIN. Customer had L16 performed 06/28/2012 and the left tie rod was replaced CBRCCL160AA Claim # 202863. The left tie rod broke two weeks ago. Customer had vehicle towed to IRF and repaired. Agent advised Customer we will require his invoice(s) and proof of payment to be sent in for reimbursement consideration. Agent provided case # and Fax 877 768 5076 to Customer. AC ID 17420.
Briefly summarize what the customer is expecting: Customer seeks recall reimbursement
Reassigning to 86Y.
POSTMARK DATE: 080714; DATE RECEIVED: 080714
Agent reviewed documents and found:
Customer seeking reimbursement for recall N62.
Customer had vehicle repaired on 05/29/2014 at Robert s Auto Sales & Service.
Customer had recall L16 previously completed, but only had socket replaced.
Customer also previously had H46 completed, but only inspected.
Invoice states that customer had aftermarket steering linkage installed.
Customer is not eligible for reimbursement at this time.
Agent called customer at 860-799-7333 to inform customer of decision.
Agent was unable to reach customer, left message with telephone and extension number.
Agent also called customer at [redacted] and voicemail box was not set up so agent could not leave voicemail.
Agent called customer again [redacted] and was unable to reach customer.
Agent left message with telephone and extension number.
Agent called customer [redacted]3 and was unable to reach customer.
No voicemail box picked up at this time.
Agent called customer at [redacted] to advise customer of decision.
Agent asked customer if this was the first repair done on the steering linkage/tie rod.
Customer advised yes.
Agent advised we are unable to assist with reimbursement right now,

because the N62 recall is for a replacement part that would have been previously installed.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	BG[redacted]	***Open Date***	07/14/2014	***Built Date***	01/26/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	04/09/2011	***Mileage***	20,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43727	LOVEGREEN CHRYSLER CENTER			
Dealer Address	1801 N ELSON				
Dealer City	KIRKSVILLE	***Dealer State***	MO	***Dealer Zip***	63501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	QUEEN CITY MO [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD -	Recall Parts unavailable
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod Broke / Seeking to have recall completed

Briefly summarize why the customer is contacting Chrysler:
Customer Cary is calling in as he had an issue where the Tie Rod Broke and his vehicle is at the DLR and there is a Recall on his vehicle and he wants his vehicle repaired as soon as possible.
Briefly summarize what the customer is expecting:
Caller is seekig to have his vehicle repaired as soon as possible.
Agent called the SM Dale and he is trying his best to get the customer the part for the recall.
SM stated that the customer s vehicle is to be scheduled for the next part that comes in as he has the only vehicle with a broken tie rod.
-
Agent advised the caller that we do not have an exact date for the recall part to arrive and for the recall to be completed on his vehicle.
Agent advised that SM Dale is working to get the next part that comes in for his vehicle.
Caller understood.
SM Dale is contacting Chrysler because the vehicle is now off-road and had to be towed to the DLR because the tie rod snapped. SM Dale would like to see if CAC can get the part expedited to his DLR. SM Dale states that as soon as he types in the part number (CBUEN491AA) the order gets cancelled, so he does not have an order number. Agent advised SM Dale to reach out to his business center to see if they can get the part. Agent advised we at Chrysler will also look further into this issue and will contact him if anything is found. SM Dale asking about the tow bills.
Agent advised that the bills are to be paid, and once the repair is complete, if it is documented on the repair order that the vehicle had to be towed and is not drivable due to not having the recall completd, Chrysler will look into possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	07/14/2014	***Built Date***	07/20/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/30/2010	***Mileage***	42,479	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68129	ELK RIVER CHRYSLER INCORPORATED			
Dealer Address	17219 HIGHWAY 10 NORTHWEST				
Dealer City	ELK RIVER	***Dealer State***	MN	***Dealer Zip***	55330

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SCOTT CITY KS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer is calling about the open recall on their vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler because they are in a parking lot and the tie rod broke and did damage to the wheel.
Briefly summarize what the customer is expecting: Customer is expecting to get the recall completed. Agent advised the customer they are sorry to hear that this happened to them and the vehicle. Agent called the DLR and spoke to Bethany who was able to confirm that the DLR did have a tie rod in stock for emergences. Agent then asked Bethany that once the vehicle has been diagnosis and if the tie rod did cause damage if they could have there SM contact the Business Center to see if the wheel repair could be covered, Bethany said that they could look into that once they have the vehicle. Bethany did advised the agent that they will try to fit the vehicle in on Wednesday but for sure can get it in on Thursday. Agent advised the customer of this information about the part being at the DLR but when they would be able to get the vehicle into their shop. Customer is not happy with this information and is asking about the rental. Agent spoke to Bethany and asked about the rental. Bethany advised the agent that they do not have any loaners and would have to talk to enterprise but it would cost the customer to rent the vehicle. Agent advised the customer about the rental and again customer is not happy and wants to know who will pay his wages. Agent advised the customer that we would not pay for his wages for work. Agent then transferred the customer to Roadside assistance. While talking to Leo at roadside he said they had a hard time hearing me and is going to call the customer so they can get the tow truck to his location.
Reassigned to SW722 survey by-pass recall on VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28TX	9G5[redacted]	***Open Date***	07/14/2014	***Built Date***	08/18/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/27/2009	***Mileage***	67,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DELRAY BEACH FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Information on recall N49

Briefly summarize why the customer is contacting Chrysler: Customer would like to know if his vehicle has a recall on it.
Briefly summarize what the customer is expecting: To find out if his vehicle has a recall on it.
Customer contacted Chrysler to see if his vehicle has a recall on it. Agent informed customer that he has recall N49. Vehicle s left tie rod is broken and at dealership customer claims dealership did not know he had a recall. Customer was on way to dealership and will be calling back if the dealership charges him. Customer states that the SM stated that his problem is from the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	07/15/2014	***Built Date***	07/20/2010
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB		
In Service Dt	08/30/2010	***Mileage***	42,979	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68129	ELK RIVER CHRYSLER INCORPORATED			
Dealer Address	17219 HIGHWAY 10 NORTHWEST				
Dealer City	ELK RIVER	***Dealer State***	MN	***Dealer Zip***	55330

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	ROGERS MN x	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	RS
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2014-07-15
Road Side File Created 07-15-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
MN USA MN
MARK PATTON TIE ROD BROKE,@ THE HOLIDAY PANTRY
DEALER CODE : 68129 ELK RIVER CHRYSLER INCORPORATED
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D4	6J[redacted]	***Open Date***	07/15/2014	***Built Date***	05/10/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/10/2007	***Mileage***	77,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	68499	HIBBING CHRYSLER CENTER LLC			
Dealer Address	1321 EAST 39TH STREET				
Dealer City	HIBBING	***Dealer State***	MN	***Dealer Zip***	55746

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOWER MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer is wondering if the right tie rod is included in the recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his right side tie rod assembly broke yesterday. Customer states that he is aware that there is a recall on the left side tie rod assembly and wanted to know if that was included under the recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer that the current recall on his vehicle is only for the left tie rod assembly. Agent reviewed information and found that the orignal recall on the steering linkage does not specify whether it is the right or left side assembly. Agent advised customer to contact his local dealership to see if the right side would be covered under the initial recall.
Agent provided customer the contact information for Hibbing Chrysler.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL1	BG[redacted]	***Open Date***	07/15/2014	***Built Date***	06/13/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	09/06/2011	***Mileage***	37,497	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68939	LITHIA CHRYLER JEEP DODGE OF		POCATELLO	
Dealer Address	2929 POLE LINE RD				
Dealer City	POCATELLO	***Dealer State***	ID	***Dealer Zip***	83201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RALEIGH NC [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Customer seeking recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called because the left tie rod had broken and he had to have it repaired. Customer stated that he is seeking reimbursement fot the repairs.
Briefly summarize what the customer is expecting: Agent provided customer with Chrysler Recall Assistance Center PO Box 21-8007 Auburn Hills MI 48321-8007. Agent advised customer that once the documentation has been received it take about 60 days for processing. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	6G[redacted]	***Open Date***	07/15/2014	***Built Date***	06/08/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	07/26/2006	***Mileage***	198,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	57325	QUIGLEY MOTORS INC			
Dealer Address	ROUTE 100 NORTH				
Dealer City	BOYERTOWN	***Dealer State***	PA	***Dealer Zip***	19512

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	REHRERSBURG PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	recall on vin

Briefly summarize why the customer is contacting Chrysler: Customer states his left outer tie rod broke this morning.
Briefly summarize what the customer is expecting: Customer is expecting to have recall completed and reimbursed at an IRF. Agent stated at a dlr both parts and labor will be paid for and at an IRF only the parts may be paid for if Mopar parts are used. Customer states last recall he took to a dlr and they only paid for the parts not the labor. Agent asked if they kept the documents, customer stated they did not. Customer stated he will have recall completed at the IRF.
CONTACT UPDATE: Customer recontacted offices, states their IRF had spoken with Dealer and determined an entire left/right linkage assembly would have to be purchased. Customer inquired if this would be covered. Agent inquired if part on vehicle was original factory or a service replacement part. Customer states it was factory. Agent apologized, advised the recall N62 only applied to service parts that had been installed after vehicle let factory.
Customer states the part is factory, however inquired how he could verify this. Agent advised the only method to verify was to have vehicle inspected by Dealer to determine merits of recall. Customer inquired who would pay for tow, Agent advised towing charges would be at Customers discretion. Customer felt this was unacceptable, ended call.
Customer had the part replaced on vehicle as the part was broken on the vehicle. Customer is confused as to why the recall notice is just coming in and why they have to have the part replaced once more if it was just replaced. Customer understands that the vehicle will have to be at a DLR to have an inspection to be deemed if it needs a replacement or not.
Agent provided customer with case number as they will be going to the Chrysler Dodge DLR to find more information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	8G[redacted]	***Open Date***	07/15/2014	***Built Date***	07/10/2007	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	09/29/2007	***Mileage***	79,500	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41561	GOECKNER BROS INC			
Dealer Address	600 EAST FAYETTE				
Dealer City	EFFINGHAM	***Dealer State***	IL	***Dealer Zip***	62401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEOGA IL[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer advised right side tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer advised right side tie rod broke
Product - Unknown - Unknown - Accident - Default	Customer advised right side tie rod broke
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? Reginald Rennels
Preferred: ([redacted]
[redacted]
2. What happened? Customer was involved in a single vehicle accident which totalled the truck and the camper he was towing.
3. What is the current location of the vehicle? towing compound but customer didn t have location.
Briefly summarize why the customer is contacting Chrysler: Customer called and he was involved in single vehicle accident on 07/11/2014 where the vehicle went into the ditch and the camper he was towing was totaled. Customer has been advised that the passenger side tie rod broke and caused the accident.
Briefly summarize what the customer is expecting: Customer advised that he was into the Dealership recently that he had a 5 point inspection and it came back clear and also went into the dealership for the N62 recall and they advised he didn t have to have this recall done. Customer is very upset that now it has broken and totaled out his truck and the camper. Customer confirmed it was just his wife driving and he was a passenger and there are no injuries. Customer said the insurance and mechanic have confirmed the accident occurred because of the break to the tie rod.
Agent advised the Customer that the file was being escalated up to special investigation and they will be in touch.
****
VEHICLE IS LOCATED AT:
Copart
Lot #25141784
14417 VFW Rd.
Pekin, IL
(309) 347-4196
****
Per OGC Matrix, reassigned to 82T.
7/16/14 ASSIGNED TO TNT16. PAG

CAIR NUMBER [redacted] REQUEST EAA INSPECTION 07-16-2014 09:41
CAIR NUMBER [redacted]3 E-MAIL SENT TO EAA 07-16-2014 09:41
CCRG Open Date: 07/16/2014 08:17:44
Letter Sent: Acknowledgement 07/17/2014 11:56:30
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/21/14 AT 18:06:43 [redacted]
Letter Sent: Denial 07/30/2014
Customer is calling in today to seek an update on this case. Agent advised customer that a letter was submitted yesterday and he should receive it soon. Agent advised customer that we do not know what is on that letter. Customer will wait on the letter.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Briefly summarize why the customer is contacting Chrysler: Customer states that he is calling about a letter he received. Customer states that he wants a CM to call him back and discuss why he was declined.
Caller contacted CAC seeking an update on case.
Advised customer that case is currently being handled by another department.
Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.
Writer verified customer contact information.
Does customer s address match COIN (Y/N): Yes
If no, customer s current address:
Customer s current phone number (Daytime): [redacted]
Customer s current phone number (Evening): [redacted]
Customer s email address:[redacted]
Any additional information:
CAIR assigned to 82S for contact request.
****

Per OGC Matrix, reassigned to 82T.
8/5/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G[redacted]	***Open Date***	07/15/2014	***Built Date***	02/14/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	03/10/2006	***Mileage***	100,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68903	JACKSONVILLE CHRYSLER-DODGE, INC.			
Dealer Address	1600 W MORTON AVE				
Dealer City	JACKSONVILLE	***Dealer State***	IL	***Dealer Zip***	62650

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STANDARD CITY IL 6[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the right tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer calling in because the right tie rod on her vehicle has broken and she wants to know if there is a recall on the right tie rod.
Briefly summarize what the customer is expecting: Customer expecting to find out if there is a recall on the right tie rod.
Agent advised customer that the recall in for the steering linkage that may have been installed on the vehicle from a prior repair. Agent advised that it looks like she had the inspection for the H46 and not the repair. Agent advised customer that she would have to get it inspected but it doesn t look like she has the part that is being recalled.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C9	6G[redacted]	***Open Date***	07/15/2014	***Built Date***	01/20/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	04/25/2007	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CINNAMINSON NJ [redacted]	***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	reimbursement
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	

POSTMARK DATE: 060214; DATE RECEIVED: 060914
Customer submitted documents for reimbursement under the n62 left outer tie rod recall. Agent reviewed documents and found that customer submitted only one repair. Customer does not qualify for reimbursement unless documentation is submitted showing that a previous repair was done and that a mopar service part was installed. Agent also found that a different customer s documents were scanned in with this customer s documents.
Agent found that a seperate cair was already created for the other customer.
Agent [redacted] and left number 855-525-5085 EXT, 720-5012
Agent called [redacted] and left number 855-525-5085 EXT, 720-5012
Agent called [redacted]6 and left number 855-525-5085 EXT, 720-5012
Agent called [redacted] left number 855-525-5085 EXT, 720-5012
Threshold reached. Reassigning to MS1922 for survey bypass.
Survey bypass added***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL8	BG[redacted]	***Open Date***	07/15/2014	***Built Date***	09/13/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	10/07/2010	***Mileage***	117,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUTTE MT[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has a recall on his truck. He states over the 4th of July weekend the tie rod broke. He states he got it towed and had a part put on by car quest. He wants to know if he can be reimbursed for towing. Agent advised we cannot reimburse him for towing. Customer asked if he needs to have the recall done still. Agent advised him to have the vehicle inspected by the dealership to see if it needs to be done. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: Recall information
Reassigned to pg725 for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C6	7J[redacted]	***Open Date***	07/15/2014	***Built Date***	10/03/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/29/2007	***Mileage***	163,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45020	BLUEBONNET CHRY-DODGE			
Dealer Address	547 S SEGUIN				
Dealer City	NEW BRAUNFELS	***Dealer State***	TX	***Dealer Zip***	78130

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW BRAUNFELS TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Defective tie rods

Briefly summarize why the customer is contacting Chrysler:
Customer states they feel the issue with the recall N62 has happened with the vehicle.
Briefly summarize what the customer is expecting:
Customer seeking assistance towing the vehicle.
Agent advised customer from the information on file there is no record of a Mopar Replacement part on the vehicle for the tie rods, at this time any type of repair would be at the customers expense unless otherwise indicated

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	07/15/2014	***Built Date***	10/07/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	11/15/2010	***Mileage***	78,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44911	LONE STAR DODGE CHRYSLER JEEP			
Dealer Address	1309 SOUTH PACIFIC STREET				
Dealer City	MINEOLA	***Dealer State***	TX	***Dealer Zip***	75773

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MINEOLA TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Vehicle was involved in an accident - customer lost steering
Corporate - Survey By-Pass - No Longer Owns Vehicle - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in because the vehicle had been in an accident 4 months ago and he had just realized that the vehicle had the tie rod recall on it. Customer states that when he was driving the vehicle, he lost directional control of the vehicle, and it collided with a wall. Customer is not sure that it was the tie rod that broke, however he believes that it was the part that caused it. Customer is checking to see if there is anything that can be done. Agent was advised by KB805 to escalate a case to SI for further handling.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to follow up with them regarding the accident their vehicle was in
**Customer did not have the location of the vehicle at the time. Customer will call back with the location of the vehicle as well as whether or not it can be inspected. Agent provided customer with case number.
Customer had contacted in to let us know that the vehicle was at the Insurance Auto Action Agency. Customer stated the vehicle was sold to someone and was informed that the new owner of the vehicle s phone number is disconnected. Customer stated that we would get more information then what the agent Sandy would give.
Agent contact the Insurance Auto Action Agency (3618819555) and spoke with the agent Adriana.
Adriana advised the agent that the vehicle is sold but could not tell the agent to who as that information is private. Agent advised the customer of this information.
Customer asked if they should get a lawyer over the matter.
Agent advised the customer that we could not give the customer that type of information.
Agent closing case and reassigning to SW722 for survey by-pass for No longer owns vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D6	7J[redacted]	***Open Date***	07/15/2014	***Built Date***	10/25/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/27/2006	***Mileage***	144,568	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	X7483	CAPPS VAN & CAR RENTAL			
Dealer Address	8555 JOHN CARPENTER FRWY				
Dealer City	DALLAS	***Dealer State***	TX	***Dealer Zip***	75247

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DURANGO CO[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer stated they are seeking reimbursement for repair.

Briefly summarize why the customer is contacting Chrysler:
Customer stated they received a recall notice in the mail about a week ago. Customer stated they were going to get it dealt with, until they were driving up a gravel road and the left tie rod broke. Customer stated that they are stuck on a road and a tow truck is on its way to take him to a dealer. Customer stated they contacted a dealership and the estimated time of repair would be approximately 6 months. Customer was seeking the reimbursement mailing address and information to put in it as they were going to get the part fixed at another place. Agent provided customer with the reimbursement mailing address and information needed. Agent advised customer that this wasn t guaranteed but that they would process the request and contact them back. Customer understood.
Briefly summarize what the customer is expecting:
Customer seeking reimbursement information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	BG[redacted]	***Open Date***	07/16/2014	***Built Date***	04/04/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/24/2011	***Mileage***	69,360	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60168	WOLF AUTO CENTER STERLING, LLC			
Dealer Address	520 EAST CHESTNUT ST				
Dealer City	STERLING	***Dealer State***	CO	***Dealer Zip***	80751

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORTEZ CO[redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Tires - Other - Front	tire broke when tie rod broke
Corporate - Consequential Expenses - Default - Default - Default	tire damage to vehicle when tie rod broke
Corporate - E-Reimbursement - Default - Default - Default	
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	

Customer contacted Chrysler to say that the tie rod broke on his vehicle and when it did it damaged the tire and the dealership would not do anything about it. Call was dropped and agent contacted the customer back at [redacted] and left a message for a return call
Customer states that when his tie rod broke it ruined his tire and he was advised by his DLR that there is no warranty for the tire.
Agent was informing customer of the wear and tear policy but call was disconnected.
Call back required
Escalation Override approved by LB546/TL - RO showing new tires installed prev. to failure and RO for replacement. 2 orig. ownership; due to recall
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding his tires.
Briefly summarize what the customer is expecting: Customer stated he was out of town when the left tie rod broke while he was driving. Customer stated he had replaced the tires on the vehicle with brand new tires on Saturday and the tie rod broke on Monday. Customer stated the tie rod damaged the driver s side tire. Customer stated he was towed to the nearest dealership:
Wolf Auto Center
60168
888-690-4233
Agent contacted SM Mike. SM stated the vehicle was there and the customer had the tie rod completed and left the dealership to go back home. SM stated the tie rod is the cause for the damaged tire. SM stated if he can be of any other help to please give him a call and he will help in any way. Customer stated he had purchased 6 new tires on 7/12/14 and is looking for reimbursement one 1 tire. Customer stated he has already been to Good Year and ordered a new one. Customer would like this paid for as the recall is the cause. Agent advised the customer to send in all

information on the expenses.
Customer does not have a repair order or invoice from the DLR however, if anyone calls the DLR they will provide any information needed.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]-6[redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Wolf Auto Center, 60168
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
- Is the Original Owner: Yes
- Has 2 NEW CDJR
- Has 0 USED CDJR
- Currently owns: 1
- Warranty: 3/36 basic, 5/100 power train, 5/100 rust protection
- OOW: basic by 33,360 miles
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract
- Servicing dealer: Wolf Auto Center (60168)
Writer contacted dealer 60168 service. Writer spoke with SA Mike. SA states that customer had vehicle towed in on 7/15/2014 because the tie rods snapped. SA states completed the tie rod recall on vehicle. Customer states that customer said the tire rods damage the inner lining of the tire that needs to be replaced. SA states customer did not purchase tire from dealer. Writer thanked dealer and will follow up with the customer.
Writer attempted to contact [redacted] however, customer was not available. Left message for a return call at extension 66110. The reason for the customer contact was to provide or request the following information: To find if customer purchase a tire and where. To have customer send over the documents showing where customer bought the tire at and proof of payment. Writer is looking into a reimbursement for the customer.
MR [redacted] called to speak with their Case Manager. Transferred the customer to CM SJ448 at ext 66110 VM.
Writer received voice mail from [redacted] to call back [redacted].
Writer attempted to contact Mr. Moody, however, customer was not available. Left message for a return call at extension 66110. The reason for the customer contact was to provide or request the following information: To find if customer purchase a tire and where. To have customer send over the documents showing where customer bought the tire at and proof of payment. Writer is looking into a reimbursement for the customer.
Writer received call from [redacted]. Customer states that customer had a concern with the tire rod that snapped in half. Customer had vehicle towed to dealer and had repaired. Customer states that the tie rod damages the right passenger front tire. Customer states order the tire from a Good year dealer and will be installed tomorrow 7/18/2014. Customer wants to know if Chrysler can help with the cost of the tire. Writer advised customer that writer can look into a reimbursement. Writer explained that customer would need to pay for the replacement tire and then send writer the repair order and proof of payment. Writer will send a link through customer email to attach documents to. Writer will follow up next week. Customer will do so.
****** Below Customer Contacted for Documentation Request ******
[redacted]
***** Customer Document Received *****
Customer Document Reviewed.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-25 @ 18:15
Writer contacted Mr. [redacted] Writer advised customer that writer does see the receipt showing the one tire that was purchased and where. Writer advised customer that writer needs to have sent in proof of payment showing how the tire was paid for. Once that that is in then writer can reimburse for the tire. Customer will send again through the link.

Customer paid with credit card. Writer will send link and wait for the paperwork. Customer states everything else is fine.
***** Customer Document Received *****
Left message [redacted] for customer that documents have been received and the CA will go over for review and will contact customer on 8-5.
Writer contacted Mr. Moody. Writer advised customer that writer received documents and does see 2 receipts and wants to know what for. Customer states one was for the tire that customer had to purchase after the tie rod broke and the other was showing a few days before that tires were purchased. Writer does see that. Writer advised customer that writer will go ahead and reimburse for the tire that was damage. Customer states that is fine. Writer will reimburse for $295.25. Customer accepted the reimbursement. Writer advised customer that once the check is processed and sent out the case will close. Writer wanted to make sure that everything is ok. Customer states everything is fine and can close case. Writer advised customer to contact local dealer for assistance on any repairs.
Status update provided via email to the following email address:
[redacted];
This is Sarah from Ram Customer Care. If you have another comments, questions or concerns in the future you are more than welcome to call our Customer Care line at 866-726-4636. We thank you for being a loyal customer here at Ram. Thank you and have a great day!
End of Status Update
What has the customer requested? To be reimburse for the one tire that was damage by the tie rod that broke
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair. 69,360 miles
Enter the Date when the repairs were completed. 1/19/2014
What is the total cost of the Parts to be reimbursed? $276
What is the total cost of the Labor to be reimbursed? $0
What is the total tax to be reimbursed? $19.25
What is the total amount being reimbursed? $295.25
Customer Document Reviewed.
Mr. [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
CORTEZ , CO-[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1	5G[redacted]	***Open Date***	07/16/2014	***Built Date***	12/14/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	01/12/2005	***Mileage***	136,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PACIFIC MO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer called looking for recall information
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called looking for help with the N62 recall. Customer states that his tie rod broke before the recall came out.
Customer states that the tie rod broke and damaged the rim / tire and he had to have this all replace and an alignment prior to the recall coming out.
Briefly summarize what the customer is expecting: Customer need to get the recall repair done.
Agent advised customer that he needs to get the inspection done and the recall lifted before he submits his receipts for the recall repair.
Agent called ROYAL GATE CHRYSLER DODGE JEEP Dealer Phone : 636-394-3400 and helped to set up an appointment with Betty for next Tuesday.
Betty was going to check on parts and said that they will do the inspection then.
Agent provided reimbursement information to customer from Answer ID 17420 and advised him that after the inspection clears up the recall then he should submit the receipts for reimbursement.
Agent has not received documents and is closing case at this time.
Case reassigned for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	7J524739	***Open Date***	07/16/2014	***Built Date***	09/06/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	08/30/2007	***Mileage***	75,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	56821	C. R. MOTOR SALES, INC.			
Dealer Address	518 S. MERIDIAN RD.				
Dealer City	HUDSON	***Dealer State***	MI	***Dealer Zip***	49247

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JONESVILLE MI[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT OUTER TIE ROD ASSEMBLY
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer was containg stating that the dealership did not replace any parts for the recall when he had his vehicle into the dealership.
Briefly summarize what the customer is expecting: Advised the customer this recall only applies to vehicles that had certain Mopar service parts steering components installed. A Mopar service parts steering linkage may have been installed on some of the 705,000 of the above vehicles during a prior service appointment. The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. The steering linkage assembly must be inspected and replaced if required.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28CX	5G[redacted]	***Open Date***	07/16/2014	***Built Date***	12/06/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/04/2005	***Mileage***	160,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65309	STONES TOWN & COUNTRY MOTORS			
Dealer Address	615 S YELLOWSTONE				
Dealer City	REXBURG	***Dealer State***	ID	***Dealer Zip***	83440

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLACKFOOT ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer contacted stating her tie rod had broke and she had needed it repaired and now she is looking for reimbursement. Customer stated that she does not have the receipt from the repair as it was 2012, agent advised we need it to process the request. Customer requested information needed for reimbursement to be mailed in case she does find receipt.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement.
Status update provided via email to the following email address:
[redacted]
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Please include the following information (where applicable) so we can respond to your issue promptly:
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name and number of facility where vehicle was serviced
Name and number of dealership where vehicle was purchased
Date of purchase and service
Description of the concern
The requested action
Original Repair Order and original proof of payment*
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D9	6G2[redacted]	***Open Date***	07/16/2014	***Built Date***	03/24/2006	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	07/18/2006	***Mileage***	100,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PASO ROBLES CA [redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Advised of open recall
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealership information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Carol
Briefly summarize why the customer is contacting Chrysler: Customer states he lives far away from dealerships and that he wants to know if there would be any means of having recall N62 completed on the vehicle elsewhere. Customer states that he would like to find out how to obtain customer letter for H46 as he never received this in the past. Customer further requested a transfer to dealer 61667 for further handling.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer that the recall is regarding a mopar service part that may of been installed on the vehicle The left tie rod ball stud on the Mopar service parts steering linkage may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Agent further advised that as H46 was never completed on the vehicle that it may not be likely that he will ever need to have parts replaced and that it will still be required to have both recalls inspected to ensure the vehicles are inspected and are safe. Agent advised that the nearest dealership is not exactly close and that he would be able to provide information for the closest dealer. Agent provided dealer 61667 information and provided a warm transfer to SA Carol for further handling.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	07/17/2014	***Built Date***	12/01/2010	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	03/03/2011	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	KINTA OK null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-07-17
Road Side File Created 07-17-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
2416 S HIGHWAY 81 8703 NORTH HIGHWAY 81
ROSE RD
MARLOW DUNCAN
OK USA OK
LEFT TIE ROD BROKEN.,2011 DODGE RAM 3500 DUALLY. 4
DEALER CODE : 26878 BYFORD CHRYSLER DODGE JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LX39CX	6G287026	***Open Date***	07/17/2014	***Built Date***	06/13/2006	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/26/2006	***Mileage***	191,540	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45411	ASHLAND CHRYSLER			
Dealer Address	RR 3				
Dealer City	ASHLAND	***Dealer State***	WI	***Dealer Zip***	54806

Owner	AUTO SALES, DON S	***Contact Type***	LETTER
Address	N7121 STATE HIGHWAY 25	***Home Phone***	
	DURAND WI 54736-4117	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Left Outer Tie Rod Assembly
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Reimbursement

POSTMARK DATE: 060314; DATE RECEIVED: 061114
Customer seeking reimbursement information.
Agent informed customer that documents have been received and are waiting for review.
Customer submitted documents for reimbursement for recall N62 for the left outer tie rod assembly. Agent viewed previous claims and found the customer had recall H46 completed with an inspection, no parts were replaced. Agent viewed documents and found that the customer had their tie rods repaired once. Customer is not eligible for reimbursement because the recall is on a Mopar service part and not the original part on the truck. Agent called customer at [redacted] and left a message requesting a call back.
Agent made second attempt to contact customer at [redacted]1 and left a message requesting a call back.
Customer left a voicemail for agent. Agent called customer back at [redacted] and spoke to [redacted] Agent explained recall and requirements for reimbursement. Customer understood this information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	7G7[redacted]	***Open Date***	07/17/2014	***Built Date***	11/06/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/14/2007	***Mileage***	86,620	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26727	CROTON AUTO PARK			
Dealer Address	1 MUNICIPAL PLACE				
Dealer City	CROTON-ON-HUDSON	***Dealer State***	NY	***Dealer Zip***	10520

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CROTON ON HUDSON NY[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Reimbursement

POSTMARK DATE: 053014; DATE RECEIVED: 061114
Agent reviewed documents and previous claims and found that customer does not qualify for reimbursement. H46 was only an inspection which confirms that the faulty tie rods for N62 were not on the vehicle. Agent will call customer to inform them of the denial.
Agent called [redacted]6 and left message for call back at 855-525-5085 ext.7205007
Agent called [redacted]6 and left message for call back at 855-525-5085 ext.7205007
Agent called [redacted] and informed customer of denial. Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C7	5G[redacted]	***Open Date***	07/17/2014	***Built Date***	03/03/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/27/2005	***Mileage***	125,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	08701	CORWIN-CHURCHILL MTR INC			
Dealer Address	1112 MISSOURI AVE				
Dealer City	BISMARCK	***Dealer State***	ND	***Dealer Zip***	58504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TAPPEN ND [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rods broke.

Escalation Override approved by LB546/TL - failure due to recall
Briefly summarize why the customer is contacting Chrysler: Customer called stating that the tie rod broke and the DLR told him to call Chrysler and they will pay for the tow to the DLR. Agent advised customer that there are no guarantees that we can assist however since it was deemed that the failure was due to the N62 recall, we can have a case manager contact him within 1 business day.
Briefly summarize what the customer is expecting: Customer is expecting towing assistance to get the vehicle to the DLR to have the N62 recall done since his tie rods broke.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: declined
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (NO)
If a CDJ dealer has diagnosed, what is the dealer name or code? Agent was unable to get DLR code from DEALER SEARCH.
R.M.STOUDT CHRYSLER
800 23rd St SW
Jamestown, ND 58401
(701) 252-2270
Reassigned to 88F
Agent is unable to get the DLR code from Dealer search
R.M STOUDT
800 23rd St SW
Jamestown, ND 58401
(701) 252-2270
Dealer code: 45353
Writer contacted Customer who stated vehicle has been repaired and no longer requires assistance. Writer advised we may look into recal tie rod part reimbursement but customer advised it would be unecessary. Writer advised case would be closed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G8[redacted]	***Open Date***	07/17/2014	***Built Date***	04/20/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/16/2005	***Mileage***	163,491	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44304	JOHNSON AUTO PLAZA INC			
Dealer Address	12410 EAST 136TH AVENUE				
Dealer City	BRIGHTON	***Dealer State***	CO	***Dealer Zip***	80601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COMMERCE CITY CO 8[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other

Briefly summarize why the customer is contacting Chrysler: customer is calling to ask if he can possibly get reimbursed for his left tie rod needing to be replaced prior to the recall. The tie rod broke in the driveway.
Briefly summarize what the customer is expecting: recall reimbursement information.
Agent advised: if the original tie rod broke it would not be able to be covered but if it was replaced before it would be covered.
Customer stated he is not sure if it was and that he will look into it and get back to us when he has figured it out.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	07/17/2014	***Built Date***	11/13/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	02/10/2009	***Mileage***	73,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RADCLIFFE IA[redacted]	***Country***	UNITED STATES

Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Unknown	customer indicates their right tie rod had broken

Briefly summarize why the customer is contacting Chrysler: customer indicates their right tie rod had broken. Customer seeking cost assistance. Writer advised that due to time and mileage cost assistance would not be available. Customer understands
Briefly summarize what the customer is expecting: Customer is expecting cost assistance
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	07/17/2014	***Built Date***	09/26/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/04/2007	***Mileage***	89,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SOUTH CANAAN PA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	N62 recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right outer ball joint

Briefly summarize why the customer is contacting Chrysler:Customer called seeking assistance with vehicle.
Customer states that the recall tie rod had broken and is inquiring on what to do next.
Writer inquired with customer if he had the vehicle inspected for the recall part being on vehicle.
Customer states he did not have the vehicle inspected.
Writer advised customer that the recall may not be on his vehicle and advised to have vehicle taken to dealer for inspection.
Customer inquired if the recall was on the drivers side tie rod.
Writer confirmed the location is on the left of vehicle.
Customer states that the breakage was on the passenger side of vehicle.
Writer advised customer that only the left outer tie rod is currently involved in the recall.
Customer thanked writer and disconnected call.
Briefly summarize what the customer is expecting:Customer expects recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	7G[redacted]	***Open Date***	07/18/2014	***Built Date***	08/11/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	02/28/2007	***Mileage***	63,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	26212	LANDERS CHRYSLER DODGE JEEP			
Dealer Address	7800 ALCOA RD				
Dealer City	BENTON	***Dealer State***	AR	***Dealer Zip***	72015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAPELAND TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer was traveling home with family from vacation and right tie rod broke. Customer has the N62 recall and feels that because of this the right tie rod should be covered as well.
Briefly summarize what the customer is expecting:
Customer looking to get repairs covered due to the right tie rod breaking.
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:Customer was traveling home with family from vacation and right tie rod broke.
Customer has the N62 recall and feels that because of this the right tie rod should be covered as well. Agent advised on Chrysler Customer Care
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
• Address
• Vehicle owner name (if different)
• Vehicle owner address (if different)
• Day and evening phone numbers
• Vehicle Identification Number (VIN)
• Current vehicle mileage and mileage at time issue began
• Name and number of facility where vehicle was serviced
• Name and number of dealership where vehicle was purchased
• Date of purchase and service
• Description of the concern
• The requested action
• Original Repair Order and original proof of payment*
Please also note why reimbursement consideration would be merited if the vehicle is outside the terms of the original factory warranty.
Agent advised that Chrysler would review the information and base their dissection on that
Briefly summarize what the customer is expecting:Customer looking to get repairs covered due to the right tie rod breaking.
Wife marlana is seeking to know why the repair is not covered under the N

62 recall.
Wife states it is the right tie rod which broke.
Agent advised customer, the current recall is replacing replacement parts which could have been placed into eh vehicle if the 2009 H 46 recall had been completed on their vehicle.
Agent advised customer the system shows an inspection was completed in 2010, and at that time, no replacement parts were done to the vehicle;.
Agent also advised customer the component covered is a LEFT TIE rod, NOT the RIGHT, which is the one that broke in their vehicle.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	BG[redacted]	***Open Date***	07/18/2014	***Built Date***	02/11/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/01/2011	***Mileage***	32,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41798	ALLEN SAMUELS DODGE			
Dealer Address	7740 NORTHEAST LOOP 820				
Dealer City	NORTH RICHLAND HILLS	***Dealer State***	TX	***Dealer Zip***	76118

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WATAUGA TX [redacted]8	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer called looking for recall repair
Corporate - Survey By-Pass - No Repair - Default - Default	N49

Briefly summarize why the customer is contacting Chrysler: Tie rod broke and he needs it repaired.
Briefly summarize what the customer is expecting: Customer has had the vehicle only 4 months and the tie rod broke.
Customer called to see if there is a recall on this problem.
Customer states he had the recall repaired once at IRF.
Agent advised customer that there is a recall on the vehicle.
Agent called ALLEN SAMUELS DODGE CHRYSLER JEEP Dealer Phone : 817-276-7700 and did a warm transfer to Diane in service to help schedule the recall repair.
Restricted parts - Reassign to KB805
Vehicle is at the dealership - ALLEN SAMUELS DODGE CHRYSLER JEEP (41798)
Update triggered by S48317M

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL6	AG[redacted]	***Open Date***	07/18/2014	***Built Date***	01/19/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/12/2010	***Mileage***	50,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43718	GO DODGE ARAPAHOE			
Dealer Address	10743 EAST ARAPOHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80111

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STEAMBOAT SPRING CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall inquiry about getting this repair done sooner.

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there was anywhere he could take his truck to get the repair done on the left tie rod recall. Customer stated he would be 60th on the list at his local DLR but would like it done sooner. Agent called Autonation Dodge Ram of Arapahoe and spoke with Brian McCooler and Brian said he will contact the customer the set up a time next week on the 24th or 25th to do this repair. Agent informed the customer of this and gave the customer Brian s direct # 3032682541 to get in touch with him afterwards about anything.
Briefly summarize what the customer is expecting: Customer was hoping to get this recalled repair done asap as his left tie rod is actually broken on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	BG[redacted]	***Open Date***	07/19/2014	***Built Date***	02/11/2011
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	10/01/2011	***Mileage***	32,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	41798	ALLEN SAMUELS DODGE			
Dealer Address	7740 NORTHEAST LOOP 820				
Dealer City	NORTH RICHLAND HILLS	***Dealer State***	TX	***Dealer Zip***	76118

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	WATAUGA TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Boost - Default

Roadside Assistance Contacted - DATE : 2014-07-19
Road Side File Created 07-19-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
6233 CASCADE CIR 7740 NE LOOP 820
CASCADE CT
FORT WORTH NORTH RICHLAND HILLS
TX USA TX
BROKEN TIE ROD ON LF SIDE,IS 2500
DEALER CODE : 41798 ALLEN SAMUELS DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG[redacted]	***Open Date***	07/21/2014	***Built Date***	05/31/2011	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	10/31/2011	***Mileage***	46,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted], [redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOLLIS NY [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called due to needing his vehicle towed to a local Chrysler dealer to have a tie rod replaced. Customer stated he was leaving his driveway this morning and the left one broke. Customer stated he is aware of the open recall for this concern attached to the vehicle. Agent offered the contact information for the Chrysler dealer he wants to use for this concern. Agent warm transferred the customer to Patricia in roadside to have the vehicle towed to FIVE TOWNS CHRYSLER DODGE JEEP RAM 45610.
Briefly summarize what the customer is expecting: Customer seeking to have recall completed.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A9	8[redacted]	***Open Date***	07/21/2014	***Built Date***	03/04/2008	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	10/31/2008	***Mileage***	61,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RAVENSWOOD WV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Tie Rod Broke
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his left tie rod broke.
Briefly summarize what the customer is expecting: Customer needs to get the part and is seeking help with some of the damage done to his truck.
1. Who is calling and what is their contact information? MR [redacted]
[redacted]
RAVENSWOOD , WV-[redacted],
Phone No : [redacted]
2. What happened? Customer states he was backing up to the fence and the tie rod broke throwing the vehicle into the bucket of a tractor and a fence post.
3. What is the current location of the vehicle? He shares farm equipment with his buddy and the vehicle is at his buddy s farm.
****

07.22.14
No Location, call customer
Customer stated he can call his buddy to find out what the address of the farm is, customer stated he can get the tie rod fixed but is unsure if he will be reimbursed. Customer stated he is leaving sunday and wants to know before then what is going to happen.
Customer called back stating the vehcile the location of the vehicle is at his address on file which is:
[redacted],
RAVENSWOOD , WV-[redacted]
Customer would like a call back in regards to this issue asap.
Customer can be reached at[redacted]
Briefly summarize why the customer is contacting Chrysler. Customer stated he needs his vehicle for tomorrow morning and may have to do the repairs himself.
Briefly summarize what the customer is expecting. Customer is calling to find out if he can repair the vehicle and keep the part to be looked at by Chrysler. Customer said he needs his vehicle for morning and no one has called him back. Informed customer if the vehicle is repaired, we would not be able to look into his concerns. Advised customer I will update his file to request a call back.

Customer primary contact : [redacted]
Alternate customer contact : 3[redacted]56 (work-call if no answer at primary contact)

****
07.25.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
[redacted]
RAVENSWOOD WV [redacted]
[redacted]
Per OGC Matrix, reassigned to 82T. MG17
7/25/14 ASSIGNED TO NDP8. PAG
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 07-25-2014 15:40
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 07-25-2014 15:41
CCRG Open Date: 07/25/2014 15:08:07
Letter Sent: Acknowledgement 07/28/2014 15:18:00
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/08/14 AT 14:08:45 [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26CX	6G2[redacted]	***Open Date***	07/21/2014	***Built Date***	04/06/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	08/11/2006	***Mileage***	165,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44351	DULUTH DODGE INC			
Dealer Address	4755 MILLER TRUNK HWY 53				
Dealer City	DULUTH	***Dealer State***	MN	***Dealer Zip***	55811

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DULUTH MN [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he while he was driving the right tie rod broke.
Customer states that he was able to get the vehicle off the road safely to the dealership. Customer states that he was advised the original part is on the vehicle and doesn t require a new part. Customer states that he will be taking the vehicle to an IRF for repair.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance.
Agent advised customer that due to the age an mileage on the vehicle Chrysler is unable to assist in the repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G1[redacted]	***Open Date***	07/21/2014	***Built Date***	08/03/2005
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	02/17/2006	***Mileage***	125,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	45006	ALL STAR DODGE			
Dealer Address	4600 CANYON DRIVE				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79109

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AMARILLO TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
customer is calling in as he says that he has the recall N62 and he planned on taking it to a dealership to have it inspected.
Well today it broke so now it will be towed to the closes dealer.
Agent located the closes dealership which is 45006 - ALL STAR DODGE.
customer also has the H46 - STEERING LINKAGE.
Agent called the dealership and spoke with Dillon SA who at first seem to think that they need to inspect it first.
Agent has told Dillon that the customer states it is broke, and you will see that when you inspect it.
Agent also asked if they have the parts on hand to complete this recall if that is what it is.
Customer asked about his towing cost, agent has advised that once you have it all completed to mail in the documents required for a possible reimbursement as this tow is due to the recall N62.
Briefly summarize what the customer is expecting:
Expecting to know who covers the towing cost due to Recall N62.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A5	8G[redacted]	***Open Date***	07/21/2014	***Built Date***	03/06/2008	
Model Year	2008	***Body***	DH7P42	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	06/25/2008	***Mileage***	72,281	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44338	BRUCKERT & DALEY INC			
Dealer Address	400 WEST MAIN STREET				
Dealer City	CARLINVILLE	***Dealer State***	IL	***Dealer Zip***	62626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GIRARD IL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Part availability
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she had to bring the vehicle into the dealership because the left tie rod broke. Customer states she s on the list at the dealership but they state they can t order parts.
Briefly summarize what the customer is expecting: Customer wants this documented
Agent Advised: Agent contacted dealership 44338 and spoke to Chuck in the parts department. Chuck advised the customer has moved to the top of the list because their part has broken. Agent advised customer to work with the dealership and they will contact her once parts are available.
survey by pass - no repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	07/21/2014	***Built Date***	02/12/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	03/10/2011	***Mileage***	23,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57889	DESKINS MOTOR CO INC			
Dealer Address	100 DESKINS DRIVE				
Dealer City	PIKEVILLE	***Dealer State***	KY	***Dealer Zip***	41501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RACCOON KY[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Information Request	tie rod broke

Briefly summarize why the customer is contacting Chrysler:Customer states he has had the recall notice for 6 months and has contacted DLR a few different times and each time was told no parts were available.
Customer states this morning the left tie rod broke.
Customer states he called the DLR and was told they have 2 parts and both have names on them for other people.
Customer is seeking to have towing paid to get to a different DLR.
Briefly summarize what the customer is expecting:Customer seeking towing to be paid as well as repair covered under warranty.
Agent advised customer he will need to have it inspected to ensure the part which had broke is the part being recalled. (appears customer only had inspection during L16 recall).
Agent advised customer if the repair happens to be part of the recall, he can then send in for reimbursement for towing and it will be reviewed.
Customer states the same thing happened to his son 4 months earlier and he is still waiting for his reimbursement.
Customer states he will make sure Chrysler pays for this repair as well as the towing, and he is not going to wait for reimbursement.
Customer disconnected line.
Survey bypass/undiagnosed/restricted parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL6	BG[redacted]	***Open Date***	07/21/2014	***Built Date***	08/24/2010	
Model Year	2011	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	05/28/2011	***Mileage***	57,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68738	CARL GREGORY CHRYSLER JEEP DODGE	OF JOHNSON CITY LLC
Dealer Address	3700 BRISTOL HWY		
Dealer City	JOHNSON CITY	***Dealer State*** TN	***Dealer Zip*** 37601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	42[redacted]	***Home Phone***	
	CORINTH KY[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that the left tie rod broke on the vehicle and it is being towed back to the house right now. Customer seeking information on what to do next. Agent advised customer to get in contact with Roadside tomorrow and they will tow it to the closest dealership.
Briefly summarize what the customer is expecting: tie rod broke
Customer states that the vehicle was towed to the Dealer for the N49 Recall.
Customer seeking if the repair would include an alignment on the vehicle.
Called Dealer 45001. Agent was advised that the Recall includes a Tow Alignment and Steering Wheel Centering.
Dealer had advised that the SA that was working with the vehicle was currently unavailable.
Customer states that the Right Front Tire was worn down.
Customer wants to know if the Damage to the Tire was caused by the Recall as well as if there was any other damage caused by the recall.
Agent advised that when the Dealer repairs the vehicle they will be able to advise if there was other damage and if the Customer needs further assistance they can call back to the CAC and we can look into the issue further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL6	BG[redacted]	***Open Date***	07/22/2014	***Built Date***	08/24/2010
Model Year	2011	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	05/28/2011	***Mileage***	54,915	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45001	SOUTH I75 CHRYSLER DODGE JEEP			
Dealer Address	140 SPEARS				
Dealer City	CRITTENDEN	***Dealer State***	KY	***Dealer Zip***	41030

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	CORINTH KY null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Gas - Default

Roadside Assistance Contacted - DATE : 2014-07-22
Road Side File Created 07-22-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
KY USA KY
TIE ROD BROKE RECALL,SP NEEDS DOLLIES B/C OF BRO
DEALER CODE : 45001 SOUTH I75 CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C6	5G8[redacted]1[redacted]	***Open Date***	07/22/2014	***Built Date***	03/04/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/18/2005	***Mileage***	70,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43519	DESERT CHRYSLER JEEP DODGE			
Dealer Address	4701 WEST SAHARA				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89102

Owner	[redacted] S	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CEDAR MI 4[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Front right tie rod went out on the vehicle.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Provided information regarding recall.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Seeking assistance.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Ram about an issue with his vehicle. Customer states that the front right tie rod has broke on his vehicle. Customer states that he had received a second notice about the N62 recall. Customer states that he had it towed to a dealership and they advised him it would not be covered.
Briefly summarize what the customer is expecting: Agent advised customer of the information regarding the H46/N62 recalls. Agent advised customer that even if his vehicle had fallen under the recall for the issue, the original tie rod would not fall under the recall for this. Agent advised customer that tie rods are usually covered under the basic warranty of the vehicle. Customer is unhappy that Ram is not able to assist with the repair and states that he will not purchase another Ram product.
Original owner.
1 household vehicle.
Does not have a history with the issue.
Does not have a history with the dealership.
Had a Mopar mechanical service contract.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Owner s wife Tracy calling in. Customer stated they have received the recall notice in the mail and they have already had the tie rod break on the vehicle. Writer advised the customer as per lines 7-12.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	07/22/2014	***Built Date***	06/26/2008	
Model Year	2008	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	08/06/2008	***Mileage***	74,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26764	BYERS CHRYSLER JEEP			
Dealer Address	465 S HAMILTON RD				
Dealer City	COLUMBUS	***Dealer State***	OH	***Dealer Zip***	43213

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] [redacted]	***Home Phone***	[redacted]
	BLANCHESTER OH[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking parts information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod snapped
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the tie rod snapped and he needs a new but there is no one in the area that has them. Customer stated he has called the dealership as well as part stores. Customer does have recall N49 on the vehicle. Customer stated he called dealership 26764.
Called dealership 44254 at 1:07 (614.888.2331) spoke to Cathy (parts advisor) who stated they don t have any parts available. Cathy stated the parts they have are already claimed.
Called dealership 68405 at 1:13 (614.761.2360) spoke to Kevin (parts advisor) who stated they have two on the shelf and being this is an emergency situation they will see if they can get the customer in. Agent was transferred to service advisor Dustin who stated the customer may be able to have the repair completed tomorrow as they are already booking appointments into next week.
Called dealership 26856 at 1:25 (740.369.9611) spoke to Wes (parts advisor) who stated they don t have a a part available.
Spoke to customer and advised that a part was found but they may not be able to get the repair completed on the vehicle today due to their schedule. Customer asked if he could pick up the part and due the repair himself. Agent transfer customer to the dealership to see if this was an option. Agent place customer in contact with Kevin in parts.
Briefly summarize what the customer is expecting: Customer looking to find a part
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Reassigning case to BC373 for bypass - no diagnoses - recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	07/23/2014	***Built Date***	05/03/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	05/03/2011	***Mileage***	38,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08701	CORWIN-CHURCHILL MTR INC			
Dealer Address	1112 MISSOURI AVE				
Dealer City	BISMARCK	***Dealer State***	ND	***Dealer Zip***	58504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BISMARCK ND[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	seeking N49 assistance
Corporate - Survey By-Pass - No Repair - Default - Default	

Customer contacted in seeking assistance for recall N49. Customer states that his tie rod has twisted at the ball joint. Customer states that because the tie rod is twisted, his vehicle shakes and the vehicle is undrivable. Customer states that the dealership Ryan Chrysler 08701Ù advised them that it is going to still take months to get to his vehicle. Customer is seeking a rental vehicle or to have the recall completed sooner.
Customer is seeking N49 assistance
Agent advised the customer that he has recall N49 as well as L38. Agent contacted Ryan Chrysler 08701Ù and spoke with SA Mason who advised that it will be a few months until the customers vehicle can be repaired as they have completed about fifty N49 repairs (Customer has approximately 185 customer before him on the list). SA advised that they are unable to diagnose the vehicle until August 8th. SA advised that they can not push the customer up the waiting list as the customer s tie rod is not broken or fractured. Agent contacted R.M Stoudt 45353Ù and spoke with SA Rob who advised that they were also unable to push the customer up their waiting list without a fracture. SA advised that they have roughly 80 customers on their waiting list and would add the customer.
Agent advised the customer that she has contacted R.M Stoudt on his behalf and placed him on their N49 recall list instead of Ryan Chrysler as they appear they will be able to contact him for an appointment in about half of the time. Agent advised the customer that he will have to wait until he receives a call to have the recall completed. Agent advised the customer to contact us back if his tie rod fractures or breaks. Agent advised the customer that enterprise does not carry our 2500 series trucks so a rental vehicle would not be of assistance to him. Customer stated that he understood and would wait until he receives contact from R.M.
-
Agent did not provide customer with his place on the waiting list or any estimate of customers before him or on the existing waiting lists at the dealerships.
Reassign to TL KM788 for survey by-pass: restricted recall part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C1	6G[redacted]	***Open Date***	07/23/2014	***Built Date***	06/09/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	08/24/2006	***Mileage***	110,975	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	57889	DESKINS MOTOR CO INC			
Dealer Address	100 DESKINS DRIVE				
Dealer City	PIKEVILLE	***Dealer State***	KY	***Dealer Zip***	41501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GARRETT KY[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rods broke
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that he had the N62 recall on the vehicle and he took it to his dealership and they stated that no repair was needed on the vehicle. Customer stated after the dealership stated that the tie rod was fine, the tie rod brakes. Customer stated that he has the vehicle right now. Agent advised customer to try to get it to the dealership as soon as he can. Customer stated that he will call a tow truck and get it over there. Agent advised customer that this case is being sent up for case management for further assistance and it will be a one business day call back.
Briefly summarize what the customer is expecting: reason tie rod broke after the dealership stated the vehicle was fine.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Escalation Override approved by MP1021.
* * * * * CASE MANAGER TEAM - District V * * * * * *
Vehicle history: 1 New 1 Used
OOW: Yes
Service contract: No
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66153
The reason for the dealer contact was to provide or request the following information: Since tie rod is broken can they replace it under warranty?
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 06/05/2014 COMPLETE
Writer called customer he stated that he had the tie rod inspected and the dealership told customer that the tie rod was alright. Customer

stated that the tie rod just broke. Customer would like to know if Chrysler will pay for the repairs and towing. Writer will follow up with SM and then customer tomorrow.
Customer states that he is seeking an update on his case as he has been waiting for a call back since Wednesday. Writer advised customer we have a note in the file that he was contacted yesterday. Customer agreed and states that the CM was supposed to call him back today to follow up. Writer advised customer that the CM needs to contact the DLR first and will call customer back once the SM has been contacted. Customer understood and will wait for a call back.
Writer received an e-mail from SM she stated that the part will need to be ordered, that the dealership will contact the customer. Writer will follow up with customer.
Writer called customer he stated that the dealership has not called him. Customer also stated that he has been without a vehicle since 7/23/14. Writer will follow up with SM to see why they have not called the customer and to see if the can get customer a loaner. If they cannot writer will set up a rental. Writer will follow up with dealership on Monday.
7/25/14 writer sent SM email to let her know that customer has not been contacted by dealership. Writer asked SM if there was a part is on order. Writer asked SM if they had a loaner for customer, if not writer will set up rental for customer.
Writer called SM Janey she stated that customer has to have vehicle towed to the dealership before they can order the part. SM stated that she will be able to get customer a loaner vehicle, not a truck. SM stated the they can order only 5 tie rods per week per Chrysler. SM stated that she is wondering that since this is a safety issue that Chrysler should pay for the towing. SM will call writer back once she get further information.
SM called writer back she stated that dealership is suggesting that the customer take vehicle to and IRF and have tie rod replace and have Chrysler reimburse customer for the repairs since customer lives about an hour away from the dealership and it would cost about $150.00 to tow his truck to the dealership, and the wait for the part in undetermined.
Writer explained that I know that she can put customer to the top of her waiting list, and the IRF would not be a MOPAR part. Writer will so some research and call SM back this morning.
Customer calling due to not receiving any contact from his case manager, agent provided the following contact information 1-800-763-8422 extension 66153 then the agent transferred the customer to the case manager
Customer called and asked for an update on the case, the Tie Rod broke, and customer wants to know who is paying for it. Writer said that customer will need to have the vehicle at the dealership before any parts can be order for any repairs. Writer said that if the part that needs to be replaced is the part that was recalled, then yes Chrysler will be covering the cost. Customer thanked writer, and said the appointment will be scheduled.
Writer called customer left message for him to return my call. We will need to have him tow his truck to the dealership.
Writer received a call back from customer he stated that he will have his truck towed to the dealership tomorrow. Writer will contact SM to let her know that the truck will be there tomorrow and to order the part.
Writer returned SM called she stated that customers truck was towed at $150.00. Tow truck driver left invoice with SM, SM will email invoice to writer. SM stated that all parts for repairs are at the dealership as soon as they have a technician available.
Writer called dealership talked to SM Janey she will have dealership pay for towing and we will reimburse Deskins. SM will fax tow bill to writer.
Writer called customer he stated that the repairs to the vehicle are to he satisfaction. Customer stated that he called and left a message thanking me for my help. Writer thanked him for doing this for me. Customer is grateful for my serve and enjoys his RAM truck. Writer told customer that his case ill close once the tow bill is paid back tot he dealership.
Writer called Jones Body Shop talked to Mr. Jones to see if he would fax the tow bill. He is out of town so he asked me to call the office at 606-949-2455 and leave a message with fax number and he will fax the tow bill on Tuesday when he returns.

Writer called Jones Body Shop 606-9462455 talked Ken asked him to gice Mr. Jones our fax number so that he can fax the tow bill on Tuesday when he get back from vacation.
Writer called Jones Body Shop 606.791.5663 Cell talked to Mr. Jones he will be faxing documents today so that we can reimburse Deskins for the tow bill.
Writer talked to SM Janey she stated that she will fax tow bill to writer. Writer will have check processed to dealership, case will close.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-08-14 @ 09:48
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Tow bill
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
110000
Enter the Date when the repairs were completed.
8/29/14
What is the total cost of the Parts to be reimbursed?
$0.00
What is the total cost of the Labor to be reimbursed?
$0.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$150.00
****End structured narrative T2 - eReimbursement
Ms. Jane Deskins SM accepts and verifies the check should be mailed to the following name and address:
Deskins Motors Company
100 Deskins Drive
PIkeville, Kentucky 41501
Check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D0	8G[redacted]	***Open Date***	07/23/2014	***Built Date***	03/18/2008	
Model Year	2008	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	04/08/2008	***Mileage***	58,108	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	23748	KOLOSSO JEEP			
Dealer Address	2701 WEST COLLEGE AVENUE				
Dealer City	APPLETON	***Dealer State***	WI	***Dealer Zip***	54914

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	APPLETON WI[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END -	customer seeking reimbursement for towing
Corporate - E-Reimbursement - Default - Default - Default	

Customer called stating that the left tie rod on his truck broke and it
was towed to his dealership. Customer would like reimbursement for the
towing cost $183.75.
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]5 or
[redacted]9[redacted]
Customer email address for case updates:[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? KOLOSSO
CHRYSLER DC 23748
Reassigned to 88F
L16 LEFT TIE ROD END SAFETY 09/30/2011 03/29/2012 COMPLETE
* * * * * CASE MANAGER TEAM - District P * * * * * *
OOW (Which): by time and mileage, 3 years 3 months, 22000 mi
MVP (Active or expired): none
Ownership history: 8 new 12 used
Status update provided via email to the following email address:
[redacted]
Case #[redacted]
VIN: 3D7KS26D0 8G[redacted]
Vehicle Description: 2008 DODGE RAM 2500 SLT REG CAB 4X4
Hello, my name is Dynee and I have been assigned as your case manager.
Theis email is confirmation that your case 25361946 was successfully
escalated to me. After I review the details of your case I will be
calling you at your preferred number[redacted] within
one business day as promised. My office hours are 8:30am-4pm MST. My
contact information is 800-763-8422 EXT 66119. If you preferred telephone
numbers mentioned above are incorrect, please reply with the correction
(please ignore the system generated message below). Thank you.
End of Status Update
Writer contacted the dealer and spoke to SM Greg who confirmed that the

tie rod was broken and it damaged the rims. SM also stated that it was covered due to the N49 recall. SM stated that they replaced the tie rod and rims and the repair was completed on 7/12/14. SM stated that the customer go to their dealer for warranty repairs. Current mileage is 58108 mi.
Agent attempted to contact customer at [redacted] however, customer was not available.
Left message for a return call at extension 66119. The reason for the customer contact was to provide or request the following information: Writer wanted to discuss his case further and let him send his documentations for his reimbursement request.
Writer contacted the customer [redacted] and he confirmed that he expects to be reimbursed for his towing since it was towed in connection to his N49 recall. Writer provided the fax number for his documentations. Customer agreed for the writer to follow up with him on Tuesday 7/29/14.
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-07-28 @ 13:30
***** Customer Document Received *****
Writer contacted the customer at [redacted] but the customer cannot hear the writer well due to bad reception/signal. Customer requested a call back.
Writer contacted the customer at [redacted]51and advised of line 53 and a follow up will be made no later than Friday 08/01/14. Customer agreed and inquired if the writer can also research his other vehicle with VIN number 8G213585 that is waiting for parts that has the same issue as this vehicle. Customer requested for the writer to inquire S & L Motors and talk to SA Kathy.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for his towing due to N49 recall
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
58108 mi
Enter the Date when the repairs were completed.
7/12/14
What is the total cost of the Parts to be reimbursed?
NA
What is the total cost of the Labor to be reimbursed?
NA
What is the total Tax to be reimbursed?
NA
What is the total amount being reimbursed?
$183.75
****End structured narrative T2 - eReimbursement
Writer contacted S&L dealer for customer s VIN 8G2[redacted] and spoke to SA Kathy who transferred the writer to Parts Advisor Ryan. Pa confirmed that the customer is waiting for the N49 recall parts for left tie rod. PA stated that the customer is the 4th most recent in their waiting list and they have 28 people in front of him. Pa cannot give an ETA for the parts for the customer and confirmed that they will notify him about it.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-07-30 @ 16:39
Writer contacted the customer at [redacted] and advised that the writer needs additional documents that shows proof of payment for his towing. Customer stated that he paid it in cash but will send the receipt. Writer sent the documentation link. Customer also verified his home address which matches the one on file. Writer also advised the customer of line 83-88 and he understood. Writer requested for the writer to call him back on Monday 8/04/14.
On Monday writer needs to verify if the customer wanted the check to be sent under his name or the business name and then for the T2 check verification.
Writer contacted the customer at [redacted] and he confirmed that he faxed his addition documents last Friday 8/01/14. Writer advised that it s not yet received but will follow up on Wednesday 8/06/14. Customer agreed.
Writer contacted the customer at [redacted] and advised that the

additional documents were not received yet. Customer stated that he will resend it through fax and agreed for the writer to call back on Friday 8/08/14.
Writer contacted the customer [redacted]1 and advised that his documents via fax were not received yet. Customer stated that the writer can call him around 9am MST on Monday 8/11/14 and send the email link so he can scan, attach and send them to the writer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-11 @ 12:38
****** Below Customer Contacted for Documentation Request ******
da870@chrysler.com on 2014-08-11 @ 12:53
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-11 @ 12:55
***** Customer Document Received *****
Writer contacted the customer at [redacted]51 and sent documentation links for him to attached additional documents needed for is reimbursement request. Customer agreed for the writer to call him back either this afternoon or tomorrow to confirm that the documents were received.
Writer contacted Extreme Auto Body and 24 HR towing and spoke to Eric who is the owner and he confirmed that the vehicle was towed due to the related recall and was paid in cash.
Check approved.
Writer contacted the customer [redacted] and advised that his check was approved for his reimbursement request. Customer was thankful and confirmed that he has no other concerns and agreed that his case will be closed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX38L9	9G[redacted]	***Open Date***	07/23/2014	***Built Date***	04/02/2009	
Model Year	2009	***Body***	D18P41	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	06/21/2009	***Mileage***	101,399	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NIPOMO CA [redacted]	***Country***	UNITED STATES

Dealer - Unknown - Unknown - Towing Required - Default	Customer had to have vehicle towed.
Product - Wheels and Tires - Wheels - Other - Unknown	Customer stated Rim is damaged.
Product - Brakes - Unknown - Other - Unknown	Dust liner damaged.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	LEFT TIE ROD
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	met requirements
Recall - N49: LEFT TIE ROD - Information Request	recall inquiry
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Reimbursement - Status Request - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states this vehicle was unable to have the recall performed being the part is on auto replenish. The vehicle was being driven by his wife and the tie rod broke on the vehicle. The vehicle was towed to COLE CHRYSLER DODGE JEEP where they had the part available. Customer stated he had to pay for towing of this vehicle
Briefly summarize what the customer is expecting: Customer states this happened due to the recall on the vehicle.
Contacted the dealership COLE CHRYSLER DODGE JEEP and left a message requesting a call back.
Who has possession of the vehicle? Dealership
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? COLE CHRYSLER DODGE JEEP
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]9
Customer email address for case updates: N/A
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW: 2 years / 63000 miles.
MVP: None
Household: 2 new/ 0 used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66203 the reason for the dealer contact was to inquire on the repair issues the recall status of the vehicle, mileage confirmation and loyalty status.
Writer contacted Service Manager (SM) Kelly to inquire on what the current status of the vehicle was, mileage, if the diagnosis is complete,

and what parts are needed. SM advised writer that the vehicle had just been dropped off earlier this morning, the diagnosis has not been completed, the parts for the alleged issue are already in stock, and the SM will contact the customer later in the day to go over the issues and pricings. Writer did notify SM that this should fall under the Recall, SM confirmed. Writer stated there will be a follow up to touch bases with customer and to inform them of the follow up.
**** No email available. ****
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66203. The reason for the customer contact was to request a call back for the information on the customer s concerns and issues, the expectations they may have, and to see if there is any way to help them. Writer advised a callback will be made Tomorrow 07/25/2014.
Customer[redacted]N stated he is in the middle of his golf game and will call back tomorrow or case manager can call him back tomorrow.
INBOUND CALL: Customer.
Writer advised of the general status of the case. Writer transferred the call to the CM.
INBOUND CALL: Customer.
Writer advised of the general status of the case. Writer transferred the call to the CM.
Writer was contacted by customer who advised writer that a call was received by Service Manager Matt. The customer was advised by service manager that the Dust Liner, the Rim, and the Left Tie Rod all needed repairs. Customer informed writer that there was a towing cost of $128.00 that the customer would like to be reimbursed on. Writer stated there would be a follow up with the dealership to go over all the information and to see what possible solutions are available. Writer informed customer that there are no guarantees.
AM JSC9 received call from SM Jacob @ 61667. At this time the wheel (rim) is unavailable to be obtained by Chrysler Group, LLC as it is no longer available and dealership has been given the authorization by myself to locate a wheel using LKQ (Like Kind Quality) means. Customer stated that he does not want a wheel obtained in that manner and either wants a new one OR 4 new ones that match. AM JSC9 spoke with Warranty Operations Manager (MDM5) of the California BC and he stated that customer can not dictate how the repairs will be handled. If customer wants 4 new wheels, the customer can pay for 4 wheels (rims) and Chrysler Group, LLC will reimburse the customer 1 wheel via direct check back to customer. JSC9
Writer contacted Service Manager (SM) Kelly who confirmed the Rim will arrive Wednesday 07/30/2014. SM informed customer of lines 60-70 and customer agreed to recieving a used Rim. All other parts are in and repairs are ongoing. Writer will follow up Wednesday.
Writer contacted customer who stated he would like Writer to notate that 'In the recall notice for P49 there was not a notification that stated the recall was a secondary recall for the same part.' writer agreed to do so. Writer informed customer of lined 60-74 to confirm that he was notified. Writer was advised by customer that the customer will follow up with writer on 07/30/2014.
Writer contacted Service Advisor (SA) Matt who informed writer that the parts will be in later today or tomorrow. Repairs will begin when the part comes in. Writer will follow up with DLR tomorrow.
Writer contacted customer to inform them the part is still coming into the dealership and the ETA is today or tomorrow. Writer stated the reimbursment has been approved for the customer. Writer will follow up with DLR tomorrow and customer Friday. The customer address was confirmed and the Email was confirmed as [redacted].
****** Below Customer Contacted for Documentation Request ******
[redacted]on 2014-07-30 @ 15:59
Writer contacted dealer 61667 at 805-543-7321 and spoke with Service Advisor (SA) Matt who stated that the vehicle has not been repaired but should be repaired 8/1/14.
***** Customer Document Received *****
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66165 The reason for the dealer contact was to provide or request the following information on whether or not the repairs have been completed. Customer Document Reviewed.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66203. The reason for the customer contact was to inquire on another proof of payment because the current proof sent did not indicate if it was paid or not. Writer will follow up Wednesday 08/06/2014.
Writer was contacted by the customer who stated the towing company can confirm the payment was completed. Writer will follow up with towing company and will start the authorization for the check. Writer stated case will be closed when check is sent, customer accepted that there are no other issues or concerns.
Writer contacted towing company that stated the towing was paid for by the customer in the ammount of $128.00. Writer will start the authorization process.
Mr. [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]N ,
NIPOMO , [redacted]
UNITED STATES
What has the customer requested? Reimbursment for towing.
If this is a Recall or Extended Warranty, enter the campaign number. N49
If this is for a previously made goodwill decision, what is that CAIR #? N/A
Enter the Mileage at the time of the repair. 101399
Enter the Date when the repairs were completed. 8/1/2014
What is the total cost of the Parts to be reimbursed? N/A
What is the total cost of the Labor to be reimbursed?N/A
What is the total tax to be reimbursed? N/A
What is the total amount being reimbursed? $128.00
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	07/24/2014	***Built Date***	11/22/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	12/22/2010	***Mileage***	82,190	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SLIDELL LA 7[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Other	L16 recall put the bolt in wrong place
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - Dealer Information - Default - Default - Default	PERFORMANCE CHRYSLER DODGE JEEP
Product - Drivability - Unknown - Other - Default	Vibration in the front end of the vehicle
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called and stated that the left tie rod is bent. Agent contacted PERFORMANCE CHRYSLER DODGE JEEP to speak with Rusty SA who stated that the vehicle just drove into the shop, and the vehicle is in the process of being diagnosed. If it is broken it may be a week before he gets the part for the customer. According to dlr the other dlr that did the L16 recall put the bolt in wrong place (bolt bent frame). Tie rod is fine, so he needs the recall and bolt replaced. Customer is on the list for the N49 recall as well.
Briefly summarize what the customer is expecting:
Call to dlr to determine whether the L16 is a related problem to the issue at hand, dlr stated previous dlr put bolt in wrong place.
Briefly summarize why the customer is contacting Chrysler: Customer called to state his vehicle has now been diagnosed and requires a sleeve and the bolts along with the recalled part. The customer is 38 on the list and the dealership is unable to provide the part before then. Customer states the dealership has no consideration for safety as Chrysler does.
Contacted the dealership and spoke to Rusty - SM. Dealer states he is going to take care of the cost for the sleeve and the bolts has the previous recall was performed incorrectly. But he is unable to give the customer the next recalled part.
Briefly summarize what the customer is expecting: Advised the customer that there is no way we can expedite the part to the dealership. Customer wants the information documented in case something happens before then. Customer states the vehicle still has an issue the dealership has not been able to diagnose. The vehicle has a vibration while the vehicle is in motion.
Customer is contacting in because he wanted to know what Chrysler was going to do about the recall. Customer contacted in to seek if he goes to the DLR and had the wrong tie rod put on and then have it switched for the right one when the time come to have that recall done, would Chrysler

approve of that. Customer thinks his vehicle should be the top priority as the bolt is hitting off of his vehicle. Customer believes that Chrysler does not care about what happens to his vehicle.
Agent advised the customer that Chrysler will not approve the DLR to switch out his tie rod with the wrong one and then switch it again with the right on. Agent advised the customer that the DLR would likely not do the switch out as for if the part was defective and anything happens the DLR could loose their license. Agent advised the customer that we can not expedite the part for him as he is no more important then the rest and would have to wait for the part just like everyone else. Agent advised the customer it is not that Chrysler and the DLR don t care, it s that there are other customers that need the tie rod recall as well and it goes in the order of how the customers contacted in. Agent advised the customer that we could document his concerns.
Customer was dissatisfied as to how we were not going to put him as a priority above other customers.
****
Customer states that he would like to update Chrysler that the bolt is hitting the frame again. Customer states he will be updating his file regularly so that everything is documented. Agent spoke with Natalie at Baxter and advised the wait list is near 80,. Agent spoke to Lexie at Performance in La Vista and advised the list is 100. Agent spoke with Jethro at Woodhouse and was advised that he had the parts for the N49. Agent transferred customer to Jethro to set an appointment.
Customer called because he has just got the N49 recall completed. Customer stated that the dealership looked into the clunking concern of the front end as well. Customer stated that the dealer found that the previous recall for the tie rod ends part was put on backwards. Customer stated that the axle is going to need to be replaced.
Agent called Woodhouse Chrysler and spoke to SA Jethro. Jethro stated that the tie rod was put on upside down at a dealership in TX that performed the recall. Jethro stated that the tie rod has caused damage to the front axle and it will need to be replaced. Jethro stated that the customer still has the powertrain warranty but he is not sure if that will cover the repair because another dealership istalled the recall part incorrectly. Agent relayed information to the customer. Agent advised customer that his case will be escalated for further assistance.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]8
Preferred Afternoon/Evening call back number is 9[redacted]
Customer email address for case updates:[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Woodhouse Chrysler 68280
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N* * * * * *
OOW: yes, Basic Expired (Time) and EXTENDED FEDERAL EMISSIONS Expired (Odometer)
MVP: Yes
Ownership history: 15 New 2 Used
Status update provided via email to the following email address:
[redacted]om
My name is Suzzi and I have been assigned as your case manager. Here is some information that will be helpful for you to have. Your case Number: 2[redacted]5. My contact information: 800.763.8422 EXT 66197. My hours in the office: 9:00am (MST) 5:30pm (MST). I will review your case and contact you Tuesday August 12, 2014.
End of Status Update
Writer contacted Customer; Contact number provided for customer is no correct. Writer will follow up with SM 08/15/2014 to get more information.
Begin Customer Message reviewed:
Hey Suzzi,
I am replying to your email from last week. I have left two voicemails in regards to my case. I will not be available til 12pm Central time tomorrow.
End of Reviewed Customer message
Customer called back seeking an update on his case. Customer stated that

he can not get in contact with the CM. Agent tried to call over to the CM line but got voice mail. Customer does not want to leave a voicemail and wants to speak to someone. Agent called over to Case Management CAC line and transferred customer over to Lyndee for further assistance.
Customer: [redacted] calling to speak with CM; SM1799 Writer transferred customer to CM extension: 66197
Customer was transferred to Writer; Customer advised that that Damage was created by the L16 recall, and now the front axle needs to be replaced. Customer alleges that a dealership in Witcha falls Texas caused the damage. Customer advised contact number is [redacted]. Customer is requesting better service. Customer advised that there is also a Vibration in the front end of the vehicle. The vibration occurs only while customer is driving. It happens when the customer is going about 30 miles per hour on a regular street road. Also it occurs when customer starts to take off. Customer will need a rental vehicle while his vehicle is in the shop. Customer advised that he would make an appointment today. Writer advised that we would follow up 08/19/2014. Writer contacted Service Advisor Kenny; SA advised that the last time the vehicle was in the shop the miles were 82190 and they only repaired the recall.
Begin Customer Message reviewed:
Suzzi,
I am responding again to your email dated August 6, 2014. In your email you stated that you would review my case and respond back to me by August 12, 2014. Since that time, I also left a voicemail. Are you still reviewing my case? Do you need more information? Do you need more time? Is there anything that you need me to do? Is it Chryslers protocol to handle cases in this fashion?
It would be Greatly appreciated to get the status of this case or a response from someone.
End of Reviewed Customer message
Writer contacted Service Department @68280;
SA: Jeff
Miles: 82190 (Current miles as of 08-04-2014)
Abuse: No
Neglect: No
Outside influence: No
Point of Failure: L23 recall for the Tie end was placed on vehicle backwards which then caused damage to the Front Axel which now needs to be replaced.
Next Steps: To take the vehicle back into the dealership to have the vibration issue diagnosed and to have the axel repaired. Once the vehicle is back in the dealership writer will talk with the SM about cost assistance.
Writer contacted Customer @[redacted] Writer left message, Writer advised that we have new information on the case and the next steps are to take the vehicle into the dealership to have a diagnosis completed on the vibration issue and to have the axel repaired. Writer advised a call back in 5 business days (08/27/2014).
Writer contacted Service Advisor Jeff; SA advised that they are still waiting for the Axel and it is currently on back order, Writer advised that we can work on expediting the part; Writer advised that the customer is now advising of the vehicle having a variation issue. The SA advised that this issue may or may not be related the axel needed to be replaced. Writer advised that we will try to have the customer schedule an appointment for the vibration issue and we are going to work on expediting the parts. Part Information for the axel: Part Number (68065444AB) Order Number (00825I)
Writer contacted Customer; Number provide on case is wrong number. Status update provided via email to the following email address: [redacted]
Hello this is your Case Manager Suzzi. The contact number I have for you on file is not correct. The current number I have for you is (985)781-4945 I have new information for you pertaining to your 2011 DODGE RAM LARAMIE 4X4 2500 CREW CAB PICKUP. If you could please respond to this email or contact me by phone at 1(800)763-8422 ext. 66197. I would like to go over and discus your case with you. Thank you for being a Dodge Customer.
End of Status Update
Begin Customer Message reviewed:
My cell number is [redacted]

End of Reviewed Customer message
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68065444AB,Order#00825I,OMC#[redacted]
on 2014-08-28 @ 15:21
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 08/28/14
PART NUMBER: 68065444AB
PART DESCRIPTION: HOUSING
ORDER NUMBER: 00825I
NUMBER OF DEALERS WITH PART: 9
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: TH658 CAIR HAS AN 88 CM
**********END OF TRIAGE**********
Customer Contact - Customer called writer requesting to speak with their CM. Writer offered to see if writer was available. Customer understood and was put on hold.
Customer was informed that their CM was available and transferred to SM1799 at Ext. 66197.
Customer contacted Writer; Writer advised of lines 151-159 and 174-187. Customer advise that he has an appointment to have the viabration issue looked at. Customer believes that there is something wrong with the tie rod, Writer advised that customer to make sure he follow s through with the appointment wednesday. Writer advised that we would follow up next 09/04/2014.
CM checked GPOP: 09/19/14
Writer contacted Service Advisor Jordan; SA advised that the reason the vehicle was having a vibration issues was because back in august they discovered that the tires were out of balance and the customer declined to rebalance all 4 tires and only rebalanced the 2 front tires. The parts for the front axle are still not at the dealership, but the customer s vehicle is at the dealership currently.
Writer contacted Customer; Customer advised that the tires do need to be rebalanced. Customer advised that the vehicle was brand new. Customer advised that the knowcking noise is coming fron the engine, but they are wanting to wait to do all repairs at once. Writer advised that were are trying to get the parts needed for the repair to the dealership asap. Writer advised that we would be contacting the customer 09/08/2014 with more information.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#68065444AB,Order#00825I,OMC#27496975
Stock in transit to Mopar from supplier. The ETA for dealer to receive order is during the week of 9/15/14.
****** END OF SUPPORT ESCALATION ****** by T3755BF
Writer contacted Customer; Customer was not available, Writer left message, Writer advised that the part s ETA for the axel is to arrive sometime during the week of 09/15. Customer advised that the dealership has ordered another part. Writer advised that we would call and get information for that part as well. Writer advsied that we would follow up 09/11/2014.
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40686. I will be contacting you Wednesday September 17, 2014.
End of Status Update
OMC# 27496975Order# 00825I FOR PN: 68065444AB IS RESOLVED
CM checked GPOP the Tentative ETA: 09/16/14
CM called Jermey@402-426-4126, DLR stated that all of the parts have arrived.
CM called Customer[redacted]8, CM stated that all parts have arrived and to contact Jeremy at local DLR. Customer stated that they will follow up with local DLR.
Writer contacted Service Advisor Jeff; SA advised that the customer has an appoinment 09/30/2014 and stated the repairs could take 1-2 days.

Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40686.
End of Status Update
Writer Contacted Service Advisor Jordan; SA advised that the vehicle has been repaired and returned to the customer.
Writer contacted Customer; Customer advised that he just picked his vehicle up this morning and everything seemed to be running ok. Writer advised that we will leave the case open for 3 bussiness days, Writer advised that in that time if the customer needs anything or start having issues with the vehicle to contact Writer. Otherwise the case will close and the customer may open a new case if needed.
MR [redacted] calls to speak with their Case Manager SM1799. Writer warm transferred the customer to the CM at ext 40686.
Customer was transfered to Writer; Customer advised that his vehicle is having the viabrating issue again, Writer advised that the next steps will be for the customer to take the vehicle back into the dealership to have a diagnosis completed. Writer advised that we are going to have internal resourses invloved in the case and will continue to work with the customer. Writer advised that we would call back 10/13/2014.
.
Writer contacted Service Advisor Jeff; SA advied that the customer has a appointment for 10-21-14.
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40686.
End of Status Update
.
Writer contacted Customer; Writer advised of lines 268-269, Customer is still planning on going to appointment.
Mr. McKinley called requesting to speak to his CM SM1799, CM not available. writer transferred to CM AS1978 for further assistance.
Writer took a call from the customer and the customer is still having the vibration issue. The customer wanted to know if the opinion arm has been repaired. The vehicle is OOW by 10 months. The customer alleged that the dealership stated that Chrysler refused to do the repair. The customer would like for his CM to call back.
Customer calls to speak with their Case Manager.
Transferred the customer to SM1799 at ext 40686 VM per customer request.
Customer declined to provide a second phone number.
Customer called to talk to their CM SM1799. Writer warm transfered the call to KM1073 for further handling
Customer contacted writer to state that the inter drag link was not replaced. Customer was under the impression that it would be included in the repair with the axle, customer was disappointed this part was not fixed also. Customer is still having issues with vibration in the front end. Customer has an appointment on 10/29/14 at 8:00AM. Customer stated DLR quoted part cost will be $106.00 and is seeking cost assistance. Customer stated that DLR will cover the cost with labor. Writer confirmed customer call back # 985-788-9658. Writer will advise CM will call customer back to follow up on cost assistance on 10/24/14.
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40686.
End of Status Update
Begin Customer Message reviewed:
My cell [redacted]
End of Reviewed Customer message

Writer contacted Service Manager Kenny; SM was not available, Writer left message, Writer advised that we are trying to follow up and get cost information for the repair. Writer advised that we would follow up 10/31/2014.
Customer calls to speak with their Case Manager. CM SM1799 is not available. Transferred the customer to PS631
at ext. 40654. Customer is frustrated because he has not receiving a call back and an answer on his issue.
Writer contacted Sm Kenny; SM advised that he is going to gather all of the cost information and contact Writer today.
Customer called to speak with CM regarding the decision for assistance with the $106 repair. Customer states he took the vehicle in to the dealer for a vibration in the front of the vehicle, dealer agreed to replace front axle, and include a replacement of the inner drag link as a part of the repair. Customer picked up the vehicle after the repair, then 3 days later, the vibration returned. Customer states he cancelled his appointment with the dealer for repair this week, because he didn t hear from the CM as to whether or not the repair ($106 for part), labor will be covered by the dealer for neglecting to submit the replacement of the inner drag link with the axle replacement.
****Customer is requesting to be called back today, NO emails to be sent.
Call [redacted]8****
Writer contacted Service Manager Kenny; Sm was not available, Writer left message, Writer advised that we are still waiting to hear back from the SM to get all of the cost information, Writer adviesd a follow up 11-04-2014,
Writer contacted Customer; Writer advised that we are still waiting for cost information before we can moved forward with repairs. Writer advised a follow up 11-4-2014.
Writer contacted ASM Jon; ASM advised that the customer has been offered goodwill by the dealership to pay $106.00 Co-pay for the axel repair. Writer advised that the customer is seeking for Chrylser to cover the $106.00, but we are going to stand behind the dealership and advised the customer that they will need to pay the co-pay.
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40686.
End of Status Update
Writer contacted Service manager Kenny; SM will not be available until 11-10-2014.
SA: Jeff
Cost: Customer cost: (Parts $184.00)(Labor: Covered By dealership)
Warranty Cost: (Parts $134.19)(Labor: Covered By dealership)
Goodwill: Chrysler would like to cover the cost of Parts.
Next Steps: Contact customer and advised him of lines 355-356 and we are trying to get approval to cover the full cost of repair.
Writer left message for Sm; Writer advised SM to contact Writer ASAP
Writer contacted the customer. Writer advised the customer that the CM is working with the dealer to obtain cost assistance. Writer advised that the CM will contact the customer no later than 11/12/2014.
Writer contacted SM Kenny; SM advised that they would accept an RA for $134.19. The customer will not have a co-pay.
Writer contacted Customer; Writer advised of lines 367-368, Customer accepted offer, Customer advised that he will ba making an appointment today. Customer is happy. Writer advised a follow up 11/14/2014.
Status update provided via email to the following email address:
[redacted]
At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40686.
End of Status Update
Writer contacted Service dvisor Jeff, SA advised that the customer has an appointment 11/20/2014. at 8:00 AM.
Writer contacted Customer; Writer advised of lines 380-381, Customer

requested the co-pay information Writer advised of lines 367-368, Writer advised that if the customer has any questions while his vehicle is being repaired to speak with Kenny the SM. Writer will follow up 11/21/2014.
Writer contacted Service Advisor Jeff; SA advsied that the vehicle has been repaired and returned to the customer.
Writer contacted Customer; Customer advised that their vehicle seems to be doing great, Writer advised that we will follow up again 11/25/2014 to give the customer more time to drive the vehicle.
Writer contacted Customer; Customer advised that his vehicle is doing great and he is happy, Customer advsied that it is ok to close the case at this time. Writer advised customer to contact the dealership and Dodge Customer care for further assistance if needed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	07/25/2014	***Built Date***	04/15/2011	
Model Year	2011	***Body***	DJ7R92	DODGE RAM PREMIUM 4X4 2500 CREW CAB			
In Service Dt	06/28/2011	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN ANTONIO TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	towing
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the recall N49 but he called the DLR back in when it first came out and he is still waiting for his call. Customer states that his wife had just been driving the vehicle with their son on a long road trip 15 minutes prior. Customer states that they all got back into the vehicle when the tie rod broke in the middle of the road and he was barley able to get the vehicle off the road. Customer wants to know what Chrysler is going to do as the DLR told him they have no parts for this. Customer states unless the vehicle is still at the DLR into next week he will not require a rental today. Customer requested agent set up the towing.
Briefly summarize what the customer is expecting: Agent spoke to Noe at North Star and was advised that there do not have any parts. Agent spoke with Cassandra at San Antonio and was advised that they do have the parts available and will take customer's vehicle in by tow and contact customer to give him a time frame for completion. Agent spoke with Mirna at Roadside to set up towing for the customer to the DLR.
Reassign to SJ372 for survey by pass for no diagnosis for N49

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L0	9G[redacted]	***Open Date***	07/25/2014	***Built Date***	08/18/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/27/2009	***Mileage***	44,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68153	CUTRONES CHRYSLER JEEP DODGE WEST			
Dealer Address	5408 UNIVERSITY BLVD				
Dealer City	CORAOPOLIS	***Dealer State***	PA	***Dealer Zip***	15108

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLINTON PA 1[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Recall inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broken

Briefly summarize why the customer is contacting Chrysler: Customer stated that the tie rod broke and they had the vehicle towed to a garage and her husband when to the Chrysler dealer this morning. Customer stated that the dealer told them the vehicle would need to be brought there to complete the recall and that they would be unable to provide a rental vehicle. Customer stated they do not feel they should have to pay for another tow to have the vehicle brought to the dealer and they feel that they should be provided with a rental vehicle. Customer stated that the dealer should never have been able to sell the vehicle without the recall being completed.
Briefly summarize what the customer is expecting: Customer is expecting to have her complaint documented and to have Chrysler cover the rental and tow. Writer advised the customer she does not have any towing or rental coverage on her vehicle. Writer advised the tie rod may have been fine at the time the vehicle was sold and the parts for the recall are currently on a restriction. Customer requested to speak to a supervisor. Writer advised the supervisor would tell her the same information and to speak to a supervisor is a one business day call back. Customer hung up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C1	6G1[redacted]	***Open Date***	07/25/2014	***Built Date***	08/16/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	05/20/2006	***Mileage***	106,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	IDABEL OK 7[redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Defective - Default	right tie rod

Briefly summarize why the customer is contacting Chrysler: The customer contacted Chrysler because the right tie rod broke on his vehicle and he thought it was under recall. The customer states the dealership told him it was not and when the customer asked whether after it was repaired would the Sa allow his wife to drive the vehicle and he said no. The customer wants assistance with the repair as he feels it is a defective part.
Briefly summarize what the customer is expecting: The customer expects to have the vehicle repaired under the recall.
The agent advised the customer that she would contact the dealership for more information. The Agent spoke to SA Danny who stated he told the customer that it was not under recall and the left tie rod which was under recall did not need replacing as upon inspection it was not the defective part. The Sa stated that when the customer asked whether he would let his wife drive this vehicle after the repair the SA had said yes he would. The agent advised the customer that the part under recall was the left tie rod only and he did not have the defective replacement part as per inspection. The agent advised the customer that he had original equipment parts and they were only warrantied for the first 3 years 36,000 miles as his vehicle was over 106,000 miles it was ordinary wear and tear and we could offer no assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	BG[redacted]	***Open Date***	07/25/2014	***Built Date***	12/17/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/26/2011	***Mileage***	106,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45178	JIM RIEHL'S FRIENDLY CHRYSLER			
Dealer Address	1515 S. LAPEER ROAD				
Dealer City	LAPEER	***Dealer State***	MI	***Dealer Zip***	48446

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBIAVILLE MI[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking information.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding a recall.
Briefly summarize what the customer is expecting: Customer stated his left tie rod broke while driving. Customer stated he called his DLR and was told there are no parts. Customer paid $200.00 for towing and had his vehicle towed to a friends house. Agent contacted Jim Riehl s Friendly Chrysler, 45178 and had the customer moved up from #66 on the waiting list. SA stated they have extra parts for emergencies and will take care of the customer. Agent advised the customer to keep all receipts and he could send in for possible reimbursement. Customer is very upset. Agent advised the customer to tow the vehicle to the DLR so they can replace the tie rod. DLR stated they would do it but could not book an appointment as they are booking into August. DLR stated they would complete the recall between appointments.
Customer is seeking possible reimbursement for towing due to recall N49.
Reassign to 86Y
Agent reviewed documents and found customer is not eligible for towing because customer he does not have a service contract. Agent will contact customer to explain to customer why he is not eligible for reimbursement on towing. Customer was not able to be reached. Customer family member contacted customer on his cell phone and ask agent to hold. Agent explained to customer why he was not eligible for reimbursement.Customer stated it was because of the recall. Agent explained to customer he did not get it towed to the nearest dealership he gotten it towed to a friend house therefore customer is not eligible for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26CX	6G[redacted]	***Open Date***	07/25/2014	***Built Date***	09/06/2005	
Model Year	2006	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	06/26/2006	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	58723	BRUMBALOW MOTORS INC			
Dealer Address	1012 E MAIN STREET				
Dealer City	HAMILTON	***Dealer State***	TX	***Dealer Zip***	76531

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GATESVILLE TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer right tirerod broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer looking for recall information. Customer right tirerod broke and he wanted to know if it was covered within the recall.
Briefly summarize what the customer is expecting: General information
Agent advised about the left tirerod recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C1 [redacted]		***Open Date***	07/25/2014	***Built Date***	06/10/2005	
Model Year	2005	***Body***	DH7L41	DODGE RAM ST 2500 QUAD CAB PICKUP			
In Service Dt	07/18/2005	***Mileage***	168,779	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67263	LIBERTY-DAYTON CHRYSLER-PLYMOUTH-	DODGE-JEEP-EAGLE INC
Dealer Address	320 HWY 146 BYPASS		
Dealer City	LIBERTY	***Dealer State*** TX	***Dealer Zip*** 77575

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] [redacted]	***Home Phone***	[redacted]
	CLEVELAND TX [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer states that left tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking information about recall.
Briefly summarize what the customer is expecting: Customer expecting information.
Customer states that he received recall notice.
Customer states that he took vehicle to DLR and they informed him that vehicle does not fall under recall.
Writer contacted DLR and spoke to SM Dwayne who advised that vehicle did not fall under recall as they were not MOPAR parts.
Writer advised customer.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9 6[redacted]	***Open Date***	07/25/2014	***Built Date***	11/09/2005		
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/23/2006	***Mileage***	130,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER	JEEP DODGE
Dealer Address	4175 W 3500 SOUTH		
Dealer City	WEST VALLEY CITY	***Dealer State*** UT	***Dealer Zip*** 84120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GRANTSVILLE UT[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking assistance with vehicle.
Briefly summarize what the customer is expecting: Customer expecting recall part to be delivered to him.
Customer states that the left tie rod broke on his vehicle.
Customer states that he is about 3 1/2 hours from home.
Writer asked customer if he required towing assistance.
Customer advised writer that he did.
Writer transferred customer for towing assistance.
Customer called back to be transferred over to roadside assistance.
Agent transferred customer over to roadside assistance.
Owner calling back wanting to be towed to a dealership.
Owner stated he was given a phone number that was only an outgoing number.
Agent transferred to Roadside agent Jennifer to assist.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	7G[redacted]	***Open Date***	07/26/2014	***Built Date***	10/18/2006	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	07/31/2007	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68842	GREENVILLE CHRYSLER			
Dealer Address	5401 INTERSTATE 30				
Dealer City	GREENVILLE	***Dealer State***	TX	***Dealer Zip***	75403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SULPHUR SPGS TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the N62 recall. Customer states that when he received the letter in the mail stating that he has the N62 recall, he had contacted the dealership to have the recall completed and was informed that the parts were currently not available. Customer states that he was then driving and the tie rod broke and had to be completed at an independent repair facility. Customer was inquiring about how to get reimbursement.
Briefly summarize what the customer is expecting: Recall reimbursement information.
Agent advised customer of the recall information as per answer ID: 17420.
Agent advised customer that once we receive the documentation it could take up to 60 days to process the request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]	***Open Date***	07/26/2014	***Built Date***	05/17/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/13/2007	***Mileage***	150,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOOVER AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Tie rod not being covered under recall

Briefly summarize why the customer is contacting Chrysler: Tie rod broke while driving.
Briefly summarize what the customer is expecting: The customer would like the tie rod covered under recall.
The customer advises that this part has been replaced by a previous owner as an aftermarket part. The customer is upset and believes that Dodge Ram should cover this repair. The customer advises that the aftermarket part is still the company s responsibility.
The writer advised that if the dealership advises it is not covered I would like to confirm the information and the reason. Without knowing the diagnosis and technical information this case cannot be brought forward.
The customer advises that Chrysler allowed her family to be put in danger.
The customer advised that the dealership is closed on Saturday. The writer asked to customer to call back Monday with this case number to advise if there is anything we can do for her.
Dealership: Chrysler Dodge Jeep Ram of Gadsden
Dealer Code: 45564
Phone 256-543-9583
Customer contact number 205-617-1537
-
Writer notes that customer is the 3rd owner of the vehicle.
Writer notes that it was the after market part that failed.
Writer notes that Chrysler is not responsible for the after market part.
-
Reassigned to: HR657 for next step.
Thank you.
-
Customer called back the customer to advised that assistance is not granted as the customer as per lines 22-24,

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	AG[redacted]	***Open Date***	07/27/2014	***Built Date***	03/04/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	04/18/2011	***Mileage***	38,500	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	59572	B AND B DODGE INCORPORATED			
Dealer Address	125 GRANDVIEW AVENUE				
Dealer City	HONESDALE	***Dealer State***	PA	***Dealer Zip***	18431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HONESDALE PA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	still waiting for recall part, only fixed temporary
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC seeking information about recall N49. Dealership put an old tie rod on customers vehicle when it broke, but he is still on their wait list waiting for the new part that is on restriction. Customer states that if his tie rod breaks and causes anything that Chrysler will be liable. Customer stated that he will call back in one week and if no answers, then he is contacting his state attorney.
Agent informed customer that all of his concerns would be documented today.
Briefly summarize what the customer is expecting: to get his permanent recall N49 done
****
reassigned to SW722 for survey bypass
N49 recall no repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C4	5G[redacted]	***Open Date***	07/28/2014	***Built Date***	01/19/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	05/03/2005	***Mileage***	15,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	45352	WESLEY GOODSON CHRYSLER DODGE	JEEP, LLC		
Dealer Address	1500 HIGHWAY 78 E				
Dealer City	JASPER	***Dealer State***	AL	***Dealer Zip***	35501

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	ADAMSVILLE AL[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding recall notice. Customer stated that right tie rod broke on Saturday.
Briefly summarize what the customer is expecting: Customer is seeking recall information
Agent advised customer of recall n62. Agent advised customer that recall covered left tie rod components
**** survey by pass no repair ****
POSTMARK DATE: 080814; DATE RECEIVED: 082014
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
Agent reviewed documents and found that customer was in an accident. Escalating to 82S
****
No actual accident. Vehicle has already been repaired. See AC18819 for _ process handling for vehicles already repaired. Handle Recall claim per your normal process.
Agent reviewed documents and found that the tie rods were not repaired on this invoice. Agent called customer and explained why they would not have these repairs reimbursed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A3	8G[redacted]	***Open Date***	07/28/2014	***Built Date***	04/09/2008	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	07/28/2008	***Mileage***	70,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IOWA LA[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	N49
Recall - N49: LEFT TIE ROD - Information Request	seeking recall information
Product - Steering - Linkage - Defective - Default	tie rod broke while driving

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the tie rod breaking while he was driving at 80 MPH. Customer states that he is in Many, LA and would like to know if we would cover the consequential damages and a tow to the nearest dealership.
Briefly summarize what the customer is expecting: Customer is expecting the consequential damages paid for and a tow to the nearest dealership.
Agent advised customer that we would be able to complete the recall and would not be able to provide a tow as he has no towing on this vehicle.
Agent advised customer that we do no cover consequential damages. Agent provided customer with the LEGACY CHRYSLER DODGE JEEP RAM dealerships information.
Survey Bypass no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	07/28/2014	***Built Date***	09/15/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	01/03/2006	***Mileage***	86,147	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41522	RIVERHEAD DODGE INC			
Dealer Address	642 WEST MAIN STREET				
Dealer City	RIVERHEAD	***Dealer State***	NY	***Dealer Zip***	11901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCKY POINT NY[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	broken tie rod

Customer contacted Chrysler to inquire how to get reimbursed for the replacement of the left tie rod end that broke and her husband was almost in an accident. Agent explained that the N62 recall was for a Mopar service part that may or may not have been installed on her vehicle. Agent searched vehicle repair history and could not find were the left tie rod had ever been replaced. Agent denied any reimbursement unless the customer has new information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C5	5G7[redacted]	***Open Date***	07/28/2014	***Built Date***	10/28/2004	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	12/20/2004	***Mileage***	159,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44503	CHAPMAN SCOTTSDALE AUTOPLEX INC			
Dealer Address	6601 EAST MCDOWELL ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85257

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SCOTTSDALE AZ[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the front ball joint fell off the vehicle and he was inquiring if there were any open recalls for this issue. Agent advised customer there are no recalls on the vehicle for this issue. Agent did advise customer of open recall N62. Agent offered to locate a dealership for the customer and ustomer asked if Chrysler would pay for the repair and agent advised that due to the vehicle being outside of warranty, the repairs will be at the owners expense. Agent advised customer if any recalls get added to the vehicle in the future he will be notified.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	07/28/2014	***Built Date***	07/30/2007	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	12/24/2007	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	60082	VISTA JEEP CHRYSLER DODGE OF		SILVERTHORNE	
Dealer Address	225 BUFFALO MOUNTAIN DRIVE				
Dealer City	SILVERTHORNE		***Dealer State***	CO	***Dealer Zip*** 80498

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EQUALITY AL [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	seekiing recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding recall notice received. Customer stated that right tie rod has broken. Customer stated that left tie rod looks loose or about to break.
Briefly summarize what the customer is expecting: Customer is seeking more information on recall coverage
Agent advised customer that for recall n62 the left tie rod components would be covered.
*** survey by pass no repair ******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26CX	6G[redacted]	***Open Date***	07/28/2014	***Built Date***	05/25/2006	
Model Year	2006	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	01/30/2007	***Mileage***	110,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	08701	CORWIN-CHURCHILL MTR INC			
Dealer Address	1112 MISSOURI AVE				
Dealer City	BISMARCK	***Dealer State***	ND	***Dealer Zip***	58504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FLASHER ND [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring if right side is included.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states right tie rod fell out.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the right tie rod fell out.
Briefly summarize what the customer is expecting:
Customer is inquiring if the right tie rod is covered under the recall on his VIN. Agent advised that the recall on his VIN is only pertaining to the left side. Agent recommended holding on to all service reports and receipts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL3	BG[redacted]	***Open Date***	07/28/2014	***Built Date***	05/25/2011	
Model Year	2011	***Body***	D28R91	DODGE RAM PREMIUM 4X4 3500 CREW CAB			
In Service Dt	02/11/2012	***Mileage***	20,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGX	SAGEBRUSH PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	QUITMAN TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	N49
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Seeking completion

Briefly summarize why the customer is contacting Chrysler: Customer is contacting in regards to the N49 recall. Customer states they have brought the vehicle to the DLR several times since they received the first recall letter. Customer also states last they spoke with DLR 60486 they were told they would be placed on a waiting list at number 50. The agent informed the customer Chrysler asks the customer not contact the DLR in regards to the recall until they have received the final recall letter and this is why the DLR could not assist previously. The agent contacted DLR and spoke with SA Chris. SA stated the customer has an oil change appointment this Friday and at that time they will inspect the vehicle to deem if they need to be placed on the waiting list. Agent went to relay the message to the customer and the call was dropped.
Briefly summarize what the customer is expecting: Customer is seeking information on the completion of the N49 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8 [redacted]	***Open Date***	07/28/2014	***Built Date***	04/15/2008		
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	08/18/2008	***Mileage***	140,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	59156	SOUTHLAND DODGE CHRYSLER JEEP, LLC			
Dealer Address	6161 WEST PARK AVENUE				
Dealer City	HOUMA	***Dealer State***	LA	***Dealer Zip***	70364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BATON ROUGE LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer states tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his tie rod broke. He is at Southland Dodge but they don t have any parts.
Briefly summarize what the customer is expecting: Customer wants his vehicle fixed.
Agent called Southland Dodge and spoke with Mike SM who advised that they don t have any parts.
Agent called A.J.Dohmann and spoke with June who advised that Southland has 50 but refuse to work on vehicles that they didn t sell.
June advised agent that if we could get the vehicle towed to their dealership that they would repair the vehicle.
Agent spoke with KB805 about the situation and was advised to have the towing receipt faxed in and that Ram CAC would pay the towing cost.
Agent advised customer that AJ Dohmann would fix the vehicle.
Agent called June back and advised that if customer can get it there they will fix customer up.
Agent advised customer to get the tow truck and the dealership will fix the vehicle.
DEALERSHIP CONTACT - DIALED 985-384-8070 - Writer called SM June do discuss the possibility of them paying for the towing to be completed from the other dealership in order to make it easier for the customer.
June advised they do not have towing from their dealership and that it would be easier for the customer to pay for the towing and they would get reimbursement for the customer.
Writer explained that I was attempting to alleviate work from the customer s end. June interrupted writer again advising that they would get reimbursement for the customer.
Writer then was going to ask if they would be able to submit the information for the customer, before writer could finish the question.
June again interrupted writer stating 'Whatever... Just get the truck.'
Writer tried to explain that we were past looking for her to pay just to fax, again June was quite rude, interrupting writer each time writer attempted to speak stating 'Whatever... Whatever, just get the truck here!'
At which time writer disconnected the call.
Reassigned to LN187, please wait for documents to be sent in, once they

arrive send to TL for check to be processed, however please follow 22717, see TL if you have questions.
Fax has not come in yet.
Still waiting for fax.
No Fax
Still waiting for fax
Please attempt to contact customer and advise that we are still awaiting his documentation.
Agent called customer and left a voice mail message to see if the vehicle has been repaired and if he has faxed in copies of his receipts
Agent called customer again and left another voice mail message.
Agent called and left the last voice mail message for customer.
Unable to reach customer.
Briefly summarize why the customer is contacting Chrysler: Customer states that he is calling concerning his Cair. Customer states that the repairs for his vehicle where completed at A.J. Dohmann Chrysler (44754) 802 ROBINSON DR. Berwick LA (985) 384-8070. Agent read lines 42-44. Customer states that Chrysler needs to call dealership because they are taking care of everything.
Briefly summarize what the customer is expecting: Customer returning call concerning his Cair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	BG[redacted]	***Open Date***	07/29/2014	***Built Date***	02/18/2011
Model Year	2011	***Body***	DJ7H92	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	07/14/2011	***Mileage***	90,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	62869	BENSON CHRY-DODGE-JEEP			
Dealer Address	400 W WADE HAMPTON BLVD				
Dealer City	GREER	***Dealer State***	SC	***Dealer Zip***	29650

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	TAYLORS SC null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-07-29
Road Side File Created 07-29-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
SC USA SC
LEFT TIE ROD IS BROKEN. WOULD LIKE VEH TOWED.
DEALER CODE : 62869 BENSON CHRY-DODGE-JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	07/29/2014	***Built Date***	02/22/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/11/2007	***Mileage***	98,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	66264	LAKEFOREST CHRYSLER JEEP, INC			
Dealer Address	903 N FREDERICK AVENUE				
Dealer City	GAITHERSBURG	***Dealer State***	MD	***Dealer Zip***	20879

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DICKERSON [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has not had recall N62 completed yet and on the way to work today the right tie rod broke. Customer was inquiring if this was related to the recall. Customer stated he has not had any other tie rod repairs completed. Agent advised customer of the recall parameters. Customer understood. Agent offered to place customer in contact with a dealership to complete the repair and recalls but customer declined. Briefly summarize what the customer is expecting:Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	07/29/2014	***Built Date***	11/30/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	04/15/2006	***Mileage***	140,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65454	BLOOMINGTON CHRYSLER JEEP, INC			
Dealer Address	8000 PENN AVENUE SOUTH				
Dealer City	BLOOMINGTON	***Dealer State***	MN	***Dealer Zip***	55431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RICHFIELD MN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Open recall
Corporate - Reimbursement - Default - Default - Default	Reimbursement consideration assistance
Corporate - CNA Change - Default - Default - Default	Update coin

Customer calls seeking recall information. Advised the customer of incomplete recall recall #(N62)Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
**
Caller stated that he had replaced the LEFT OUTER TIE ROD ASSEMBLY on the vehicle himself in 2012, as caller stated that the original equipment broke on the vehicle before he had received the recall notice.
Caller stated that he took the vehicle to BLOOMINGTON CHRYSLER JEEP DODGE to have the recall performed on the vehicle; however the dealership told him that all the necessary parts had already been replaced.
Caller stated that he is seeking reimbursement consideration for the parts that were replaced on the vehicle prior to receiving the recall notice.
Agent provided the following mailing address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Agent also updated coin.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D4	7J[redacted]5[redacted]	***Open Date***	07/30/2014	***Built Date***	04/26/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/09/2007	***Mileage***	113,559	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	GREGORY MI [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left outer tie rod broke, replaced at IRF with NAPA part
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	left tie rod

Briefly summarize why the customer is contacting Chrysler:Customer is seeking reimbursement for the N62 recall. Customer states the tie rod broke while he was waiting for parts
Briefly summarize what the customer is expecting:Customer expects reimbursement
Agent advised the customer to send in the repair order and proof of payment. Agent called the dealer and spoke to SM Steve who stated they had done the inspection and ordered the part.CUstomer is asking to be contacted at [redacted]
POSTMARK DATE: 073014; DATE RECEIVED: 073014
Writer acknowledges assignment. There are documents present.
H46 completed 04/21/2011. Inspection only, No parts = original factory equipment of Non Mopar parts present.
L16 completed 06/26/2012. Inspection only, No parts - inspected tie rod angles, tightened track bar bolts.
DEALER CONTACT: Writer called EXTREME DODGE CHRYSLER JEEP 517-783-6200.
Writer spoke to SA Lucas who advised vehicle was slated for inspection 02/17/2014. That R.O. was never generated. Customer was provided a quote for a package. The information in Lines 7 - 9 are incorrect. SM had not inspected vehicle. SM had not ordered any part.
Customer advised in letter that his tie rod broke while he was waiting for the part. IRF invoice # 38736 DAN S SIDE STREET GARAGE is dated June 23 2014. Left outer tie rod was replaced with NAPA part # 985578.
Steering gear is leaking and all four ball joints loose. Vehicle was towed in.
CUSTOMER CONTACT: Writer called MR [redacted]
Writer reached Customer directly. Writer asked if this was the first and only repair Customer has had on steering linkage. Customer replied that it is. Writer advised the N62 recall is not on the factory original equipment that has been replaced, but on the replacement parts. Writer apologized for the frustration, but Chrysler will not reimburse Customers initial repair. Writer advised Customer should have vehicle inspected at any CDJR Dealership to close the recall(s).
P.S. When Writer was speaking to SA Lucas he advised the vehicle was presently at the shop and he will advise assigned SA of situation and have the recall closed.
Writer is closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL2	BG[redacted]	***Open Date***	07/30/2014	***Built Date***	03/10/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	04/15/2011	***Mileage***	40,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67311	FLETCHER CHRY PRODUCTS IN			
Dealer Address	3099 NORTH MORTON				
Dealer City	FRANKLIN	***Dealer State***	IN	***Dealer Zip***	46131

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EDINBURGH IN[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Pitman arm
Corporate - Survey By-Pass - D-12-27 - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his pitman arm broke and the customer believes that it is related for the recall.
Briefly summarize what the customer is expecting: cost assistance.
Agent contacted dealership 67311 and spoke with SA Matt. Matt confirmed that the customers Inner tie rod at the pitman arm broke. Dealership states that it is not related to the N49 recall.
Dealership also mentions that the customer has a lift kit on the vehicle.
Agent contacted SM John to see if there was any possibility of D-12-27.
SM John stated that the lift kit contributed to the issue the customer is experiencing and there for he does not qualify for D-12-27.
Agent informed the customer of the above information. Customer stated that the lift kit was put on after the pitman arm broke. Customer states that he had spoken with Mr. Fletcher at the dealership prior to putting the lift kit on and that he sent him pictures showing that the pitman arm was broken prior to putting the lift kit on. Customer states that Mr. Fletcher approved that the customer can put the lift kit on.
Agent informed the customer that based on the information currently presented by the dealership that there is nothing that can be done in regards to cost assistance due to the fact that the lift kit voided the warranty.
Customer is within 2 years and 24,000 mile of the original warranty and falls under D-12-27 but because of the information presented by the dealership in regards to the lift kit he does not qualify.
Agent informed the customer that he could continue to work with the dealership to straighten out the issue with the lift kit. Customer can call back in if there is any additional information for the case. Cost assistance can possibly be reconsidered if new information is presented.
Reassign to KB805 for Survey Bypass Goodwill Declined by dealer

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A6	7J[redacted]	***Open Date***	07/30/2014	***Built Date***	04/27/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/30/2007	***Mileage***	77,000	***Dealer Zone***	32	NEW YORK	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59682	MAPLE CITY DODGE INC			
Dealer Address	RD#2 AIRPORT RD				
Dealer City	HORNELL	***Dealer State***	NY	***Dealer Zip***	14843

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AVOCA NY 14809-9447	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	right tie rod broke - factory part

Briefly summarize why the customer is contacting Chrysler: Customer called because he received the N62 recall notice. Customer stated he was told the repair specified in the letter didn t apply to his vehicle because he has factory parts on his vehicle and not Mopar service parts replacement steering linkage. Customer stated recently the right tie rod broke while he was driving. Customer stated he was told this wouldn t be covered under the recall. Agent was researching the concern when he experienced technical difficulties causing the call to be lost.
-
Briefly summarize what the customer is expecting: not yet determined
Customer has called back and he said that he lost the call with the previous Agent.
Customer said that he was researching the recall N62.
Agent h as told the customer that this recalls only applies to vehicles that had certain Mopar service parts steering components installed,
Customer states that his tie rod snapped today in the middle of the road.
He was told if the dampener was clamped then it was covered, but his is bolted through the rod.
Agent has informed the customer that he will need to have it diagnosed to see if this is part of the recall or not.
He also says the dealership told him to inspect too.
Agent said that once it is diagnosed and it is not covered and you feel that it should be to please call us back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HLX	AG[redacted]	***Open Date***	07/30/2014	***Built Date***	03/04/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	04/30/2010	***Mileage***	152,690	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC			
Dealer Address	900 S US HIGHWAY 35 BYP				
Dealer City	PORT LAVACA	***Dealer State***	TX	***Dealer Zip***	77979

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EAGLE PASS TX[redacted]	***Country***	UNITED STATES

Product - Drivability - Unknown - Other - Default	replace left tie rod
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	

Enhanced Customer Satisfaction Team (ECS) *
The customer is being handled by the ECS Team
Dealer code: 45048
POC Name and position: Jeremy/SA
POC number: 361-553-7483
Current mileage: 152690
Customer concern: Left tie rod broke
Dealer diagnosis: Replace left tie rod- have part available. SA stated vehicle has modifications to front end that would cause additional labor and would like to see if they will assist with that.
Is the customer in a rental: no
Is the customer waiting: Yes
Customer name: [redacted]
All customer contact numbers:
Best time of day for contact: Any
Advised dealership diagnosis, Recalls or RRT can be done but no repairs until TS calls and provided case number
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-07-30 @ 14:45
Status update provided via email to the following email address:
[redacted]
Hello, Tammy has been assigned as your customer advocate. This email is confirmation that your [redacted], was successfully escalated to her. After she reviews the details of your case she will be calling you at your preferred number, 830-968-9399, by end of business. Her office hours are 8:00AM 4:30PM (Mountain Time). Her contact information is 800-763-8422 EXT 66380. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
covered repair for the recall no other repairs were needed.
Writer called 830 968 9399 customer stated that the repairs were

satisfactory but the dealership damaged his door (dent) and is refusing to acknowledge they damaged his vehicle. Writer advised will be happy to contact them on his behalf and will look into if anything can be done. Explained that as the dealership is not owned by us we are unable to force them but will document the case so it can be viewed by anyone within the company.
Writer called PORT LAVACA DODGE CHRYSLER JEEP to speak with SA/ Jeremy was unable to speak with SA left message to return call with Laura.
Writer called PORT LAVACA DODGE CHRYSLER JEEP to speak with SA/ Jeremy who advised vehicle was pushed into the bay and the dent was already in the door. Customer was pushed to the front of the line to get vehicle repaired. Customer was advised that dealership was not responsible for the dent.
Writer called 830 968 9399 advised that damage claim is between him and the dealership. Writer advised that case will be documented for anyone within the company to view. Writer advised that case would bw closed and clould receive a survey as is satisfied with the repair
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C6	6G2[redacted]	***Open Date***	07/30/2014	***Built Date***	06/16/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	10/26/2006	***Mileage***	125,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	43942	MINOT CHRYSLER CENTER INC			
Dealer Address	3615 SOUTH BROADWAY				
Dealer City	MINOT	***Dealer State***	ND	***Dealer Zip***	58701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DOUGLAS ND [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall N62, possible tie rod broke

Briefly summarize why the customer is contacting Chrysler:Customer called sating that the tie rod was blown, and customer s wife was on the side of the road. Customer wanting to know if any roadside on vehicle so can have the vehicle towed. Agent advised due to year and mileage the towing was not available but could contact Roadside to see if they would cover due to possible recall related, as waiting on roadside customer disconnect line.
Briefly summarize what the customer is expecting:Customer looking for towing assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	07/31/2014	***Built Date***	04/06/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	11/26/2011	***Mileage***	27,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	LEXINGTON SC null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-07-31
Road Side File Created 07-31-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
CAYCE LEXINGTON
SC USA SC
TIE ROD END FOR FRONT STEERING BROKE IN 1/2...ON R
DEALER CODE : 60510 JTS CHRYSLER DODGE JEEP RAM

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	07/31/2014	***Built Date***	05/08/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	07/27/2006	***Mileage***	37,084	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66556	BEAVERTON CHRYSLER, INC.			
Dealer Address	10760 S W CANYON ROAD				
Dealer City	BEAVERTON	***Dealer State***	OR	***Dealer Zip***	97005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PORTLAND OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer called to advise he experience recall issue
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states left tie rod snapped

Briefly summarize why the customer is contacting Chrysler: Customer called to advised that his left tie rod snapped when he was driving today. Customer states that they have a toe truck on their way taking them to Ron Tonkins Dodge. Customer inquired if he can still have vehicle repair under the recall since the issue has happened and he did not have the recall completed before it happened. Agent advised customer that any parts directly related to the recall will be repaired under the recall, however other consequential damage would not be. Customer understood. Briefly summarize what the customer is expecting: Advise tie rod snapped. Customer called seeking information on the right tie rod, inquiring whether or not there is a current recall out for it. Or whether the other recall H46 STEERING LINKAGE would of caused this. Agent advised that customer would have to contact their local dealer in regards to a diagnostic. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	BG[redacted]	***Open Date***	07/31/2014	***Built Date***	02/03/2011	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	09/07/2011	***Mileage***	148,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	P12	BRIGHT RED					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57088	DODGE TOWN INC			
Dealer Address	1120 EAST OMAHA STREET				
Dealer City	RAPID CITY	***Dealer State***	SD	***Dealer Zip***	57701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLACK HAWK SD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customers tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is calling to advise agent his tie rod broke last night.
Briefly summarize what the customer is expecting: Customer wants his vehicle fixed.
Customer states his tie rod broke last night and it poked a hole in the wheel broke brake rotor. Customer states the vehicle is sitting where it broke it is not at a dealership. Customer states he is on a list at three different dealerships for the part. Customer states he was advised that dealerships just started getting parts in June. Agent apologized and advised customer that Dealers have started receiving limited quantities of parts effective April 14, 2014. An initial quantity of parts was sent to dealers based on assigned. Customer is upset and stated he is going to fix it and sell it. Agent offered the customer the reimbursement address and customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	6G[redacted]	***Open Date***	07/31/2014	***Built Date***	11/11/2005	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	02/08/2007	***Mileage***	116,327	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	44259	DOVER DODGE CHRYSLER JEEP, INC.			
Dealer Address	396 ROUTE 46				
Dealer City	ROCKAWAY	***Dealer State***	NJ	***Dealer Zip***	07866

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RANDOLPH NJ [redacted]4	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right tie rod broke

Briefly summarize why the customer is contacting Chrysler:
Customer is stating that the right tie rod just broke on his vehicle and is sitting on the side of the road.
Customer stated he contacted dlr about recall ,and was told that the recall was on the left only and that the vehicle is outside of warranty and they would not be able to assist.
Customer stated that he was just in the other day for recall, and he was told no repairs were required and now his right tie rod broke.
Customer stated for the recalls shouldn t they inspect both the left and right side .
Customer feels should be covered under recall.
Agent advised customer that recall is on a mopar service part not an OEM part.
Agent advised customer that dlr are inspecting vehicles to determine if customer had the mopar steering linkage assembly installed on vehicle and if so it would need to be replaced.
Agent informed customer that the if they did not have this steering linkeage on vehicle, recall would not apply .
Agent advised customer vehicle is outside of warranty, but if they need a tow we can get him in touch with roadside but the cost would be at their expense.
Customer expressed disatisfaction towards situation.
Customer ended call.
Briefly summarize what the customer is expecting:
Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted] *1*

VIN	3D7MX48C1 6[redacted]	***Open Date***	07/31/2014	***Built Date***	02/02/2006		
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	03/17/2006	***Mileage***	200,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted] M	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MEXIA TX [redacted]	***Country***	UNITED STATES

Product - Drivability - Unknown - Other - Default	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer is contacting in because the tie rod broke and the customer believes it should be fixed under the recall. Customer states the DLR did the recall inspection an found the part was ok and now it broke.
Briefly summarize what the customer is expecting: Customer is expecting to have the tie rob fixed under the warranty.
Agent advised the customer that the recall is not on the manufactured part but on the part that they had replaced the manufactured part. Agent advised to have the customer go to another opinion to see if another DLR would cover it under the warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]7

VIN	3D6WG46A6	8G[redacted]	***Open Date***	07/31/2014	***Built Date***	08/08/2008	
Model Year	2008	***Body***	DC3L64	DODGE RAM 3500 REG CHASSIS CAB 4X2			
In Service Dt	05/26/2009	***Mileage***	48,892	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	43720	SOUTH OAK DODGE CHRYSLER JEEP			
Dealer Address	4550-4560 W LINCOLN HWY				
Dealer City	MATTESON	***Dealer State***	IL	***Dealer Zip***	60443

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MOKENA IL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	left tie rod broke on customers vehicle
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer owns a 2008 dodge ram, and the left front tie rod broke off yesterday while driving it, customer states that he understands there is a recall on the left tie rods. Customer states that DLR is stating that Chrysler is going to pay for it. Customer has part in the hand and didn t go to a DLR. Agent advised the customer that he will need to tow his vehicle to the nearest DLR and it will be at the customers expense, agent also advised that he can either contact us back for possible assistance or once the recall part comes in can see reimbursement. Customer is upset because Chrysler doesn t have the parts available.
-
Briefly summarize what the customer is expecting: Customer is expecting recall information
-
Survey by-pass: no repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT2	BG[redacted]	***Open Date***	08/01/2014	***Built Date***	03/08/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	04/13/2011	***Mileage***	7,836	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	68938	HUMBOLDT DODGE-CHRY-JEEP INC			
Dealer Address	3301 EAST END DRIVE				
Dealer City	HUMBOLDT	***Dealer State***	TN	***Dealer Zip***	38343

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]E	***Home Phone***	
	KNOXVILLE TN x	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	RS
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2014-08-01
Road Side File Created 08-01-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3 LEDBETTER GATE RD 3301 EAST END DRIVE
TN-425
MILAN HUMBOLDT
TN USA TN
BROKEN TIE ROD MAY NOT ROLE WELL IF AT ALL. IF UN
DEALER CODE : 68938 HUMBOLDT DODGE-CHRY-JEEP INC
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL8	BG[redacted]	***Open Date***	08/01/2014	***Built Date***	01/13/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/31/2011	***Mileage***	41,391	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	CONWAY AR null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-08-01
Road Side File Created 08-01-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
W 43RD ST 8107 RESEARCH BLVD
MEDICAL PKWY
AUSTIN AUSTIN
TX USA TX
BROKEN TIE ROD END 4208 MEDICAL PARKWAY
DEALER CODE : 45558 COVERT CHRYSLER DODGE JEEP RAM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT7 B[redacted]	***Open Date***	08/01/2014	***Built Date***	09/27/2010		
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	10/12/2010	***Mileage***	54,411	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26633	FERMAN JECP OF NEW PORT RICHEY			
Dealer Address	3939 US HWY 19				
Dealer City	NEW PORT RICHEY	***Dealer State***	FL	***Dealer Zip***	34652

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	HOLIDAY FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer had repair completed.

Briefly summarize why the customer is contacting Chrysler: Customer contacting as she had the outer tie rod break and needed repair at Tires Plus. Customer was advised was extremely unusual and should not have heppened.
Briefly summarize what the customer is expecting: Recall reimbursement. Agent advised the can submit documentation for reimbursement consideration but no guarantees could be provided. Agent provided fax as 877-768-5076 and advised to send repair order and paid invoice.
Assigned to 86Y
POSTMARK DATE: 080114; DATE RECEIVED: 080114
Customer seeking update on case.
Proof of payment needed
IRF CONTACT Tires Plus Total Car Care Ù: 727-491-5963. Spoke with Brad Store Manager and confirmed that the Invoice was paid in full.
CUSTOMER CONTACT[redacted]. Out of Service.
CUSTOMER CONTACT: [redacted]4. Spoke with Stephen Benner. Agent advised that the amount of Reimbursement would be $251.97 and confirmed Mailing Address. Advised may take 15 - 20 Business Days to receive the Check.
N49 LEFT TIE ROD
****
Customer submitted request for reimbursement for recall (N49 LEFT TIE ROD).
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Confirmed with IRF.
Date of Repair: 07/31/14
Invoice #: 101744
Labor $136.50
Parts $98.99
Misc. Charges $Nil
Tax $16.48
Total $251.97
Writer is submitting check for approval in the amount of $251.97

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	8G[redacted]	***Open Date***	08/02/2014	***Built Date***	12/07/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	02/27/2009	***Mileage***	93,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26686	KIM'S CHRY-PLYM-DODGE & JEEP			
Dealer Address	1030 HIGHWAY 15 NORTH				
Dealer City	LAUREL	***Dealer State***	MS	***Dealer Zip***	39440

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WAYNESBORO MS[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown

Briefly summarize why the customer is contacting Chrysler: Customer states that they had the vehicle inspected for the N62 LEFT OUTER TIE ROD ASSEMBLY in 4/14. Customer states that she has pictures of her vehicle, the tie rod is broken and under the vehicle, she states she showed the pictures to the SA and he has advised that this is the tie rod that was under recall.
Briefly summarize what the customer is expecting:customer seeking information
Agent spoke with SA Matthew who advised that the pictures do look like the tie rod that was inspected, he advises that the vehicle would still need to be inspected for diagnosis.
Agent advised customer that she would need to get the vehicle to the DLR, towing would not be covered, for inspection and diagnosis.
Agent did ask SA about part availability, and advised customer that the part was available for install.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX38L0	9G[redacted]	***Open Date***	08/04/2014	***Built Date***	03/24/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/02/2009	***Mileage***	107,925	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted] DR	***Home Phone***	[redacted]
	TRUCKEE CA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 left tie rod
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Tie rods replaced
Recall - N49: LEFT TIE ROD - Reimbursement	

POSTMARK DATE: 061814; DATE RECEIVED: 062514
Name and address matches COIN & HPIMS: Yes
Recalls (open): N49
Customer Name: [redacted]
Customer Email: [redacted]
Concern: N49 reimbursement
Related CAIR(s): [redacted]
Customer called to inquire about the status of the reimbursement request he submitted in June 2014. Customer stated that it has been 3 months. Customer stated that he was in a parking lot when the tie rod broke and that he could have been on an expressway. Agent advised customer that his call would be documented as well as his concern at the length of time it is taking.
Proof of payment needed
Agent reviewed documents submitted by customer and found customer had the tie rods replaced at an IRF but did not submit proof of payment for the repairs.
Agent called the IRF and there was no answer.
Agent called the IRF and there was no answer.
Agent called the IRF and there was no answer.
OUTBOUND CALL TO IRF: No answer.
OUTBOUND CALL TO IRF: [redacted] 1 Writer left voice mail message stating call is in regards to verification of proof of payment. Writer provided invoice number, customer name and make of vehicle. Writer provided phone number for customer assistance and cair number.
****
NEXT AGENT: If IRF calls in please verify that invoice #723 for repairs to tie rods was paid in full by customer.
Dealership said he has paid for the tie rods in full. Agent advised he would note it on his account that he has for further reimbursment information that was requested.
RECALL - N49 Left Tie Rod
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Paid (line 29)
Date of Repair: 04/28/14
Invoice #: 723
Labor $150.00
Parts $435.51
Misc. Charges $0.00

Tax $32.66
Total $618.17
Writer is submitting check for approval in the amount of $618.17
Writer verified address on correspondence matches in customer owner information network.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	08/04/2014	***Built Date***	01/31/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	03/26/2008	***Mileage***	137,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE			
Dealer Address	26433 SOUTHWEST FREEWAY				
Dealer City	ROSENBERG	***Dealer State***	TX	***Dealer Zip***	77471

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SUGAR LAND TX[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Seeking assistance.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Seeking information on recall.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Tie rods have gone out on the vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer states that there is a recall on the vehicle. Customer states that they took the vehicle into a dealership for the N62. Customer states that they inspected the part. Customer states that the tie rod broke yesterday while traveling on the highway. Customer is seeking assistance.
Briefly summarize what the customer is expecting: Agent advised customer of the information regarding the H46/N62 recalls and how they are on a replacement part. Agent advised customer that if the inspection done and everything was considered to be fine, that would mean the original linkage would be there. Agent advised customer that at this Ram would not be able to assist with the repair at this time due to the age and mileage on the vehicle. Customer understood and ended the call.
Customer is third owner.
Customer has one household vehicle.
Customer does not have a history with the problem.
Customer does not have a history with a dealership.
Customer does not have a Mopar mechanical service contract.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C0	6G[redacted]	***Open Date***	08/04/2014	***Built Date***	06/29/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	12/16/2005	***Mileage***	22,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45363	STANLEY-LYND AUTOPLEX,LLC			
Dealer Address	308 N FANNIN AVE				
Dealer City	CAMERON	***Dealer State***	TX	***Dealer Zip***	76520

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BREMOND TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking further information on recall

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler because he brought his vehicle into the dealership for recall N62. The vehicle was inspected and the part did not have to be replaced. Customer states that a couple weeks later his tie rod broke driving down the highway.
Briefly summarize what the customer is expecting: Customer was expecting more information on recall.
Agent contacted dealership 45363 and spoke to SA Chris. Chris states that they inspected the truck and did not have to replace the part. Chris stated they did not look further into anything else other than the recall.
Agent advised the customer of information in Answer ID: 24057. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG5[redacted]	***Open Date***	08/04/2014	***Built Date***	09/22/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	12/28/2010	***Mileage***	49,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	***Dealer State***	TN	***Dealer Zip***	37919

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KINGSTON TN[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	tie rod broken - parts on backorder
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has been waiting for parts to complete N49 recall as advised by his dealer. Customer states an inspection to determine if parts are original or Mopar replacement was not done on recommendation of DLR to wait for backordered parts. Customer states tie rod has now broken and truck is stuck in customer s driveway.
Briefly summarize what the customer is expecting: Customer needs repair completed as soon as possible.
Agent advised customer that an inspection should be completed first at a dealership to determine if parts are replacement or not. Customer was very displeased and believes Chrysler should replace parts regardless. Customer is upset that the truck is now inoperable and without short term solution.
Customer and agent agreed that the next step was to take vehicle to a dealership for official diagnosis. Agent offered to connect customer to Roadside as customer did not know who to call for towing. Agent advised customer that Chrysler Roadside would include a fee as customer s coverage as per VIP does not include Roadside. Customer stated he would prefer to check with his wife to confirm if he had alternate roadside coverage and will call back.
sent to BR379 for survey by pass - no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CLX	AG[redacted]	***Open Date***	08/05/2014	***Built Date***	01/20/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	03/27/2010	***Mileage***	45,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54194	TATE DODGE INC			
Dealer Address	7139 RITCHIE HIGHWAY				
Dealer City	GLEN BURNIE	***Dealer State***	MD	***Dealer Zip***	21061

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BALTIMORE MD[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer had recall, part broke
Recall - N49: LEFT TIE ROD - Information Request	part became defective needed to be towed to dealership

Briefly summarize why the customer is contacting Chrysler:Customer called in stating they have the n49 recall, and that the part became defective. Customer stated the vehicle needed to be towed to Tate Dealership, through Triple A. Customer stated that SA Dna Dagett, stated that chrysler would be able to assist in the cost of the reimbursement. Agent provided the customer the address and fax number as per answer ID 19204 and stated the department will look into this further. Customer thanked agent.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for towing

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26A2	8G[redacted]	***Open Date***	08/05/2014	***Built Date***	04/10/2008	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	07/19/2008	***Mileage***	139,291	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WASILLA AK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customer is seeking recall information
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: 08 dodge ram 2500 diesel, got a recall early Jan for the steering. Customer got home on the 9th of Jan and took it in the next day to the DLR and had the inspection and needed the parts. Customer got put on the list and stated they were doing 20 a day and said they have more in, in about a month and they would give the customer a call. Customer called DLR and stated the parts were recalled and stated they don t know when they will be at the DLR. Shop put a tie rod on it because the tie rod broke down, vehicle is having problems, customer went to Lithia dodge and had them see if they could get the customer in and they can t do anything to help the customer either. Agent advised the customer of the AC: 24054. Agent contacted DLR 26864 to see where the customer is on the waiting list. Agent spoke with Shane in parts; he advised the agent that he will have to have an inspection done to technicians can conform it. Agent advised that Chrysler contacted two of the Lithia DLR s and they advised he wasn t on a waiting list, agent advised the customer to get to the DLR to have an inspection and get on the waiting list, customer understood, no further assistance

-

Briefly summarize what the customer is expecting: customer is expecting further information in regards of the recall N49.

-

Survey by-pass: No repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CLX	BG[redacted]	***Open Date***	08/05/2014	***Built Date***	06/06/2011	
Model Year	2011	***Body***	D28P91	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	09/14/2011	***Mileage***	40,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE		
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	***Dealer State***	NM	***Dealer Zip***	87507

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FAIRVIEW NM [redacted]4	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	customer tie rod broke off
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer states that his tie rod broke off on Sunday night, while he backing out of a parking lot.
Customer states that he attempted to get this repair done 2 times and was told that there were no parts available.
Customer states that he had to have his vehicle towed 50 miles and that his vehicle is still sitting on the tow truck.
Briefly summarize what the customer is expecting:Customer is seeking to get the repair done and to see if he can get reimbursed for the towing fee.
Agent advised Customer that she could contact the DLR and find out if they had parts available.
Agent spoke to Michaela who advised that they had parts available but they were being used to fix vehicle already in for repair.
Agent advised DLR about the Customer s situation and Michaela advised agent that they would be able to take him in right away.
Agent attempted to transfer Customer but the Customer s call was dropped.
Agent attempted to call Customer back but he was unavailable.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C0	6G[redacted]	***Open Date***	08/05/2014	***Built Date***	03/03/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	04/20/2006	***Mileage***	153,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BILLINGS MT[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Reimbursement	LEFT OUTER TIE ROD ASSEMBLY
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-05 @ 17:26
Briefly summarize why the customer is contacting Chrysler:
Customer called to be reimbursement for the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY. Customer stated that this was replaced in May 2014 and it has broken again today. Customer stated that he would like to put different parts on this time as he stated this did not last 3 months and he paid out of pocket.
Briefly summarize what the customer is expecting:
Reimbursement for the N62 recall for the LEFT OUTER TIE ROD ASSEMBLY.
reviewed
Reviewed
Case will stay open until 8/12/14**
reviewed
Reviewed
Customer has not sent in documentation
Reassigned to KM788 Survey By Pass
Please close

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH4GLX	AG[redacted]	***Open Date***	08/06/2014	***Built Date***	10/20/2009	
Model Year	2010	***Body***	DC8L43	DODGE RAM 3500 QUAD CHASSIS CAB 4X4			
In Service Dt	05/21/2010	***Mileage***	150,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	67402	ACCIDENT GARAGE			
Dealer Address	113 SOUTH MAIN STREET				
Dealer City	ACCIDENT	***Dealer State***	MD	***Dealer Zip***	21520

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	KINGWOOD WV[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Product - Unknown - Unknown - Accident - Default	tie rod bolt broke, vehicle hit a guard rail.
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	

Status update provided via email to the following email address:
[redacted]
Good morning Mike,
Thank you for contacting Ram for reimbursement information. The documents that you need to send in are as follows: orginal receipts with proof of payment, vehicle information, your contact information, contact information of repair facility and then fax all information to 877-768-5076 and attach case number [redacted] to all documents.
Thank you for contacting Ram
Barb
End of Status Update
1. Who is calling and what is their contact information? [redacted]
Preferred: [redacted]
2. What happened? Tie rod bolt broke, vehicle hit the guard rail.
3. What is the current location of the vehicle? MCR Repair Shop in Albright WV, 304-329-3996
Customer called stating that this vehicle was in an accident about 1 week ago. Customer stated that the driver went about 100 yards when the tie rod bolt broke. Customer stated that he hit the guard rail and was only going about 30 miles per hour. Customer stated that the vehicle was towed back the company location and there was no police report done. Customer also stated that the vehicle was taken to an IRF to repair as he was not aware of the recall. Customer stated that he purchased the vehicle when he purchased the company and never received any recall notices.
Agent advised the customer that someone will be in contact with him.
Agent also advised the customer that an email will be sent with the information on the reimbursement for the N49 recall.
re-assign to 82S
****

08.07.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:
Mcr Inc
2677 N Preston Hwy _
Albright, WV 26519
304.329.3996
Per OGC Matrix, reassigned to 82T. MG17
L16 LEFT TIE ROD END SAFETY 09/30/2011 INCOMPLETE
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE _
8/7/14 ASSIGNED TO NDP8. PAG
CAIR NUMBER [redacted]5 REQUEST DEKRA INSPECTION 08-07-2014 12:37
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 08-07-2014 12:38
CCRG Open Date: 08/07/2014 10:41:36
POSTMARK DATE: 081114; DATE RECEIVED: 081114
Letter Sent: Acknowledgement 08/11/2014 07:23:28

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	08/06/2014	***Built Date***	02/22/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/11/2007	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	66264	LAKEFOREST CHRYSLER JEEP, INC			
Dealer Address	903 N FREDERICK AVENUE				
Dealer City	GAITHERSBURG	***Dealer State***	MD	***Dealer Zip***	20879

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DICKERSON MD [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Customer states that tie rod broke off the truck in a parking lot.
Agent advised customer that there are two recalls on the truck.(H46 and N62)
Agent contacted dealership and spoke with SA: Mandy
Agent transferred customer and ended call.
Customer states that tie rod broke off the truck in a parking lot.
Agent advised customer that there are two recalls on the truck.(H46 and N62)
Agent contacted dealership and spoke with SA: Mandy
Agent transferred customer and ended call.

Customer Assistance Inquiry Record (CAIR)# *25430263*

VIN	3D7MX49A4	8G[redacted]	***Open Date***	08/06/2014	***Built Date***	04/14/2008	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	04/30/2008	***Mileage***	115,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD [redacted]					

[redacted]	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GALLOWAY OH[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer states an issue with the recall

Briefly summarize why the customer is contacting: Customer is calling in stating an issue with the N49 recall
Briefly summarize what the customer is expecting: Customer is expecting information regarding the issue. Customer states the left tie rod end on his vehicle broke this morning. Customer states he s been in contact with the dealership and they do not have parts available. Customer states he s also in need of a tow along with a rental vehicle. Agent advised the customer he did not have towing assistance, agent advised the customer can pay for the tow and apply for reimbursement. Agent advised the customer that without a diagnosis from the dealership, Chrysler was unable to provide a rental. Agent provided the customer with the case number and advised customer to contact back once the vehicle is at the dealership
Customer called back stating the vehicle was towed to PERFORMANCE CHRYSLER JEEP DODGE 60388 and asked if the towing would be coverd as he was waiting on the back order part when it broke.
Agent could not reach dealership with number listed in Coin she tried to reached them with the number off web site. 8882480671.
Still no answer, customer states he will keep trying to reach them and when he does he will then call back to continue this case. Customer is seeking reimbursement for the towing as he was on a waiting list for the part when the tie rod broke leaving him stranded. Customer has a list of when he contacted the dealership and who he spoke to.
Next agent please confirm this vehicle is in for diagnosis at the dealership and then send off to CM for final decision.
****** Below Customer Contacted for Documentation Request ******
[redacted]
Owner wants to submit for reimbursement for towing due to recall N49.
Owner stated the tie rod broke and he had to be towed.
Agent provided Edoc link to scan his receipts, advised owner the possible reimbursement will be reviewed if approved it can take approximately 60 days.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A6	7G[redacted]	***Open Date***	08/06/2014	***Built Date***	03/20/2007	
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS			
In Service Dt	03/11/2008	***Mileage***	81,632	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68874	TAYLOR MOTORS			
Dealer Address	1000 TAYLOR AVENUE				
Dealer City	COLBY	***Dealer State***	KS	***Dealer Zip***	67701

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	STEPHENS AR 7[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking a possible reimbursement

Briefly summarize why the customer is contacting Chrysler:
Customer [redacted] is calling back in as she was seeking a recall reimbursement.
Caller said that they had a previous case [redacted] and someone called when they were on holidays.
Caller said they had a concern where the tie rod broke and they had it taken to the nearest place for repairs as it was 800 miles from their home.
The work was done at an IRF.
Briefly summarize what the customer is expecting:
Caller is seeking a possible recall reimbursement.
-
Agent called the Colby DLR #68874 and the SM Ryan was out for lunch and not available.
Agent spoke to Randy the Parts manager and he said that the incomplete recall H46 was tied in
with the N62 recall that is why it is showing incomplete.
*** This should confirmed with SM Ryan***
H46 STEERING LINKAGE SAFETY 04/27/2009 INCOMPLETE
N62 LEFT OUTER TIE ROD ASSEMBLY SAFETY 12/13/2013 05/28/2014 COMPLETE
-
Agent offered the Fax number or a Document request Link.
1 877 768 5076
Caller Joanne said she will be Faxing the receipts in.
-
As per [redacted] lines 37-39 this is being reassigned to BB940
No documents attached.
Waiting for documents
POSTMARK DATE: 080714; DATE RECEIVED: 080714
...
Agent has reviewed the paper work submitted by the customer and determined that the repair is not eligible for reimbursement since the part that was put on the vehicle was not the proper part.
Agent contacted the customer @ [redacted] @ 2:09 PM and left a detailed

voice message with all the necessary information required to return call
Customer returned call and agent explained that the N62 recall was for a Mopar replacement part and not the OEM part. Agent explained that in order to reimburse for the invoice submitted customer would have had to have a prior repair. Customer was upset
REIMBURSEMENT DECLINED

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A4	8G[redacted]	***Open Date***	08/06/2014	***Built Date***	07/09/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	06/09/2008	***Mileage***	35,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE			
Dealer Address	316 116TH AVENUE N E				
Dealer City	BELLEVUE	***Dealer State***	WA	***Dealer Zip***	98004

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RENTON WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	customer called seeking recall information

Briefly summarize why the customer is contacting Chrysler:
Customer called stating he contacted the dealership about a recall on the tie rod, they told him it was NOT a recall and a week later it broke.
Customer stated that after the right tie rod broke the dealership called and wanted him to come back because the Left outer tie rod is on recall.
Customer stated that after the tie rod broke the oil pan, GPS radio, and the turbo also broke.
Customer stated that he wants the tie rod to be payed for since they replaced almost everything afterwards.
Customer stated that he was going to tell everyone he knows how he feels about dodge.
Briefly summarize what the customer is expecting:
Agent advised customer that the Right outer tie rod was not part of a recall and had not been a recall in the past either.
Agent advised customer that the reason why the left tie rod is on recall and the right one wasnt is because the right tie rod wasnt believed to have a faulty ball stud on the Mopar service parts steering linkage as per ANSWER ID 24057 and it was the original part. The left one however was found to be faulty and it was a replacement mopar part being as to why it was recalled.
Agent advised customer that we cant diagnose the veichle over the phone so any other problems that he had on the veichle (ie; turbo, oil pan, GPS radio) would have to be diagnosed by the dealership and due to it not being recall related it would be repairs done at the customers expense.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C5	6G[redacted]	***Open Date***	08/07/2014	***Built Date***	04/04/2006	
Model Year	2006	***Body***	DH7H81	DODGE RAM 2500 SLT MEGA CAB 4X4			
In Service Dt	07/13/2006	***Mileage***	108,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59828	TAUKE MOTORS INCORPORATED			
Dealer Address	1000 NINTH STREET SOUTHEAST				
Dealer City	DYERSVILLE	***Dealer State***	IA	***Dealer Zip***	52040

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NEW VIENNA IA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Tie Rod broken
Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	seeking information for X42 ext. warranty
Corporate - Roadside Services - Default - Default - Default	seeking towing reimbursement for recall N62
Corporate - Survey By-Pass - No Authorization - Default - Default	
Corporate - Survey By-Pass - No Response - Default - Default	

Writer was contacted by customer in regards to the recall N62. Customer states the Tie rod broke and the vehicle was towed to dealer 59828. Customer is seeking reimbursement for the tow. Writer transferred customer to CM JR1825.
Customer was transferred over from SRT seeking reimbursement for towing because his vehicle broke down from the N62. Customer is very upset and is not happy with agent s answer of no towing for recalls. Customer states he has owned a lot of Chrysler vehicles. Agent found that this is his 3 vehicle and only 1 was new.
Customer insisted on a supervisor callback and agent stated that nothing would change but he still wants to talk to a supervisor hoping he can change his mind and state that he finds this intolerable.
******
Customer has requested Supervisor callback
Preferred daytime number: 5[redacted]
Preferred evening number: [redacted]
Reason for request: not happy with agents answer
CAIR assigned to: (Supervisor SW722)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor
SW722 attemptesd to call the customer but had to leave a voicemail.
Supervisor
SW722 attemptesd to call the customer but had to leave a voicemail.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46L6	9G[redacted]	***Open Date***	08/07/2014	***Built Date***	12/18/2008	
Model Year	2009	***Body***	D18L62	DODGE RAM ST 4X4 3500 REG CAB			
In Service Dt	12/31/2008	***Mileage***	115,946	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HELENA MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Incomplete recall.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle broke a tie rod end and customer states the vehicle needs the dealership to repair the vehicle.
Briefly summarize what the customer is expecting: Customer expects to have the recall completed on the vehicle.
Agent offered to call the dealership DON K CHRYSLER DODGE JEEP RAM but customer declined. Agent advised to keep the work orders and proof of payment to submit for possible reimbursement after the repair is completed.
Reassign to PG725 for no repair.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24054.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D3	8G2[redacted]	***Open Date***	08/07/2014	***Built Date***	08/13/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/25/2008	***Mileage***	1,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	53806	CITY AUTO PLAZA			
Dealer Address	3151 E HWY 50				
Dealer City	CANON CITY	***Dealer State***	CO	***Dealer Zip***	81212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CRIPPLE CREEK CO[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Other	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer stated that he received notice about recall N49 Left Tie Rod Customer stated: That he has been waiting months to get the parts for the recall and was wondering if they were available. Customer stated that he was offered to be put on a wait list. Briefly summarize what the customer is expecting: Recall information and if parts are available for it yet
Agent advised:The left tie rod ball stud on about 264,000 of the above vehicles may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning.
Agent advised: The steering linkage assembly must be inspected and replaced if required
Agent advised: Offered to set up an an appointment for inspection at CITY AUTO PLAZA Dealer Phone : 719-275-2329 Customer stated that he would make his own appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A7	8G[redacted]	***Open Date***	08/07/2014	***Built Date***	02/28/2008	
Model Year	2008	***Body***	DC8L63	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	03/24/2008	***Mileage***	254,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45389	CENTRAL OKLAHOMA DODGE CHRYSLER	JEEP, LLC
Dealer Address	NORTH HIGHWAY 18		
Dealer City	CHANDLER	***Dealer State*** OK	***Dealer Zip*** 74834

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BALDWIN CITY KS [redacted]9	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer stated that his tie rod has snapped
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that his tie rod has snapped on his vehicle and believes it may have been the right tie rod that is the issue. Customer stated he would like to know if the recall is completely specific towards the left tie rod.
-
Briefly summarize what the customer is expecting: Customer seeking recall information.
-
Agent advised customer that the recall in question for the N49 and the L16 only cover the left tie rod specifically.
Agent advised customer to contact Roadside Assistance and have the vehicle towed to the nearest CJDR DLR to have the vehicle serviced for the recall and the repair of the tie rod itself.
-
Customer is not sure if the right or left tie rod has broken and will need a diagnosis of the vehicle.
-
Reassigning case to KM788 No diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	5G[redacted]	***Open Date***	08/08/2014	***Built Date***	04/29/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/13/2005	***Mileage***	168,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.		
Dealer Address	67567 SOUTH MAIN STREET				
Dealer City	RICHMOND	***Dealer State***	MI	***Dealer Zip***	48062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MACOMB MI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Incomplete recall.
Corporate - Recall - Default - Default - Default	Recall for clear coat on vehicle.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the driver s hood and the fender that the clear coat is peeling away from the paint. Customer wants to know if there is any recalls or warranty for this issue.
Briefly summarize what the customer is expecting: Customer expects to find out if there is a recall for the clear coat on the vehicle.
Agent advised that there is no recall or extended warranty for the clear coat on the vehicle. Agent advised the customer of the N62 incomplete recall on the vehicle and customer states that the right tie rod broke and he had the whole front end replaced. Agent offered to call the dealership to have the vehicle inspected so the recall can be closed out and customer declined. Agent advised that due to the time and mileage on the vehicle that there would be nothing that Chrysler can do to help with this issue.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24057.
Reassign to PG725 for no repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A9	8G[redacted]	***Open Date***	08/08/2014	***Built Date***	08/27/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/14/2008	***Mileage***	216,494	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42081	CROWN DODGE			
Dealer Address	6300 KING				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	VENTURA CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broke while vehicle was being driven
Product - Drive Shaft/Universal Joint - Shaft - Other - Unknown	Service Advisor informs Drive Shaft snapped

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in because his vehicle s left tie rod broke while the vehicle was being driven. Customer states that he does not remember the recall ever being completed; however the recall shows as completed. Customer is calling Chrysler to see if anything can be done. Customer states that he is going to bring the vehicle to Crown Dodge Chrysler Jeep - 42081 for repair and diagnostics as they were the dealership that submitted the recall claim. Agent advised customer that a case would be escalated to case management for proper handling.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to assist in the repair of his vehicle
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? CROWN DODGE CHRYSLER JEEP - 42081
Reassigned to 88F
SA Zach from dlr 42081 calling to get information on what s happening with the case. Agent advised SA of lines 1-21. SA states that it is the drive shaft that had snapped but he will check again to see if the front tie rods had damage.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
* * * * * CASE MANAGER TEAM - District O* * * * * *
OOW: 3 years, 7 months
MVP: None
Household: Webcoin not available
Repair history shows on 01/07/2014: N62 (CHECKED IN DRIVEWAY. DOES NOT

NEED UPDATE)
Household: 0 New 1 Used
Called customer at [redacted] customer informs vehicle towed to dealership Crown Dodge Chrysler Jeep yesterday. Dealership has not contacted customer with update. Customer assures dealership has his phone number. Customer provided email address as: s[redacted]
Status update provided via email to the following email address: [redacted]
Hello, my name is Erika and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. Thank you for discussing your CAIR today with me, I will be in contact with the dealership and update as needed at your preferred number, [redacted]. My office hours are 11:30AM 8:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66048. If your preferred telephone number mentioned above isn t correct, please reply with the correction. Thank you
End of Status Update
Customer called in to inform that in 2013, Crown dealership signed off on repair and now drive shaft has flown off. Customer assures that vehicle is still at Ventura Crown dealership, he has been working with Service Advisor Zack. Writer informs will contact dealership and update him as needed.
Called dealership CROWN DODGE CHRYSLER JEEP 805-656-6669, spoke with Service Manager (SM) David who assures the vehicle is at the dealership. SM states Recall if applied to his vehicle, concerned the left tie rod and not the Right tie rod whick broke. SM assures also the Service Advisor (SA) is Zack, writer requests the point of failure, diagnosis cost, cost of repairs, parts and labor estimate for customer. SM assures will not be a warranty repair. Vehicle was inspected for LEFT OUTER TIE ROD ASSEMBLY N62; recall did not apply to this vehicle. Writer provided SM with call back information and awaits further information from SM or SA servicing vehicle.
Customer called in wanting to speak with cm. Agent DH878 transferred customer to ext 66048
Service Advisor (SA) is Zack from dealership CROWN DODGE CHRYSLER JEEP 805-656-6669, called in to inform CM the parts cost for repair of right tie rod, dapter, pittman, and drive shaft (on back order), other parts 2 days; estimated cost $1481.00 labor estimated cost $1040.00. Technician diagnosis also informs the right tie rod point of failure is normal wear and tear. Repair completion once parts have been received is 2 days estimated. Writer informed SA will advise customer and update as needed.
Called customer at [redacted]7, writer informed customer of dealership diagnosis and explained the recall was not on the side vehicle is had the break down. Customer insists someone from Chrysler informed him it was, the internet also indicates this and they told him to bring the vehicle in for recall repairs and now we deny that the dealership should have repaired the recall orginally issued. Writer advised him not all recalls are general and some are specific to that vehicle such as his, dealership inspected the recall left tie rod and the diagnosis was the left tie rod shows no repair needed. Writer informed it was the right tie rod that has been effected by normal wear and tear. Customer informs that he will immediately go pick up his vehicle now.
Called Service Advisor (SA) is Zack from dealership CROWN DODGE CHRYSLER JEEP at 805-656-6669, writer informed SA customer was informed of dealership diagnosis and customer will pick up his vehicle, please do not start on repairs. SA acknowledged information.
ERIC STEUR calls to speak with their Case Manager.
With customer s permission, writer placed customer on hold to locate CM. Before writer could transfer customer to CM customer had disconnected the call.
INBOUND CALL
Customer states that the tire rod broke off when he was driving. Customer staes that he has a recall and went to the DLR to look at it. Customer states that on Friday he was advised to take his vehicle to the DLR that completed his recalls. Customer stated he called the DLR numerous times, and got no calls. Customer states that he was advised by agent that it was the opposite side of where the recall was completed and it is not covered under the warranty. Customer states that this is dangerous and it should be taken care of. Customer states that he expects his tire rods

not to fall out of the vehicle when there was a re-call. Customer states that is not a normal thing, customer states that they did not replace anything by the recall. Customer states that he is concerned for the DLR because of things he has read on the internet and they are the worst DLR. Customer states the person who he called into advised him to go there, and he is wanting a second opinion. Customer wants to hear that it is normal or not, because he does not think so. Customer states that he does not trust the DLR he went to. Writer advised that if he wants to get a second opinion to work with his CM regarding getting an appointment set, and that also his agent may look into assistance as this is a safety concern, but no promises were made. Writer advised that his CM will give him a call once there is more information.
Called customer at [redacted], customer complains that he was informed by Customer Service Representative from 86 to take this vehicle into CROWN DODGE CHRYSLER JEEP immediately to have the vehicle serviced. Writer explained that the first customer service representative takes down customer concerns and prepares the CAIR for Case Manager. Writer informed customer to visit the dealership for a full mechanic/technician explanation of recall process and procedures. Writer explained again recall, the side of vehicle that was inspected and side of vehicle that was in need of repair, customer did not acknowledge information and insisted on talking over CM to inform CM that he would consulting a lawyer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL9	BG[redacted]	***Open Date***	08/08/2014	***Built Date***	02/04/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	03/15/2011	***Mileage***	65,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BUCKHEAD GA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod on vehicle is broken
Recall - N49: LEFT TIE ROD - Other	recall is completed

Briefly summarize why the customer is contacting Chrysler:
Customer called in because the left tie rod on his truck broke while he was driving. Customer is currently in Canton, TX. Agent advised customer that the vehicle will have to be towed to the dealership for repair as the recall is still listed as incomplete. Customer inquired about towing, rental, logging, and other repairs now needed on the vehicle due to the tie rod breaking. Agent advised customer that consequential damages are not covered under the recalls warranty. Customer became very irate and demanded to speak to agent s supervisor. Agent advised customer the request would be put through and that he would receive a call back in 1 business day
Briefly summarize what the customer is expecting:
Customer was expecting Chrysler to assist in the repair of his vehicle due to the damaged caused by a defective part
Customer has requested Supervisor callback
Preferred daytime
Preferred evening [redacted]
Reason for request: Tie rod broke on vehicle - customer is transient
CAIR assigned to: SW722
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45100 Dallas
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW: 5 months 29000 miles
MVP: None
Household: 2 new
Writer contacted dealer 45100 (DALLAS CHRYSLER DODGE JEEP RAM) at 214-327-9361. Writer spoke with Service Advisor Doc. Writer was advised that the customer vehicle is not at the dealership; could not find customers name in system.
Writer attempted to contact customer. Writer was advised the a voicemail message could not be left. Writer will email customer.
Status update provided via email to the following email address:
k[redacted]m
This is confirmation that your case has been successful escalated. My

name is Laralyn and I have been assigned as your Case Manager. I attempted to contact you at 678 449 8551. However, there was not an option to leave a voicemail message. I will attempt to contact you again. If you would like to contact me, please feel free to do so. You can reply to this email or contact me by phone at 800-763-8422 ext. 66312. Thank you for being a part of Ram.
End of Status Update
Writer received a call from the customer. Writer inquired as to what dealership the customer is working with to complete the recall. Customer stated that the vehicle is at Lone Star Dodge in Texas. Customer stated that he had the recall completed at the Courtesy dealership in 2012. Writer advised that the L16 recall was completed in 2012; the N49 recall was issued in 12/2013. Customer stated that the same recall has been issued twice. Writer stated that the dealership will be contacted to verify part but that Ram would not be participating in rental, towing, or other expense reimbursement. Writer advised that if that part if the incomplete recall the repair will be covered. Customer stated that this is unacceptable and became irate. Customer inquired as to what the writer would do if the writer s daughter was in the vehicle at the time of an accident and was killed. Writer stated that the customer s current situation needed to be addressed. Customer disconnected call. Writer will contact dealership.
Writer contacted dealership and spoke with Service Advisor Shea. SA advised that the N49 recall is the same part as the previous recall and that repairs should be completed soon. Writer will contact customer.
Writer contacted dealership and spoke with Jenna. Writer was advised the vehicle is not there, writer contacted wrong dealership.
Writer contacted dealership 45100 and spoke with Jay. Writer was advised that the customer s vehicle is not at the dealership.
Writer contacted dealership 44911 LONE STAR DODGE CHRYSLER JEEP at 903-569-8600. Service Advisor Shane stated that the vehicle has been repaired and retrieved from the dealership. Writer will contact customer.
Writer attempted to contact customer to verify repairs. Call could not be completed.
Status update provided via email to the following email address:
[redacted]
I have been advised that your vehicle has been returned to you. I would like to speak with you to verify this information. I attempted to contact you by phone, however; I was not able to leave a voicemail message. If I do not hear from you by Wednesday, 8/20, your case will be closed. Your case can be reopened for 30 days. After this time a new case will need to be opened. Please feel free to contact me by phone at 800-763-8422 ext. 66312 or to reply to this email. Thank you for being a part of Ram.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L4	9G[redacted]	***Open Date***	08/08/2014	***Built Date***	02/05/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/29/2009	***Mileage***	84,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	43401	LUCAS-SMITH DODGE			
Dealer Address	1600 PARKWAY WEST				
Dealer City	FESTUS	***Dealer State***	MO	***Dealer Zip***	63028

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IMPERIAL MO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer states tie rod broke - availabiltiy nil
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod broke and that it damaged his rim. Customer is upset stating that the dealership LUCAS-SMITH CHRYSLER CENTERE Dealer Phone : 636-931-5000 and they advised him they only get parts one every 21 days.
Briefly summarize what the customer is expecting:Customer states he replaced the part himself but is expecting help to get it fixed properly and is seeking reimbursement as well.
Agent called Lucas-Smith and spoke with Rick in service who advised that the customer is # 47 on their list of over 170 and they only get the part about every 20 days.
Agent then called South County Dodge but there was no answer
Customer is very upset stating that he wants the vehicle repaired the same way it was before the tie rod broke.
Agent also tried Glendale and spoke with Zack in parts who advised that they do have the tie rod. Zack advised that they will tag the tie rod for the customer and will get the repair set up as soon as possible.
Customer is looking for an alignment, the dust shield fixed.
Zack was going to see what they can do to get this recall repair done as soon as possible for customer.
Agent asked customer one more time if there was something she could do and customer wants it to go up the line on the problems getting the parts.
Restricted parts - Reassign to KB805
Vehicle is at the dealership - GLENDALE CHRYSLER JEEP DODGE RAM (63515)
Update triggered by S96697M

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38C0	7G[redacted]	***Open Date***	08/09/2014	***Built Date***	11/01/2006	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	12/15/2006	***Mileage***	79,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	BARKE[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WENATCHEE WA [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Recall information.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall information.
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking to have his N62 recall completed. Customer states that the Tie Rod Ball stem has broken into 2 pieces. Customer seeking to have the vehicle towed to the dealership, for the replacement of the N62 and L16 recalls. Briefly summarize what the customer is expecting: Agent attempted to contact SA Bob at dealer code 60403, who was not available. A message was left with the receptionist.
Agent advised the customer as soon as there contact made back by the dealership, we will be able to look into everything.
Agent looked up the claim on 04/29/2009 in Dealer connect and found that the dealer ship only Inspected steering linkage, replace inner drag link joint only, and center left tie rod end, there fore the customer did not have a replacement completed that is in conjunction to the N62 recall.
IF SA calls back, please confirm the 04/29/2009 claim, and find out if the customer does qualify for the N62 recall.
Customer contacted CM to determine if towing to a dealer is included in the recall. CM contacted Ram CAC CM who stated that towing was not covered under the recall.
Duane from SRT contacting Chrysler stating that customer is calling trying to get vehicle towed to dealership from Roadside and was advised from the dealership that it would be covered because of the recall. Agent advised customer that he does not have coverage for Roadside Assistance, and the recall does not apply to his vehicle because he never had the replacement parts that N62 is recalling. Duane stated he would let customer know.
Bob Enfmingertown of the dealership called on behalf of the customer for towing assistance. The writer attained approval for reimbursement for this cost as it has been advised by the dealership it will be no more than 15 miles. Once the expense is sent in with this case number the TL will approve this reimbursement.
Agent advised the customer that he does not qualify for Roadside assistance, as the vehicle s warranties are expired.
Reassigned to SW722.
Supervisor
Waiting for documents
Supervisor
Waiting for documents
Supervisor
Closing the case until we receive documents

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	08/10/2014	***Built Date***	07/05/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	11/25/2005	***Mileage***	262,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	60030	WOODSTOCK CHRYSLER JEEP DODGE			
Dealer Address	11300 HIGHWAY 92				
Dealer City	WOODSTOCK	***Dealer State***	GA	***Dealer Zip***	30188

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JESUP GA [redacted]	***Country***	UNITED STATES

Recall - F19: ROLL OVER VALVE HOSE - Information Request	seeking recall information
Recall - H46: STEERING LINKAGE - Information Request	seeking recall information
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC stating that today his tie rod end broke and he needs recall N62. Agent explained that the N62 was hand in hand with H46 and customer understood. Agent stated to customer that he could go to any CDJR dealership and get his recalls done free of charge.
Briefly summarize what the customer is expecting: to get his recalls done and to state that his tie rod end broke

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C3	6G[redacted]	***Open Date***	08/11/2014	***Built Date***	05/12/2006	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/31/2006	***Mileage***	165,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45375	CARL HOGAN AUTOMOTIVE, INC.			
Dealer Address	2335 HIGHWAY 45 N				
Dealer City	COLUMBUS	***Dealer State***	MS	***Dealer Zip***	39705

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STARKVILLE MS [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated when the recall first came out he brought his vehicle to DLR 45375 to have the inspection but stated he was never really advised anything and wasn t offered a receipt for the visit. Customer stated he was driving the other day and the left tie rod broke sending him into oncoming traffic. Customer stated he spoke with the SM who advised there is no RO in the system saying he was there.
Agent inquired to who was the SA he worked with at the time. Customer stated it is the same person he works with every time he goes to the dealership SA Tony.
Agent called DLR 45375 and spoke with SA Tony who stated he remembers the customer coming in but not much of anything else. SA confirmed with parts there was nor order for recall parts in the system. SA stated it is not abnormal not to open an RO when the customer comes in.
Agent called Ronnie s repair shop to confirm what repair is being completed. Ronnie stated he is replacing the tie rod end that came apart and the drag link. Ronnie stated the components are all worn out, no grease left and flopping around.
Agent advised the customer so far the information that has been offered is this repair would have been a normal repair of worn components.
Agent discussed the case with NC603 and was agreed to send to 88F due to the failure. The case was discussed with RO118 once the new information from Ronnie s repair shop was added to the file. Due to this not being a failure of the component but normal wear over time it was determined not to send for further review.
Briefly summarize what the customer is expecting: Customer seeking compensation for needed repairs he feels was due to the recall.
Reassigned to jr1305 for survey by-pass - no repair, recall parts restricted
Customer seeking to have his vehicle repaired for the N62 recall.
Customer states he was advised that the case was being escalated.
Customer states that he has this recall and that he feels it is because of this recall that his vehicle failed.
Agent advised the customer, of how this recall works with the H46 recall.
Agent advised the customer that he does not qualify for this recall.
Agent found out that the customer states he did have the N62 recall inspected. Agent was informed by SA that he did not need to have the recall completed.
Customer seeking to speak to someone else over this matter.
Agent advised that the case does not warrant anyone else to speak to

about this case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX46L1	9G[redacted]	***Open Date***	08/11/2014	***Built Date***	01/19/2009	
Model Year	2009	***Body***	D18H62	DODGE RAM SLT 4X4 3500 REG CAB			
In Service Dt	04/28/2009	***Mileage***	104,712	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66990	HUBERT'S MOTOR COMPANY			
Dealer Address	HIGHWAY #65				
Dealer City	URBANA	***Dealer State***	MO	***Dealer Zip***	65767

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	BOLIVAR MO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking towing reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer seeking coverage for towing bill.
Briefly summarize what the customer is expecting: Towing bill to be covered.
Customer states his tie rod broke while the recall was still incomplete and he had to be towed to the DLR. DLR repaired his vehicle by bumping him up on the list, as his vehicle was undriveable, however he now has a towing bill of $150. Advised as per SW722 advised to fax in documentation, provided fax number. Customer will fax in his documentation as soon as possible.
POSTMARK DATE: 081314; DATE RECEIVED: 081314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL8	AG[redacted]	***Open Date***	08/11/2014	***Built Date***	03/03/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	07/24/2010	***Mileage***	43,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TEHACHAPI CA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customers tie rods broke

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he has a recall on file and it broke. Customer stated that he was told by the dealership that they did not have any parts and should call Chrysler. Customer stated that he was backing out of his driveway and the tie rod broke. Customer needs a tow vehicle to the dealership. Agent transferred customer to roadside services.
Briefly summarize what the customer is expecting: To have this recall completed.
Briefly summarize why the customer is contacting Chrysler: Customer called in and stated that he is still on hold with Chrysler roadside. Customer is getting very irate and upset. Customer wants to know if we can authorize a rental for him. Writer called over to roadside and continued on hold and the customer requested a supervisor. Writer advised the customer that we can look into a possible rental vehicle but a supervisor is a 24 hour call back. Customer became irate and disconnected. Writer got a hold of roadside but was unable to reach the agent.
Briefly summarize what the customer is expecting: To have his vehicle towed.
SA Jackson from 52979 called in seeking authorization for a rental for the customer. SA Jackson stated that the customer was towed in for the tie rod. SA Jackson stated that on the system it states that the recall was completed but the customer is stating that he has not had it completed. SA Jackson also stated that the mileage is wrong to. Agent advised SA Jackson that they would have to go through the business centre to get authorization for the rental.
Dealer 52979 called to see if the customer had an extended warranty for windshield washer reservoir. Agent advised of the X44. Dealer thanked the agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	08/12/2014	***Built Date***	02/02/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/28/2005	***Mileage***	80,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	66625	GILLIE HYDE DODGE-CHRYSLER-JEEP			
Dealer Address	610 HAPPY VALLEY RD				
Dealer City	GLASGOW	***Dealer State***	KY	***Dealer Zip***	42141

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CAVE CITY KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Right Tie Rod
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right Tie Rod Broke

Customer called in regards to the N62. Customer stated that his right tie rod fell off. Customer wanted to know if it would be covered under the recall.
Customer expecting information.
Agent advised that customer take vehicle to the dealer for diagnosis.
Agent advised customer that we can not make any decisions on whether or not the problem is related to the recall until a CDJR DLR has diagnosed the problem. Agent contacted DLR 66625 and transferred customer over to Brad in Service.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	6J[redacted]	***Open Date***	08/12/2014	***Built Date***	03/10/2006	
Model Year	2006	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	02/28/2007	***Mileage***	121,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	68116	PARKS INC			
Dealer Address	11987 SW US HWY 54				
Dealer City	AUGUSTA	***Dealer State***	KS	***Dealer Zip***	67010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FOUNTAIN VALLEY CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Inquiring on what the repair is for the N62

Briefly summarize why the customer is contacting Chrysler: Customer called stating he went to the DLR for the N62 recall on his vehicle. The DLR inspected the vehicle and advised the customer the recall did not need to be completed. 1 month later the tie rod and had to be towed to the DLR. SA Gilbert advised customer that the right side tie rod broke not the left as in the recall and the cost would be to the customer. Writer called DLR to verify the recall inspection and to verify the repair. Writer advised customer that the repair does not fall under the N62 recall and advised him of the complete vehicle restriction in which he would not get cost assistance for that repair. Customer understood. Briefly summarize what the customer is expecting: Customer expecting to know why the repair is at cost to him.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C4	5G[redacted]	***Open Date***	08/12/2014	***Built Date***	04/20/2005	
Model Year	2005	***Body***	DH7H62	DODGE RAM SLT 2500 REG. CAB PICKUP			
In Service Dt	08/25/2005	***Mileage***	215,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	23170	BROWN'S JEEP CHRYSLER DODGE			
Dealer Address	483 ROUTE 112				
Dealer City	PATCHOGUE	***Dealer State***	NY	***Dealer Zip***	11772

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PATCHOGUE NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right Tie Rod Broke while driving.

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information because Right Tie rod Broke while driving 65 miles an hour on the route 80 in NJ while towing a boat and customer lost steering in the vehicle. Then towed to IRF Mande auto repair 475 route 4 west 07631 and it was determined the right tie rod broke.
Customer wanted to know if that apples to the recall they have on the vehicle Recall N620 - LEFT OUTER TIE ROD ASSEMBLY
Briefly summarize what the customer is expecting: Customer is expecting Information on recall N62
Agent advised the customer there
is one incomplete recall for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
Agent spoke to 23170 to verify part for Recall N620, customer stated they will stop by and make an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	08/12/2014	***Built Date***	11/16/2009	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	08/19/2010	***Mileage***	84,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	ROCKFORD WA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Open recall
Corporate - Reimbursement - Default - Default - Default	Reimbursement information request assistance
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - CNA Change - Default - Default - Default	Update coin

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-12 @ 12:44
Customer calls seeking recall information. Advised the customer of incomplete recall recall #(N49)Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
**
Caller stated that her husband was driving this vehicle and the left tie rod broke and was repaired at an IRF.
Caller stated that she has documentation to support this repair at the IRF and is requesting reimbursement consideration for the repair.
**
Agent also updated coin.
***** Customer Document Received *****
Agent reviewed documents submitted by customer and found the customer had the vehicle towed to an IRF to have the tie rod repair completed and submitted proof of payment for the towing and the repairs.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 023749
Date of Repair: 07/26/2014
Invoice #: 88478
Labor $ 0.00
Parts $ 0.00
Misc. Charges $ 107.00
Tax $ 8.99
Total $ 115.99

Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: on file approval code 021407
Date of Repair: 07/26/2014
Invoice #: 76988
Labor $ 76.50

Parts $ 68.69
Misc. Charges $ 7.50
Alignment $ 69.95
Discount -$ 10.00
Tax $ 17.86
Total $ 230.50
Writer is submitting check for approval in the amount of $ 346.49
Agent called customer at [redacted] and left a message advising the customer of the reimbursement and asking that the customer contact an authorized Chrysler dealer to have the recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A3	8G[redacted]	***Open Date***	08/13/2014	***Built Date***	03/11/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	04/17/2008	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	26019	EFIRD CHRY-JEEP-DODGE INC			
Dealer Address	1711 WEST LUCAS STREET				
Dealer City	FLORENCE	***Dealer State***	SC	***Dealer Zip***	29501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHERAW SC[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer seeking broken tie rod repairs.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

Continuation of CAIR: [redacted]
Customer contacted Chrysler Recall seeking reimbursement. Customer stating that the DLR is wrong. Agent seeking DLR contact to confirm information previously provided.
Reason for Dealer Contact: Customer seeking reimbursement. Agent seeking confirmation of repairs, customer stating the repairs were covered under recall. Customer states the component that broke was all rusted as if the tie rods were never addressed.
Dealer Code: 26019
Dealer Name: EFIRD CHRY-JEEP-DODGE INC
Dealer Personnel Required: SM
Customer seeking contact aswell 86 M 08/08/2014 10:57:27 TS936
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Please ask the dealership if SM could provide reimbursement, would they?
Agent seeking only opinion.
Agent called dealer #26019 and spoke with SA-Ryan. He states the customer was in 06/16/14 and the repair was not related with the N49 recall, customer responsible for the repair. The inner tie rod was broken; they replaced that and the gear box.
Customer requires contact as well as customer did not provide email address.
Customer s Preferred Method of Contact: Telephone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Reason for Customer contact via telephone: email address unavailable.
Unfortunately, customer will be not provided assistance.
Reassigned to 86T
*****Reassign to TS936, please call customer and advised of line 34.*****
Agent unable to contact customer. Agent in office until 7:00am
CAIR # [redacted] on lines 6-13, customer was declined for this repair.
Send the customer a concur letter as assistance was declined in CAIR[redacted]
August 20, 2014

[redacted],
Cheraw , SC-[redacted]
Reference #[redacted]
Dear Mr.[redacted]
We have received your letter and fully appreciate the concerns you have raised regarding your 2008 Dodge Ram 3500 ST Quad Cab 4X4. After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.
Thank you for writing and allowing us the opportunity to review this matter with you.
Sincerely,
Melody
Chrysler Customer Care Representative
CLOSED LOOP UPDATE - Concur with previous decision letter sent.
Letter sent 9/3/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL9	BG[redacted]	***Open Date***	08/13/2014	***Built Date***	09/14/2010	
Model Year	2011	***Body***	DJ7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	01/29/2011	***Mileage***	65,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP		INC	
Dealer Address	1035 NORTH CHURCH ST EXT				
Dealer City	SPARTANBURG		***Dealer State***	SC	***Dealer Zip*** 29303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FORT MYERS FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	appointment set

Briefly summarize why the customer is contacting Chrysler: Customer states he has the recall for the tie rod and it has been broke but as the part is not available so they replaced it with the recalled part.
Customer states that he travels for work and cannot get to the DLR that has the part. Customer states that his wife is also waiting for the part. Customer is very upset that they have been driving on a recalled part since last year and it is unsafe. Customer states the DLR told him Chrysler is only sending them 1 part at a time.
Briefly summarize what the customer is expecting: Customer wants the recall completed. Agent explained that the DLR s are on an auto-replenish and as soon as the DLR submits a completed order another is sent. Agent advised that contact to other DLR s will take place to see if a part can be found for him now. Agent spoke with Don in parts at Quality Chrysler and was advised he had no parts. Agent spoke with Ronnie at Spartanburg Chrysler and was advised he does have parts and transferred to Todd to set an appointment. Agent advised customer of this and transferred to Todd for further assistance setting an appointment.
Briefly summarize why the customer is contacting Chrysler:Customer states he has his vehicle into the DLR, to have the recall completed, customer states the DLR told him he needs to have an alignment done once the recall is completed, customer states he has called a SM friend at his home DLR, who told him yes this needs to be done, but Chrysler is not paying for it.
Briefly summarize what the customer is expecting:Customer seeking to know if alignment is covered.
Agent placed customer on hold to search for file, as customer has no VIN. Call was dropped.
If customer calls back advise of following:
As per service instructions for N49 recall
20. Set the toe-in and center the steering wheel following the wheel alignment machine manufacturer’s instructions.
****DLR is instructed to do front boot alignment on the vehicle after the repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	BG[redacted]	***Open Date***	08/13/2014	***Built Date***	09/01/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/10/2011	***Mileage***	94,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59548	STOCKTON DODGE INCORPORATION			
Dealer Address	3333 AUTO CENTER CIR				
Dealer City	STOCKTON	***Dealer State***	CA	***Dealer Zip***	95212

Owner	[redacted]M	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	YALE OK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rods replaced before recall released

Briefly summarize why the customer is contacting Chrysler: Customer called because the tie rods on his vehicle broke and he had taken the vehicle to an IRF to replaced them. Customer stated that a week later he received the recall notice. Customer stated that he had the recall completed at the dealership but he is seeking reimbursement for the repair that he had to pay for.
Briefly summarize what the customer is expecting: Agent advised customer that he needs to send in a copy of the R.O and the proff of purchase. Agent advised customert that once the documentation have been received it takes approx. 60 days for processing. Agent provided 1-877-768-5076 and the case number. Customer thanked agent.
Reassign to 86Y
POSTMARK DATE: 081414; DATE RECEIVED: 081414
Briefly summarize why the customer is contacting Chrysler: Customer calling in regards to starting the process of reimbursement as she didn t have the proper documents when her husband called in the first time.
Briefly summarize what the customer is expecting: Customer is expecting fax information to start her reimbursement process. Agent provided fax number as well as case number.
Customer thanked agent and disconnected.
POSTMARK DATE: 091214; DATE RECEIVED: 091214
Customer submitted documents requesting reimbursement for recall N49 for the left tie rod. Agent viewed previous claims and found that the customer had recall N49 completed on 8/8/2014 with parts. Agent viewed documents and found that the customer had purchased a tie rod end on 6/25/14. Customer is not eligible for reimbursement because the part that they bought didn t fix the recalled part. Agent called customer at [redacted] and talked to customer s husband. Agent explained that the part the customer put on didn t fix the recall, since the entire steering linkage package was put on his vehicle less than two months later. Customer did not like this information, and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	08/13/2014	***Built Date***	02/23/2006
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4		
In Service Dt	06/14/2006	***Mileage***	1	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	ATASCADERO CA[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	repair reimbursement - mopar pitman arm
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	seeking reimbursement due to recall

POSTMARK DATE: 062314; DATE RECEIVED: 063014
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: N62
Name of person writing in:[redacted]
Does customer have an e-mail address:[redacted]
Concern:repair reimbursement - mopar pitman arm
Reviewed previous files:yes, no concern
no previous repair
Writer verified name and address match COIN and letter.
Writer contacted customer at[redacted]
Left message stating we had an update to the reimbursement request.
To contact us at (800-423-6343) regarding CAIR #:[redacted]
****Next agent****
Please advise caller that recall is for replacement parts that broke.
The recall is not for original parts breaking. Customer will need to
submit documents showing additional repairs
Customer called in seeking update.
Agent advised customer of lines 14-16. Customer understood.
Customer has been informed of the decision.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX38A0	8G[redacted]	***Open Date***	08/13/2014	***Built Date***	07/30/2007	
Model Year	2008	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/10/2007	***Mileage***	75,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68974	CLINTON CHRY-DODGE-JEEP			
Dealer Address	1705 ROUTE 31 NORTH				
Dealer City	CLINTON	***Dealer State***	NJ	***Dealer Zip***	08809

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CALIFON NJ [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer Left tie rod broke
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Recall - H34: DASH SHIELD - Advise Owner/Incomplete Recall	
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Gary the owner of the Oldwick autobodies shop called for the customer. Gary states that the customer was driving out of his shop and went 400-500 meters and the Left outer tie rod assembly broke. The tie rod got caught in the tire and bent the tire and when the tie rod broke the vehicle went to the right off the road.
Briefly summarize what the customer is expecting: Agent advised Gary to tell the customer that his case is getting escalated to special investigations and the customer will receive an call in 2-3 business days.
1. Who is calling and what is their contact information? [redacted]
[redacted]
2. What happened? Customer Left outer tie rod assembly broke and customer ran off the road.
3. What is the current location of the vehicle? Oldwick Autobody shop IRF
H34 23113 OPEN DASH SHIELD SAFETY
Owner Name: R OREFICE CNA Match Date: 2009-08 2009-01
H46 23113 OPEN STEERING LINKAGE SAFETY
Owner Name: R OREFICE CNA Match Date: 2010-04 2009-04
J35 23113 OPEN REPROGRAM ECM - REGENERATION STRATEGY 50-STATE EMISSIONS
Owner Name: R OREFICE CNA Match Date: 2010-04 2010-09
N62 23113 OPEN LEFT OUTER TIE ROD ASSEMBLY SAFETY
Owner Name: R OREFICE CNA Match Date: 2014-05 2013-12
****

08.14.14
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:
Oldwick Village Auto Body
363 County Road 513
Califon, NJ 07830
908 832-2800
Per OGC Matrix, reassigned to 82T. MG17
8/14/14 ASSIGNED TO NDP8. PAG
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 08-14-2014 09:47
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 08-14-2014 09:47
Customer updated preferred contact number to: [redacted]
Customer updated preferred contact email to: [redacted]
Agent also advised and gave information about the other recalls on the vehicle.
CCRG Open Date: 08/14/2014 09:02:24
Letter Sent: Acknowledgement 08/15/2014 13:42:11
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/18/14 AT 14:16:57 [redacted]
Body Shop Owner Gary is calling because the customer s vehicle has been at the dealership for sometime and nothing is being done to fix the vehicle or provide him with any answers. Agent apologized and advised that she would further look into the issue. Agent spoke with LB546 and she advised the agent that according to AC 18819 Agent should open the case and document and advise the owner of the Body Shop that she would se4nd the information to the CM for further assistance.
Gary from the Bodyshop requests to have the vehicle out of his shop and the vehicle paid for.
Letter Sent: Denial 08/20/2014
Customer called seeking an update on the case. Agent advised a letter has been sent concerning the verdict of his case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C8	7J[redacted]	***Open Date***	08/13/2014	***Built Date***	07/12/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/03/2007	***Mileage***	170,000	***Dealer Zone***	42	DETROIT	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	63975	MILOSCH DODGE, INC			
Dealer Address	677 SOUTH LAPEER ROAD				
Dealer City	LAKE ORION	***Dealer State***	MI	***Dealer Zip***	48362

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMER WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	LEFT OUTER TIE ROD ASSEMBLY
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she has been having issues with the truck. Customer states that she has the N62 recall on her vehicle and states that the dlr couldn t believe the new part matched the old part because according to their pamphlet it shouldn t.
Briefly summarize what the customer is expecting: recall part information.
As agent was reading over answer ID: 24057 as well as previous case [redacted]. Call was disconnected. Agent was unable to reach customer at number s listed on file.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-20 @ 17:59
Briefly summarize why the customer is contacting Chrysler:
Brought truck into a few truck, customer was talking about the N46 recall. One dlr said it was because an aftermarket part as this was due to the shaking. She went to aftermarket shop, then brought to another dlr, said that they have not seen anything like this. According to Bulletin, it is not suppose to fix with these parts.
Customer called about the Milosch palace at 888 461 3109 and left message for the service department regarding this. Agent sent customer a documentation request link and stated that this is only good for 7 days.
Briefly summarize what the customer is expecting:
Reimbursement for the N46 recall (reoccurring problem)
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-22 @ 12:04
Customer contacted in about the case. Customer was seeking more inofrmation on what needed to be done for the document request link as she did not see an option to print it off. Agent advised customer that the document request link is to be used to send the information into Ram customer care by scanning and attaching the file. Customer understood and agent sent another link as customer had opened and closed the current one. Customer states that they are still waiting for a part to come in before she is able to submit the information. Customer inquired if it would be better to have the dealership install the parts or if they should. Agent did customer that it is her choice but it would be better

to have the dealership do the work.
Agent contacted Milosch Palace and attempted to speak with Logan in parts. Logan was on lunch and agent left a message with the case number and call back number advising to contact back in about the parts that were installed on the customer s vehicle and to get some more information on what was going on with the parts themselves.
Agent advised customer that Logan was unavailable to provide information but that the call back number and case number had been left. Customer thanked agent for his assistance and ended the call.
Next agent:
Please find out from Logan if there is any more information on the parts that were installed on the vehicle.
Reviewed
Reviewed
Agent contacted Milosch palace at 888 461 3109 dlr closed.
***** Customer Document Received *****
******
Briefly summarize why the customer is contacting Chrysler: Customer s wife [redacted] put in a request for reimbursement. Customer s wife stated she took the vehicle to have the OEM parts put on the vehicle as advised and it does not work. Customer s wife stated they completed the recall and it does not work with the parts that were on the vehicle. Customer s wife stated she was told she had to go to the dealership to have the recall completed. Customer wife stated the vehicle cannot be aligned the bolts are tight and the tie rod ends are loose. Customer s wife stated it shakes. Customer s wife stated the new part is not supposed to work with the parts that were on the vehicle. Customer s wife stated the drag link and pitman arm will have to be replaced because of this. Customer s wife stated the parts were purchased from Milosch and they completed the repair themselves to install the drag link and pitman arm. Customer s wife stated the recall was completed in Indiana before the purchase. Customer s wife stated reimbursement was supposed to be for the parts purchased and the dealership is being contacted for part information. Customer s wife stated the whole front end has to be replaced again.
Briefly summarize what the customer is expecting: Customer s wife seeking assistance.
******
Writer will call - Milosch palace at 888 461 3109.
Writer spoke with Logan who stated the recall had been completed on the vehicle in Indiana the recalled parts were not supposed to go on the vehicle because there was a new style linkage on the vehicle and the parts were not supposed to go with them. Logan stated he is not a technician and does not know this for sure a tech should look at the vehicle.
******
Writer advised the customer of the findings. Customer s wife stated her number is - [redacted].
Customer s wife stated she has only two weeks before going home and would like to have the truck repaired. Customer s wife stated if the recalled part was not supposed to be added to the truck then she should not have to pay to have it repaired, the truck is still broken.
Writer advised documentation will be added to the file.
INBOUND CUSTOMER CONTACT: Mrs. [redacted] is calling in to find out if there is a decision, regarding the documents she has submitted.
Customer advised that wrong replacement parts were installed on her vehicle by Kreiger. Customer advises her suspension has been loose for months now. Customer has vehicle at Milosch Palace towed in Sept. 2, 2014 and due to be finished today and Customer should receive back.
Customer request her CM call her back when available. [redacted]
Reviewed
Documents received, sending to 86Y for reimbursement consideration for N62 Left outer tie rod assembly recall.
Customer is seeking an update on her case. Agent advised documents were received 09/08/2014 and will take some time for reimbursement department to review them.
Customer contacted back because she states the previous agent put her on hold and got transferred to a voicemail. Customer is seeking an update on what s going on with her case.
Agent advised her that we received her documents on 08/29/2014 and it is

currently being reviewed.
Customer states that she does also have some more receipts that clearly state that she needed these other parts because of what was going on.
Customer states she is going to fax these receipts in as well.
Customer contacted agent left a voicemail for a call back. Agent contacted the customer and advised that the case needs to be reassigned and a CM will follow up no later than 09/15/2014.
* * * * * CASE MANAGER TEAM - District V * * * * * *
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
Writer was unable to leave message. writer will follow up Friday 9/19/14.
POSTMARK DATE: 091814; DATE RECEIVED: 091814
Customer Document Reviewed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
First contact. Writer will follow up Tuesday 9/23/14.
Customer is seeking an update on her case.
Agent transferred customer to WV62 @ 800-763-8422 ext 40701.
Customer contacted Chrysler regarding her case. Agent transferred the customer over to 800-763-8422 ect 40701.
Customer calls to speak with their Case Manager.
Transferred the customer to RB1452 at ext 40668,but the customer did not respond.
ALTERNATE#[redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
First contact.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-09-25 @ 12:57
Writer contacted customer. Customer informed writer that customer had to get repairs done at the dealership. Customer inquired can repairs be reimbursed. Customer stated that customer had to buy parts that dealership told customer to but parts were not need and now customer is short that money. Writer advised customer that writer will research the documents and see is writer can assist with reimbursement. Writer will follow up Monday 9/29/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
Reimbursement. Writer can offere $400.31. Writer will follow up Friday 10/03/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
Reimbursement. Writer can offere $400.31. Writer will follow up Wednesday 10/08/14.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
Reimbursement. Writer can offere $400.31. Writer will follow up Firday 10/10/14.
Writer attempted to contact customer at[redacted]). Writer was informed that no person with the name[redacted] lives there.
Agent attempted to contact customer at[redacted]), however, customer was not available.
Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information:
Reimbursement. Writer can offere $400.31. Writer will follow up Wednesday 10/15/14.
Customer contacted writer. Writer informed customer that total being reimbursed is $400.31. Customer agreed and writer advised customer that writer will follow up Tuesday 10/14/14 just to make sure check was sent out.
What has the customer requested? Reimbursement for repairs.
If this is a Recall or Extended Warranty, enter the campaign number. N/A
If this is for a previously made goodwill decision, what is that CAIR #? N/A

Enter the Date when the repairs were completed. 8/28/14
What is the total cost of the Parts to be reimbursed? $377.65
What is the total amount being reimbursed? $400.31
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40701. The reason for the
customer contact was to provide or request the following information:
To inform customer that case will close when check is sent.
Ok to complete check process
Briefly summarize why the customer is contacting Chrysler: Customer is
calling as the customer is curious in regards to there reimbursement
Check
-
Briefly summarize what customer is expecting: Information about there
reimbursement
-
Agent informed the customer that according to the records t he agent
is seeing the check has been processed and its just a matter of
time till the check arrives

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT0	BG[redacted]	***Open Date***	08/13/2014	***Built Date***	09/09/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	01/12/2011	***Mileage***	113,483	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66962	DALE WHITE MOTORS			
Dealer Address	1585 LAMOILLE HIGHWAY				
Dealer City	ELKO	***Dealer State***	NV	***Dealer Zip***	89801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELKO NV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	tie rod had broken and needed to be towed
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer is calling in seeking assistance in getting the vehicle towed to the dealer as the tie rod had broken.
Briefly summarize what the customer is expecting: customer is expecting assistance in getting the vehicle towed.
Agent advised the customer that we will get the recall completed for free of cost. Agent advised the customer that we will not be able to cover the cost of the towing.
Reassigned to SW722 for Survey By Pass on a no repair due to restricted parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C5	7G[redacted]	***Open Date***	08/14/2014	***Built Date***	07/11/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	12/30/2006	***Mileage***	248,615	***Dealer Zone***	25	WESTERN	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	C8088	AIRDRIE CHRYSLER DODGE JEEP			
Dealer Address	139 EASTLAKE CRESCENT N.E.				
Dealer City	AIRDRIE	***Dealer State***	AB	***Dealer Zip***	T4A2H

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	NA	***Home Phone***	
	NA AB NANANA	***Country***	CANADA

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - L16: LEFT TIE ROD END - Reimbursement	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	

8/14/2014 AM1231 -
Why is the customer contacting Chrysler? Customer advises two weeks ago left frt tie rod broke on vehicle, mechanic brought to location of failure and corrected with napa parts.
Vehicle Metrage: 248615
Does customer hav e a Service Contract? No
What are the customer s expectations? reimbursement of repair due to recalls
When and at what metrage did this concern start? NA
Purchased New or Used? Used
If used, date & metrage at time of purchase? NA
If used, where was the vehicle purchased? NA
Fully updated or confirmed mailing address?
Who has possession of the vehicle? (Owner)
Have there been previous related issues? No
When and at what metrage were previous repairs? NA
Was vehicle physically diagnosed at a Chrysler dealer (within 30 days)? No
If yes, when was it diagnosed? NA
What was the diagnosis? NA
Has the customer spoken to the Service Manager or Advisor? No
What has the dealer informed the customer? NA
Has the dealer provided any type of offer? No
What additional information did agent advise customer? Writer advised 2 open recalls (L16 and N62) must be completed before cci cac can review for reimbursement of recall. Customer understands. Writer provided phone # for C8088 and transferred to service dept of C8088
**Customer also advised during his ownership, no mopar service parts were installed
SURVEY BYPASS REASON No DiagnosisÙ
08/14/14-AK902- By-pass approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL7	AG[redacted]	***Open Date***	08/14/2014	***Built Date***	11/04/2009	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	09/25/2010	***Mileage***	85,001	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44934	RAIRDON'S DODGE CHRYSLER JEEP OF		MONROE	
Dealer Address	16413 W MAIN STREET				
Dealer City	MONROE		***Dealer State***	WA	***Dealer Zip*** 98272

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MARYSVILLE WA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler:
Customer states their tie rod broke on the vehicle in the back yard.
Customer states they had the vehicle towed to the DLR.
Customer states they had bought an aftermarket part from dodge identical to the one that was previously on the vehicle.
Customer states they then had the vehicle serviced for the recall.
Briefly summarize what the customer is expecting:
Customer seeking to be reimbursed for the aftermarket part.
Agent advised they could certainly send in their information to see if it was possible.
Agent advised of the reimbursement address as per Answer ID 17420.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C4	6G[redacted]	***Open Date***	08/14/2014	***Built Date***	10/31/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/14/2006	***Mileage***	133,098	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	67679	BECK CHRYSLER DODGE JEEP			
Dealer Address	256 HIGHWAY 17 NORTH				
Dealer City	PALATKA	***Dealer State***	FL	***Dealer Zip***	32177

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAWTHORNE FL[redacted]	***Country***	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Unknown	no record of recall inspection
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	tie rod broken
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called to state vehicle was taken to BECK CHRYSLER DODGE JEEP for N62 inspection in the last week of July 2014. Customer states SA Hunter did a visual inspection of the vehicle and told customer they did not require repair. Customer states the vehicle tie rod later broke and vehicle had to be towed and independently repaired. Repair and towing amounted to $637. Customer states she inquired at BECK CHRYSLER DODGE JEEP as to whether the recall inspection had been correct; customer states she was advised there was no record of vehicle ever being inspected.
Briefly summarize what the customer is expecting: Customer seeking reimbursement with repair. Customer extremely concerned with the integrity of DLR.
Agent apologized for all events. Agent explained N62 recall and that original factory parts are not under recall; if no replacement parts were on vehicle before tie rods broke as reported, repairs will not be reimbursable. Customer understood and stated she is more concerned with no record of inspection existing at dealership.
Agent contacted SA Hunter at DLR. SA confirmed he had no record of inspection and was familiar with customer s complaint. SA stated he records VIN of every inspection he does and would not inspect a vehicle without recording it.
Agent advised customer case will be escalated and provided CAIR#.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: customer did not provide email
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? TBD
If a CDJ dealer has diagnosed, what is the dealer name or code? 66- 67679
Reassigned to 88F
Writer contacted customer at [redacted]. Left Message. Follow up 8/20/2014
Customer called seeking an update on the case. Agent advised customer of CM s name and extension, then warm transferred to the CM s answering machine.
Writer contacted customer at [redacted]. Writer informed customer we can reimburse her for the recall and alignment and we will take a look at

the towing dociments and see if we will reimburse for that. Writer also informed customer they need to bring the vehicle into a Chrysler certified dealership to have the recall completed correctly. Customer would like to discuss with her husband which dealership they would like to go to and get back to the writer about that. Customer email is [redacted]t
****** Below Customer Contacted for Documentation Request ******
[redacted]on 2014-08-18 @ 13:10
***** Customer Document Received *****
Customer calling to speak with her casemanager. Agent transfered the customer over to AH1270 at ext 66382 for further assistance.
Customer Document Reviewed.
Writer contacted customer at [redacted]. Writer informed customer we recieved documents and will follow up 8/22/2014
Service department called in. Service stated the customer s vehicle passes the recall inspection. Writer stated as long as the recall is complete to put it in the system and mark it completed.
Writer contacted body shop at (386) 328-4688. Call back Monday
Writer contacted customer at [redacted]. Follow up 8/25/2014
Writer contacted body shop at (386) 328-4688. Spoke to Jo. Jo verified the customer payed $75 for the tow.
Writer contacted customer at [redacted]. 636.23
Mrs. [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
[redacted] ,
HAWTHORNE , FL- [redacted]
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Recall reimbursment
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
133098
Enter the Date when the repairs were completed.
8/13/2014
What is the total cost of the Parts to be reimbursed?
$125.00
What is the total cost of the Labor to be reimbursed?
$511.23
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$636.23
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	8G[redacted]	***Open Date***	08/14/2014	***Built Date***	10/04/2007	
Model Year	2008	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/06/2008	***Mileage***	90,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	63562	C H URNESS MOTORS COMPANY			
Dealer Address	505 CHERRY HEIGHTS RD				
Dealer City	THE DALLES	***Dealer State***	OR	***Dealer Zip***	97058

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RAINIER OR[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called and his tie rod broke and he didn t know that there was a recall for this.
Briefly summarize what the customer is expecting: Customer is out of town and he is camping and there is no dealership available to do the work. Customer is going to have a local IRF do the repair and then bring it into the Dealership when he gets home and have it inspected. Customer will send paperwork in for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	08/14/2014	***Built Date***	04/13/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	09/03/2011	***Mileage***	77,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	68936	BRAD FENTON MOTORS OF POTEAU INC			
Dealer Address	3003 N BROADWAY ST				
Dealer City	POTEAU	***Dealer State***	OK	***Dealer Zip***	74953

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROXIE MS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD
Product - Steering - Linkage - Defective - Default	Left tie rod
Recall - L38: WINDSHIELD WASHER FLUID RESERVOIR - Advise Owner/Incomplete Recall	WINDSHIELD WASHER FLUID RESERVOIR

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer stated interest in recall information after his wife asked him about a notice received on N49 LEFT TIE ROD . Customer stated that he was pulling out of the grocery store when his left tie rod fell apart to the ground and wanted to know about reimbursement. Briefly summarize what the customer is expecting: recall information on a 2011 DODGE RAM ST
Agent advised: N49 L38 and that reimbursement would be on a case by case basis and to keep all records. Agent advised: spoke to SM Billy to help inspect parts put on prior to recall notification for possible reimbursement later
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-15 @ 16:01
Customer is calling in today to seek a reimbursement for the left tie rod that broke. Customer states that he went to the dealership to have the inspection done and they did confirm that he needs to have the recall completed. Agent advised customer that he would need to send us the invoice and receipts so that we can review his request. Agent advised customer that someone in the reimbursement department will be in touch with him with a design.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46A3	7G[redacted]	***Open Date***	08/15/2014	***Built Date***	04/12/2007
Model Year	2007	***Body***	DC8L63	DODGE RAM 4X4 3500 REG CAB CHASSIS		
In Service Dt	09/12/2007	***Mileage***	65,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION				

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	HOOKSETT NH[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke - (suspension previously replaced @ MOPAR)
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler:Customer states that he was backing into his driveway and the tie rod assembly broke. Customer had it repaired and then found out that there was a recall on his vehicle.
Briefly summarize what the customer is expecting:Customer is seeking reimbursement.
Agent advised customer of the address to send his documents into and what was needed to be sent in.
POSTMARK DATE: 092214; DATE RECEIVED: 092914
Confirm name and address matches COIN & HPIMS: Yes, updated information.
Any open recalls: The N62
Name of person writing in: Roy Seavey
Does customer have an e-mail address: N/A
Concern: Tie rod needed to be replaced
Reviewed previous files: Yes,[redacted]
Writer acknowledges assignment.
PREVIOUS CAIR[redacted] - 09/19/2011, ONE TIME GOOD WILL GESTURE - FRONT END REPLACED
CLAIM 366101 09/19/2011 - Steering kit 52122362AF******4 ball joints, damper, arm, joint kit,bolt and nut.
Customer has submitted one IRF SANEL AUTO PARTS - where he went and purchased a left and right outer tie rod (non Mopar.) 08/14/14. Customer marked on invoice, paid by check, but no proof of payment enclosed.
CUSTOMER CONTACT: Writer called MR-MRS[redacted].
VOICEMAIL. Writer advised we required proof of payment for invoice submitted. Writer provided fax# and Case #. Writer also included Dodge # for contact.
*****AGENTS: Writer requires proof of payment for IRF (parts) invoice. Please provided Customer with fax # and Case #. Please remind Customer that we will need both the front and back of cancelled check. *****
No contact.
CUSTOMER CONTACT: Writer called MR-MRS[redacted]
Voicemail. Writer advised that we require proof of payment for parts purchase. Writer advised we would require copy of front and back of cancelled check. Writer provided fax #, case# and Dodge # for contact.
*****AGENTS: Lines 29-31.*****
No contact.
CUSTOMER CONTACT: Writer called MR-MRS[redacted]

Voicemail. Writer advised that we require proof of payment for parts purchase. Writer advised we would require copy of front and back of cancelled check. Writer provided fax #, case# and Dodge # for contact. Writer advised case will auto close in two days but can be accessed or re-opened as needed.
No contact from Customer. By pass please.
Writer closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L6	9G[redacted]	***Open Date***	08/15/2014	***Built Date***	09/09/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	02/04/2009	***Mileage***	72,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26013	MILLER'S CHRYSLER JEEP			
Dealer Address	48 KELLY ISLAND RD				
Dealer City	MARTINSBURG	***Dealer State***	WV	***Dealer Zip***	25401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INWOOD WV [redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	recall complaint

Briefly summarize why the customer is contacting Chrysler: Customer is contacting chrysler because he received a recall notice december 2013 for a recall on his left tie rode, he made contact with chrysler and was told the parts were unavailable. A few months later he was made aware that parts were starting to come in but the dealership could only order one a week. A few days ago the customer was driving down the highway at 70 miles/h and something snapped on his vehicle, he pulled over and backed up and that s when the tie rod broke. The customer then had the vehicle towed to his dealership *paid $100* then was brought to the hospital for heart/stress related problems. When the customer got out of the hospital he s vehicle was fixed.
Briefly summarize what the customer is expecting: Customer would like to know why he waited so long for this recall to have parts available then has problem/goes to hospital and all of a sudden they have a part for him. Agent advised customer that more parts are starting to come in and it was probably more of a coincidence then anything else. Agent got customer calmed down and customer is now satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL7	AG[redacted]	***Open Date***	08/17/2014	***Built Date***	01/12/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/28/2010	***Mileage***	65,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45189	DCH CHRYSLER JEEP DODGE OF	TEMECULA
Dealer Address	26845 YNEZ ROAD		
Dealer City	TEMECULA	***Dealer State*** CA	***Dealer Zip*** 92589

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BONSALL CA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer seeking a rental vehicle. Customer states that while leaving Star Bucks, the Tie Rod broke.
Briefly summarize what the customer is expecting: Agent advised the customer that the case will be escalated up for rental and to contact the dealership about the recall.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45189 DCH Chrysler Jeep Dodge Ram.
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Original Owner: OOW by 1yr 3months
Within PTW
Household: 0, New 1, Used
Service Contracts: Cancelled, 7 YEARS / 85,000 MILES - $100 DEDUCTIBLE
Status update provided via email to the following email address:
[redacted]
Hello, my name is Misty and I have been assigned as your case manager. This email is confirmation that your case, [redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 7[redacted], within the one business day as promised. My office hours are 8:30AM 5:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66235. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Hello,
My name is Jenifer, and I am assisting your Case Manager, Misty. I would

like to inform you that Misty and will be in contact with you no later than 8/27/14 to speak with you about your case. If you have questions or concerns, please respond to this email or contact her at 800-763-8422 EXT 66235.
Thank you.
End of Status Update
Writer attempted to contact SM and when the call was transferred it just rings and rings and never goes to voicemail. Writer tried calling twice and did same thing.
SA Ryan let the writer know that SA Ben is working with the customer. Writer provided the CM contact info so that SA Ben can call the write back.
Number to reach SA Ben at 951-491-2154.
Writer contacted SA Ben at (45189). SA said they repaired customers tie rods and customer picked up there vehicle on 08/23/14.
Writer contacted customer at [redacted]. Customer explained there truck is running great sense repairs and they are very satisfied. Writer asks if they could go ahead and close customer s case. Customer said that would be fine.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29CX	7G[redacted]	***Open Date***	08/17/2014	***Built Date***	08/18/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	02/16/2007	***Mileage***	120,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CROSBY TX[redacted]-	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Information Request	STEERING LINKAGE

Briefly summarize why the customer is contacting Chrysler: Customer is calling for information on Recalls relating to the tie rod because theirs just broke.
Briefly summarize what the customer is expecting: Customer calls seeking recall information. Advised the customer the recall H46 and N62 is incomplete
Agent offered to call DLR 60448 for recall fulfillment when service is open.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL5	BG[redacted]	***Open Date***	08/17/2014	***Built Date***	06/08/2011	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	08/22/2011	***Mileage***	90,774	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68611	MORITZ CHRY/JEEP			
Dealer Address	9101 SPUR 580 WEST				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76116

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT HEDWIG TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left tie rod broke down.

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler as their vehicle is not drivable and they are 400-500 miles from home. Customer states that they are getting the vehicle towed to DLR 68611. Customer states their husband works for fire department and needs to be there on call for 7:30 AM so can not wait until it is completed.
Briefly summarize what the customer is expecting:
Customer is expecting assistance in getting their vehicle brought home to them once it is fixed. Customer states even if it is brought closer that would be appreciated.
Agent advised customer their case will be escalated to case management and it could be a 2-3 business day call back.
Reassign to 88F.
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW: 54774 miles
MVP: Cancelled
Household: 1 new, 1 used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66180
The reason for the dealer contact was to provide or request the following information: To request information about vehicle and repair status.
Customer calls to speak with their Case Manager.
Transferred the customer to TH763 at ext 66180
Customer contacted writer. Customer stated yesterday the tie rod fell off the vehicle in a parking lot. Customer stated the vehicle is in Fort Worth but the customer is in San Antonio. Customer expects the vehicle to be brought closer to them. Writer inquired about customers recall. Customer stated they knew about the recall but their home DLR has the part on back order. Customer updated email at [redacted]. Writer advised customer that they need to do more research. Writer will contact customer 8/19 with more information.
Writer contacted dealer at [redacted] no answer.
Writer contacted dealer at [redacted] spoke with Service Advisor Terry. SA updated mileage at 90774. SA stated the left tie rod is broken. SA stated repairs should be complete by 8/19 morning. SA stated there is no

current RRT on vehicle.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Talia, and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. My office hours are 8:30AM 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 66180.
End of Status Update
Writer contacted customer at [redacted]. Writer informed customer the most viable option is having the customer pay for the towing costs and Chrysler will reimburse 50%. Customer stated that will not work and they will not pay out of pocket. Customer insists there must be a hot shot service or some way to get their vehicle to them. Customer stated they will get an estimate from a towing company and contact writer.
Customer contacted writer. Customer stated the estimate from Roadrunner Towing was $954.00. Writer will call back with more information.
Writer contacted customer at [redacted] Writer offered to reimburse customer for 50% of the towing cost. Customer declined offer and requested a supervisor.
*********Supervisor Call*********
Call was transferred to agent TL448. Customer advised that her vehicle had broken down due to a recent recall on the vehicle. Customer advised that the vehicle is located 500 miles away from her home. Customer advised that she does not want to pay 50% percent of the towing bill previously offered due to it the issue of the vehicle was not her fault. Customer also advised that her vehicle is now repaired. Agent advised that as of this time Chrysler will be offering 50% percent of quoted bill of $944.00 for towing. Customer advised that she does not want to pay anything for towing due to this issue with the vehicle is not her fault. Agent advised as of this time the CM would like to offer 50% percent of reimbursement on quoted tow bill stands and will not be changed. Customer advised that she does not want her case closed and she will be contacting her attorney. Customer inquired about legal information. Agent advised that we do not have any information due to CAC is not legally trained. Agent advised that offer still stands and CM would like to assist customer with 50% percent of the towing bill. Agent advised CM will follow up with customer 08/25/2014 to reiterate offer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66180. The reason for the customer contact was to provide or request the following information:
To inform customer that we are waiting on them to accept the offer and that writer will close out their case 8/27 if no contact before then.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	08/18/2014	***Built Date***	05/06/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/28/2005	***Mileage***	127,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	65415	LOPP MOTORS INC			
Dealer Address	305 NORTH 2ND STREET				
Dealer City	DODGE CITY	***Dealer State***	KS	***Dealer Zip***	67801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESTER OK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer stated right tie rod broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called in stating the right tie rod end blew out on Saturday. Customer stated she believes there is a recall for the left tie rod end. Agent informed customer that there is a recall on the vehicle for the left tie rod end and there was a recall completed in 2009 for the steering linkage. Agent informed customer if the diagnosis indicates that it is the recalls than it would be covered. Agent informed customer that there is no recall for the right outer tie rod so that would not be covered. Customer understood. Customer stated the DLR is an hour and a half away and they have no way of getting the vehicle there and her husband is a mechanic and they will purchase the parts and he will do the repairs. Customer is seeking if she can submit for reimbursement. Agent informed they can submit for possible reimbursement and the parts must be mopar parts. Agent provided reimbursement address:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007.
Briefly summarize what the customer is expecting: Customer is seeking what recalls are on the vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	08/18/2014	***Built Date***	03/10/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	06/28/2008	***Mileage***	150,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP			
Dealer Address	3200 EAST MAIN STREET				
Dealer City	FARMINGTON	***Dealer State***	NM	***Dealer Zip***	87402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FARMINGTON NM[redacted]	***Country***	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer states vehicle broke down in front of house.

Briefly summarize why the customer is contacting Chrysler:
Customer contacting Chrysler due to vehicle breaking down.
Briefly summarize what the customer is expecting:
Customer states his vehicle broke down in front of his house. Customer states he contacted DLR 66802. Customer states DLR advised customer to contact Chrysler. Customer states he has recall on vehicle and they feel the vehicle broke down do to left tie rod. Customer states he just realized the DLR meant for him to call roadside for a tow. Customer states he does not think he needs anything at this time and will contact back if the DLR was looking for other information. Agent educated customer CAC is open 24hours.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	8G[redacted]	***Open Date***	08/18/2014	***Built Date***	01/23/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	05/03/2008	***Mileage***	115,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer is seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer seeking reimbursement

****** Below Customer Contacted for Documentation Request ******
[redacted]n 2014-08-18 @ 11:42
Briefly summarize why the customer is contacting Chrysler: customer is calling to seek reimbursement as her tie-rod broke while driving.
Briefly summarize what the customer is expecting: customer is expecting reimbursement on recall repair. Agent sent email to customer with link to send in documentation.
Reassigned to 86Y
***** Customer Document Received *****
Briefly summarize why the customer is contacting Chrysler: Customer contacting for an update on case.
Customer stated hasn t herd anything back yet.
Briefly summarize what the customer is expecting: Customer expecting an update.
Agent confirmed and updated information in coin.
Agent advised customer documentation has been received on 08/20/14 please allow up to 60 days for processing.
Agent reviewed documents. Customer submitted documentation regarding repairs made on their left outer tie rod. Customer submitted request for reimbursement under N62 (left outer tie rod) recall. Based on the information received, this is customer s first repair on the tie rod. Therefore, customer is not eligible for reimbursement. Agent called customer at [redacted] and informed customer of the decision. Customer was disappointed that we could not reimbursed and agent advised as to why the reason we are unable to. Customer stated his current tie rod feels like it s about to go out and Agent informed customer of the open recall (N62) on his vehicle. Agent advised to take vehicle to local dealership. Customer disconnected call. Agent closing case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L8	9G[redacted]	***Open Date***	08/18/2014	***Built Date***	02/10/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	11/27/2009	***Mileage***	95,299	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44758	BAY DODGE			
Dealer Address	641 WEST 15TH STREET				
Dealer City	PANAMA CITY	***Dealer State***	FL	***Dealer Zip***	32401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GOODLAND KS[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Recall inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: SA Dusty for DLR 44758 called on behalf of a new owner needing to have the N49 recall completed. SA stated VIP shows the recall was already completed however the left tie rod broke.
Agent called DLR 64756 and spoke with service to confirm the completion of the recall at there dealer. SA was able to confirm the previous owners name and contact information showing the recall was completed. Agent questioned a possible mistake to which he advised possible.
Agent discussed the case with TL NC603 who advised to have the dealer complete the recall a second time. TL stated to advise the dealer they may have to have input from the SM and warranty administrator to be able to complete the claim. Agent advised the SA to have the customer calls to update the owner information on file.
Briefly summarize what the customer is expecting: Delaer seeking recall confirmation.
Reassigned to jr1305 for survey by-pass - Possible repeat recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A4	7G[redacted]	***Open Date***	08/18/2014	***Built Date***	06/14/2007	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	10/31/2007	***Mileage***	80,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60003	MIDWAY CHRYSLER JEEP			
Dealer Address	N 550 ALBERTA				
Dealer City	POST FALLS	***Dealer State***	ID	***Dealer Zip***	83854

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPIRIT LAKE ID [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer requesting information
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer requesting information on right tie rod. Customer is very upset about tie rod falling out while driving.
Briefly summarize what the customer is expecting: Customer wants Chrysler to be reponsible for payment of repair.
Agent called dealership to request information on recent front end alignment. Dealership confirmed that no issues were noticeable at the time of alignment. Cost of repairs approximently $700. Customer requested to talk to supervisor. Agent assured customer that Supervisor would tell customer that Chrysler is not responsible for repairs. Customer insisted.
Customer has requested Supervisor callback
Preferred daytime number: 000-000-0000
Preferred evening number: 000-000-0000
Reason for request:
CAIR assigned to: (Supervisor NIC)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
CAIR assigned to: (JE779)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer states that she has been waiting for a supervisor callback and was told that it would be within 24 hours customer states that the customer should have been called back by 9am and it is passed than.
Agent advised:
the customer that the supervisor is going to call the customer back and that the supervisor works until 9pm and will get back to her today.
Customer understood.
**********Supervisor Call**********
Writer contacted customer @ [redacted] and spoke to customer s wife. She advised this has been an ongoing issue and she has put more than one set of
brand new tires on the vehicle.
and it shook and shimmied. Customer is upset that she was told by Brian

(SA).
That he would back her up that it was an issue and not normal wear and tear.
Writer advised would reach out to dealer tomorrow to speak to Brian and see
if he had any information to add to the file and the contact the customer back
**********Supervisor Call**********
Writer contacted dealer and was unable to gather and further information that would change the decision that was made. The cost would be customer pay. Writer contacted customer and lvm
please close
Customer called in to find out why she hasn t heard back from supervisor JE779. Agent read off line 44-46 and she said she never got voice mail because she doesn t have that set up on her phone yet and she wanted to talk back with the supervisor. Agent advised customer that the supervisor is on vacation and not sure when will be back but will be glad to resend up for another supervisor to make a call back at her preferred number. She said that would be great.
Customer has requested Supervisor callback
Preferred daytime number: [redacted] voice mail on cell, please leave message if no answer.
Preferred evening number: 000-000-0000
Reason for request: Request for answers about her situation with her vehicle
CAIR assigned to: (Supervisor NIC) BR379
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer called to ensure she was still going to receive her callback from the supervisor, agent confirmed this for the customer.
tl called [redacted] and left message to advise support decision on file.
******
Briefly summarize why the customer is contacting Chrysler: Customer stated a supervisor was suppose to call back. Customer stated the call was disconnected when she answered. Customer stated the tie rod never should have broken.
Briefly summarize what the customer is expecting: Customer seeking information.
Writer advised the customer of lines 66 to 67.
Customer stated she is not through with this and will go higher if necessary there are only 80000 miles on the vehicle.
Writer advised the recall attached to the vehicle is not for the original component it is a supplied recall. Writer advised the tie rods are considered a wear and tear item warranted for 36000 miles with 80000 miles on the vehicle this would be considered normal wear and tear.
Customer stated she is not finished and will find someone to help.
Writer apologized for the concern. Customer ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	AG[redacted]	***Open Date***	08/18/2014	***Built Date***	11/03/2009	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	12/22/2009	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ADA OK [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	customers vehicle is at DLR and customer may need rental

Briefly summarize why the customer is contacting Chrysler:Customer is calling because his vehicle is currently at the DLR being serviced for the N49 recall after his tie rod had already broke. Customer states if the vehicle is going to be in the shop for another night he will need a rental.
Briefly summarize what the customer is expecting:Customer is expecting to be granted a rental. Agent offered to call DLR to collect more information. Agent spoke to service department who informed that they will try to have the vehicle out as quickly as possible for later tonight, but if not they will offer a rental vehicle through d-11-53.
Agent advised customer of what service department had said, and informed him to call back if there are any issues.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	08/18/2014	***Built Date***	12/02/2010
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB		
In Service Dt	07/05/2011	***Mileage***	90,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	44582	HOYTE DODGE CHRYSLER JEEP			
Dealer Address	2300 HIGHWAY 75 NORTH				
Dealer City	SHERMAN	***Dealer State***	TX	***Dealer Zip***	75090

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KINGSTON OK [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	N49
Recall - N49: LEFT TIE ROD - Reimbursement	Needs to be Towed

Customer called in regards to the N49. Customer stated that her tierod fell off while turning today. Customer stated that she had to get the vehicle towed to the dealer and wanted to know how to go abouts doing so. Customer stated that she has been trying to get her vehicle into the dealer for quite sometime now but the dealer keeps telling her there are no parts. Customer stated that she was going to the dealer tomorrow to see how long the wait would be.
Agent advised that if the customer experienced any problems with finding a part to feel free to call us back. Agent provided customer with the fax number in order to send in her towing receipt.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL1	BG[redacted]	***Open Date***	08/19/2014	***Built Date***	05/12/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	09/23/2011	***Mileage***	40,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44725	TOWBIN DODGE LLC			
Dealer Address	275 AUTO MALL DRIVE				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JEAN NV [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling in for information on recall.

Briefly summarize why the customer is contacting Chrysler:Customer called in seeking information regarding a recall he had completed in February 2014. Customer had issues with tie rod coming loose and rubbing on tires recently. Customer had to take vehicle into a different dealership to have repairs on tires and front end alignment. Customer is nervous to drive vehicle now.
Briefly summarize what the customer is expecting:Customer seeking information as to what all was repaired when the recall repair was complete.
Agent contacted dealership where the vehicle was repaired and spoke with Liz.
Agent explained situation to Liz and she is going to get the SM to call Customer when he gets back from his break.
Agent told customer he will be getting call back from SM this evening and to call back if he has any further questions.
Customer Called back he talk to the SM the morning, from repairment of recall part. he stated to customer had to call recall becuase there another recall on his truck . agent advice customer there was not N62 was not for his model of truck. Agent advise customer what the dealer Liz said she was goign to lett the SM know he would like a call back on what going to happen.
Customer was seeking help from chrysler just in case SM didnt do nothing for him with the repair. Agent advised customer to call back after SM get a hold of him if customer does not like what the SM states he doing to do for customer
Dealer contacted writer requesting expedited reimbursement of costs associated with alleged damage caused of vehicle due to problem with recall parts associated with N62 - Left Outer Tie Rod Assembly. Dealer states recall N49 - Left Outer Tie Rod Assembly. Dealer states N49 was a recall of N62 parts. N62 recall performed on vehicle, although that vehicle was not designated for a N62 recall. Dealer emailing customers receipts to both writer and CM, TS1162. Receipts include cost of new tires, hotel and meal expenses.
Customer contacting Chrysler stating that he is very confused with the scenario. Customer stated that he had recall N49 completed in February, and last week he was driving and the tie rod got loose and wore the two

front tires. Customer stated that he was told by the dealership that the N49 parts were defective. Agent advised that we did have an issue with the N49 parts, however we gave the dealership an initial shipment of parts in April 2014. Customer stated that the dealership advised someone from Chrysler stated that the parts on the vehicle are fine until the new shipment comes in. Agent advised that is correct, and when the parts came in around April the dealership was to replace the recall parts with the new recall parts. Customer stated that he was never notified that he needed to replace the parts again. Agent contacted DLR 44725Ù and spoke to PA Greg who stated that they do have parts in stock but there is a waiting list. Agent advised PA Greg that customer never had the replacement parts so that is why the vehicle was in an accident. Agent attempted to speak to SD or SM, they were not available. Receptionist Liz stated that she is going to speak to the SD and have him contact us back with more information.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]t
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 44725Ù
Reassigned to 88F
Agent advised customer that due to the circumstance we have escalated case to a case manager who will help them rectify their concern. Customer understood.
Oscar SM from the dealership called stating that he needs to speak with someone about this case before it gets escalated too far.
Customer wanted to speak with a supervisor.
Agent spoke with SJ372 who advised that customer needs to reach out to his business centre or advised CM to transfer SLC.
Agent transferred customer to SLT with agent Jar
Dealer 44725 (SM) Oscar calls to speak with their Case Manager.
Transferred the dealer to LT702 at ext 66355, because the writer was advised by the TL BS899 to do so.
* * * * * CASE MANAGER TEAM - District O * * * * * *
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is N49 was completed customer experienced issues with tie rod and tires
out of state and is concerned with why update was not provided.
Action requested: approval of the reimbursement and insure the recall is preformed correctly.
Please update this CAIR with resolution.
##
REASSIGNED TO BC/DLR 70 44725 08/22/14 15:10 R[redacted]
History: 4 new 1 pre owned
OOW: expiered basic, 25 Months or 60,000 Miles PT
MVP: ECD520N, WAS100N
Writer spoke to SM Oscar and was advised of the case and is requesting support to resolve customer issues regarding issues with customer and the fact that dealership did perform the recall 6 months ago and has been advised per customer that customer out of town experienced noise went into a repair facility and was advised the recall parts were recalled and customer is concerned on the performance from dealership. Writer advised SM Oscar that CAC will be assisting customer and dealership to have issues resolved. Writer was provided cell # to SM and informed that writer will be point of contact for customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66355. The reason for the customer contact was to provide or request the following information:
First contact attempt.
SM Oscar cell #702-591-6088
Status update provided via email to the following email address:
[redacted]
Hello, my name is Leah and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully

escalated to me. After I review the details of your case I will be calling you at your preferred number[redacted]. My contact information is 800.763.8422 EXT 66355. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer contacted SM Oscar to confirm customer contact and was advised that customer was just spoken too and is expecting call back today.
Writer concurred and advised that CAC will be offering compensation for the recall cost that were paid by customer and consider the hotel stay but as far as tires CAC is requesting SM Oscar work with AM to have the tires covered. Writer provided ext 66355 for follow up if needed.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-25 @ 19:54
Writer spoke to customer and was advised that the main question is weather this is a workmanship issue from the dealership that performed the N49 recall or was there a recall on the recall that caused the damage to the vehicle. Customer has asked to have the tires compensated and the hotel say and the RO that customer paid to have another alignment completed. Writer advised that CAC will follow with resources and will contact customer again on 8-28-14 with more information.
Status update provided via email to the following email address:
[redacted]
I received a voice mail requesting a fax number. Please be sure to attach the case number as well as my name Leah. Please be sure to have proof of payment for all purchases along with a repair order to 801-736-3929.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
opalma@towvinauto.com on 2014-08-28 @ 19:52
Writer spoke to SM Oscar and was informed that the customer did come in and request dealership assist with sending the documents. SM Oscar advised customer is requesting reimbursement of RO as well as hotel stay and cost of meals. Customer will be working with the dealership regarding the tires and request for added warranty coverage.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66355. The reason for the customer contact was to provide or request the following information: advised of contact with dealerhsip and will follow up on 8-29-14
*Note call was received from SM Oscar regarding next steps and more information was sent to dealership for further assistance.
Dealer SM Oscar requesting to speak with Case Manager.
He declined to speak to anyone else, transferred to LT702 voice mail.
Writer contacted SM Oscar and advised that documents have not yet been received and that the link was good for 7 day writer will send a new link and inquired on the tire reimbursement. Dealership advised that new tires will be put on vehicle and a full alignment ect. SM Oscar will work with AM to fix customers dissatisfaction.
****** Below Customer Contacted for Documentation Request ******
opalma@towvinauto.com on 2014-09-04 @ 12:28
Writer received message from Warranty Admin Patty requesting call back at 702-558-2703.
Writer called back and provide fax number for reimbursement request of customer.
****** Below Customer Contacted for Documentation Request ******
hh261@chrysler.com on 2014-09-05 @ 10:42
***** Customer Document Received *****
will follow up with dealership
SM Oscar called to speak with CM LT702, writer advised SM that CM MS2678 is now taking the case. SM requests for CM to call him when he comes in, and requested to be transferred to voicemail for CM. Writer transferred the call to CM s voicemail.
Case is currently being handled By TL Annette. TL will advise on...path forward.
Customer Document Reviewed.
Provided service contract with the understanding this case was closed
Status update provided via email to the following email address:
[redacted]
Thank you for the opportunity of working with Dodge Customer care. I just wanted to let you know that I do believe all of your concerns have been addressed if you have anything else that we are able to assist with please call us directly and we will be happy to assist. 800-4ADODGE.

Thank you for being part of the Dodge family.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up. (Per Heather)
Customer is calling in today to find out if the issue with the tie rod coming loose was a part defect or a workman ship issue. Customer states that the dealership is telling him that it was a part issue. Agent advised customer that we would need to contact the dealership that worked on his vehicle to find out that information. Customer would not allow agent to call and was requesting to speak to the CM Marty instead. Agent provided customer with Marty s phone number 1-800-763-8422.
Dealer: SM - Oscar called to speak to CM; MS2678 Writer warm transferred dealer to CM extension: 40634

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	08/19/2014	***Built Date***	02/17/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	03/08/2011	***Mileage***	62,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42649	H AND M MOTOR COMPANY INC			
Dealer Address	373 EAST THIRD STREET				
Dealer City	WESTON	***Dealer State***	WV	***Dealer Zip***	26452

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESTON WV [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer called stating he had the N49 recall completed on the vehicle. Customer state that the dealership is unable to get it back in line and he would need to pay for that himself as well as the other damages. Customer states that the tie rod had broken while he was driving and it had caused other damage as well. Customer inquiring why these repairs will not be covered under warranty.
Briefly summarize what the customer is expecting: Recall information. Agent advised customer that the alignment is not part of the recall repair. Agent advised customer that any consequential expenses are not covered under the warranty and are customer pay. Customer thanked the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A4	8G[redacted]	***Open Date***	08/19/2014	***Built Date***	03/25/2008	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	11/10/2008	***Mileage***	55,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	24099	ORANGE COAST JEEP-CHRYSLER			
Dealer Address	2524 HARBOR BOULEVARD				
Dealer City	COSTA MESA	***Dealer State***	CA	***Dealer Zip***	92626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HUNTINGTON BEACH CA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states left tie rod broke
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	customer states whole sun roof window came off

Customer states he would like to speak with someone about the issues she had with the vehicle. Customer states a week ago Sunday August 10th the sunroof came off the vehicle. Customer states while driving down the highway the whole sun roof window and headliner ripped right out of vehicle. Customer states the vehicle was taken in to be repaired.
Customer states they are not sure the name where is was repaired.
Customer states then on August 16th they were pulling out of the drive when the left tie rod broke. Customer states the left wheel stayed still but the other wheels were turning. Customer states they repaired the vehicle themselves.
Agent advised customer of N49 recall. Customer was not aware of N49 recall.
Customer states they will look into more information and then disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	8G[redacted]	***Open Date***	08/19/2014	***Built Date***	04/18/2008	
Model Year	2008	***Body***	DH6P81	DODGE RAM 1500 LARAMIE MEGA CAB 4X4			
In Service Dt	05/05/2008	***Mileage***	100,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	42630	EARL'S DODGE-JEEP			
Dealer Address	2814 PORTER WAGONER BLVD				
Dealer City	WEST PLAINS	***Dealer State***	MO	***Dealer Zip***	65775

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD MO [redacted]	***Country***	UNITED STATES

Recall - J10: WIPER MOTOR - Advise Owner/Incomplete Recall	Advised of recall
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Advised of recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states left tie rod broke
Recall - N49: LEFT TIE ROD - Information Request	Customer states left tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer called in stating his left tie rod broke on his vehicle and he had it towed to Earl s dealer 42630. Customer stated dealer does not know when they can complete repair. Agent confirmed with customer he has recalls N49, L16, and J10 - Customer confirmed he is aware. Customer stated when he brought in his vehicle in January to get the recalls completed the dealership was not able to complete because of restriction. Customer asked for towing reimbursement if it is possible and a rental since he has 4 children. Agent provided customer with reimbursement request address and documentation that would be needed.
Briefly summarize what the customer is expecting: Customer seeks towing reimbursement and rental.
Agent called dealer and spoke with Blake the owner/dealer principal. Blake confirmed that they have seen customer on the dates 3/27/09. 08/09/2012, and 01/17/2014. Blake stated that when customer came in January they notified the customer of the recalls but he refused to get them completed. Blake said if Chrysler is willing to provide rental then he has no problem following that but would want a phone call.
Agent required to call customer back and deny Goodwill Rental.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	08/19/2014	***Built Date***	09/07/2004	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	12/13/2004	***Mileage***	115,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIVERSIDE CA [redacted]	***Country***	UNITED STATES

Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Unknown	Customer states SA Steve advised work would be done under recall.

Briefly summarize why the customer is contacting Chrysler:
Customer contacting RAM due to misleading information from DLR.
Briefly summarize what the customer is expecting:
Customer states vehicle broke down two days ago. Customer states he contacted DLR 45523 and spoke with SA Steve. Customer states Steve advised customer that the tie rod would be covered under recall if he was to get the vehicle towed to DLR. Customer states today Steve contacted customer and advised that the recall will not cover the part and the work will be done at cost to customer. Agent contacted DLR and spoke with Service Advisor Steve. Steve states he advised customer that the vehicle may be covered under recall. Agent advised Steve that the recall is for replacement parts not factory and the customer states there was no work done on the tie rod. Steve states that there was no conversation about wether or not there was previous work on the tie rod. Steve states he seen the previous recall H46 and assumed he may be effected again since the recalls are similar. Agent verified with Steve that he is able to see the recall was completed in 2009 and it was confirmed that the customer did not have U Bolts on his tie rod. Steve agreed. Steve agreed he should have asked the customer if there was previous work on the tie rod prior to having the customer get his vehicle towed to DLR. Steve stated he wants to work something out with the customer to find a resolution. Agent educated customer that Steve would like the opportunity to work something out with the customer. Customer states he wants his vehicle towed back home and towing reimbursed by DLR. Agent advised customer he will have to work with the DLR directly for resolution. Agent apologized on behalf of RAM for the misunderstanding.
Reassigned case to 86L
**** Dealer Notification Sent ****
RED LETTER SENT - CAIR can be closed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A8	8G[redacted]	***Open Date***	08/20/2014	***Built Date***	08/21/2007	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	11/23/2007	***Mileage***	95,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65247	EDWARDS CHRYSLER DODGE JEEP INC			
Dealer Address	1600 SOUTH DUMAS AVE				
Dealer City	DUMAS	***Dealer State***	TX	***Dealer Zip***	79029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLENBURN ND [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking information.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding a recall.
Briefly summarize what the customer is expecting: Customer is expecting information on the N62 recall. Customer stated he was driving when the tie rod broke. Customer stated he went into the ditch as a result. Customer stated he brought the vehicle into the DLR for all recalls and they have inspected. Customer stated he received the N62 recall notice and brought the vehicle to the dealership. Customer stated the dealership would not do the recall as he did not get his oil changes done at that DLR. Customer stated the dealership sold all the parts to the customer. Agent was advising the customer about the recalls and that he did not have the replacement part that was used in the H46 recall. The call dropped, agent attempted to contact the customer back at [redacted] however, customer did not answer. Agent left a VM for the customer stated if he still required assistance to call CAC back.
Customer called back in stating that he couldn t get back in touch with previous agent.
Agent contacted dealer 43942 - Minot Automotive Center
Agent spoke with SM Vince who stated that they never turned the customer away for service. Vince stated that the customer was only there looking for recall assistance as far as her knew and that his vehicle didn t fit the recall.
Vince states he was not aware the tie rods broke. Vince states he is willing to work with the customer and is going to call the DM or AM to see about getting approval for assistance for the repair.
*****
Agent informed customer of this information and advised that Vince would be in contact with him. Customer still unsatisfied stating will not buy another Chrysler product and ended the call.
Please Close Case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49A3	8G[redacted]	***Open Date***	08/20/2014	***Built Date***	06/06/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/08/2008	***Mileage***	25,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43389	EARNHARDT'S GILBERT DODGE INC			
Dealer Address	1301 NORTH ARIZONA AVENUE				
Dealer City	GILBERT	***Dealer State***	AZ	***Dealer Zip***	85233

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PRESCOTT AZ [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Customer seeking recall information
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Dealer stated tie rod broke
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Dealer stated customer s vehicle tie rod broke and had AAA tow customer to dealership. Dealer did the repairs, and customer just brought recall notice to dealer but wanted to know if Chrysler would pay for it. Dealer had to buy recall package.
Customer has both recalls L16 -LEFT TIE ROD END and N49 -LEFT TIE ROD.
Briefly summarize what the customer is expecting: Dealer seeking information on recalls. Dealer called for customer to ask if Chrysler would pay for recall repairs.
Agent advised dealer that both recalls are present with the VIN provided.
Agent advised dealer that the case would be looked further into.
Reassigned to PM920
Briefly summarize why the customer is contacting Chrysler: Dealer stated customers vehicle has been repaired as they do have the recipts and invoice, Dealer also stated that they have not heard back on the goodwill they were told they would get.
Briefly summarize what the customer is expecting: Dealer expecting to hear back from cair manager on weather or not they will be getting goodwill as it has been a month.
Call back number [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL9	BG[redacted]	***Open Date***	08/20/2014	***Built Date***	02/14/2011	
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	06/30/2011	***Mileage***	145,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43736	BROWN DODGE-CHRY-JEEP			
Dealer Address	I-35 AND HIGHWAY 173				
Dealer City	DEVINE	***Dealer State***	TX	***Dealer Zip***	78016

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANDIA TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking towing for broken tie rod

Briefly summarize why the customer is contacting Chrysler:Customer seeking assistance with his Dodge Ram truck.
Customer states his left tie rod broke in his drive way and called seeking information regarding towing assistance.
Briefly summarize what the customer is expecting:Customer wanted CAC to pay for the towing to the dealership, since it was the recall part that broke.
Agent advised customer that unfortunatly the customer must pay for the towing to the dealership, and if reimbursement is an option that they would like, they can certainly file for that regarding the towing expense due to the recall.
Agent advised the dealership would confirm and determine if the part that broke was indeed part of the recall, and from there the towing cost could be pursued through reimbursement if the customer would like to file for that.
Agent advised customer the reimbursment team would determine the outcome of the reimbursment.
Customer understood all information given.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	7G[redacted]	***Open Date***	08/21/2014	***Built Date***	06/15/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/29/2007	***Mileage***	118,250	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67029	MIKE BROWN CHRY-DODGE JEEP			
Dealer Address	4960 E HIGHWAY 377				
Dealer City	GRANBURY	***Dealer State***	TX	***Dealer Zip***	76049

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRINGTOWN TX[redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Jack and Tools - Defective - Default	car broken down, believed to be from Tire rod

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler after car broke down on side of the road. Customer believes this is due to the left outer tie rod, which is due for a recall. Customer claims that he had been to Klement dealership, where they inspected the tie rod and told him it was safe to drive and not get replaced. Customer claims that 6 months later it has caused the break down.
Briefly summarize what the customer is expecting: Customer is expecting part replacement and towing to be covered by Chrysler.
Agent advised that he will first need to get it towed and diagnosed at a Chrysler dealership in order to know if it is a recall part. Agent advised that towing would likely not be covered in this situation, but that he can call back after diagnosis for the case to be re-opened and determined whether or not towing would be covered since he was told the vehicle was drivable.
Customer agreed and asked to get in contact with towing assistance himself.
Customer called to inform Chrysler that he nearly died in an auto accident due to a broken RIGHT tie rod
Customer stated that there should be a recall on the right as well as the left
Customer very upset and yelling
Agent advised customer that there is not currently a recall on the right tie rod and to keep all receipts for any repairs done and if a recall does come up he would be able to submit for reimbursement
Customer stated he wanted to open his own investigation on the matter
Customer took vehicle to Karl Klement Chrysler Dodge Jeep in Decatur, TX for inspection

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	BG[redacted]	***Open Date***	08/21/2014	***Built Date***	01/19/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	04/04/2011	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68515	FRONTIER MOTOR CO			
Dealer Address	1700 EAST HIGHWAY 66				
Dealer City	EL RENO	***Dealer State***	OK	***Dealer Zip***	73036

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TONKAWA OK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer having issues
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding his tie rod.
Briefly summarize what the customer is expecting: Customer is expecting to be towed. Customer stated he was at work and was just pulling out of his parking spot. Customer stated the driver s side tie rod broke. Agent confirmed the customer has the N49 left tie rod recall. Agent advised the customer to have the vehicle diagnosed once he is at the DLR. Customer understood.
reassign to KB805 for survey by-pass (no diagnosis)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL1	BG[redacted]	***Open Date***	08/22/2014	***Built Date***	01/19/2011	
Model Year	2011	***Body***	D28L92	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	04/04/2011	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68760	DAVIS-MOORE AUTO GROUP INC			
Dealer Address	3501 NO. 14TH STREET				
Dealer City	PONCA CITY	***Dealer State***	OK	***Dealer Zip***	74601

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	TONKAWA OK null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-08-22
Road Side File Created 08-22-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
300 S PINE ST 3501 NO 14TH STREET
OKLAHOMA AVE
TONKAWA PONCA CITY
OK USA OK
DRIVERS SIDE TIE ROD END BROKE AND TIE ROD WENT TH
DEALER CODE : 68760 DAVIS-MOORE AUTO GROUP INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28T6	9G[redacted]	***Open Date***	08/22/2014	***Built Date***	11/03/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/16/2009	***Mileage***	60,500	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZC	5.7L HEMI VCT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60305	EXPRESSWAY JEEP CHRYSLER DODGE			
Dealer Address	311 COLLEGE AVE				
Dealer City	MOUNT VERNON	***Dealer State***	IN	***Dealer Zip***	47620

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WADESVILLE IN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Repairs Took Longer than Specified	Customer was calling regarding N49

Briefly summarize why the customer is contacting Chrysler: Customer was calling to explain that he was 8th on the waitlist and now he s the 13th. Customer stated that when a tie rod breaks it get moved up the list.
Briefly summarize what the customer is expecting: Customer is expecting to have his recall completed sooner. Customer stated that he was 8th on the waitlist and now he s 13th due to other trucks tie rod s breaking.
Agent contacted DLR Expressway and spoke to service and they stated that the customer is going to have to wait until they get to his vehicle.
Agent advised customer that he is on the list and they will get to him as soon as they can. Customer asked if he could get the recall done at another mechanic. Agent stated that if he get his recall done at a dealer that s not Chrysler we can t guarantee a reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49C8	7G[redacted]	***Open Date***	08/22/2014	***Built Date***	11/16/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	01/24/2007	***Mileage***	200,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45069	ALLEN SAMUELS CHRYSLER DODGE JEEP			
Dealer Address	11200 NORTH FWY				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76177

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WEST ALEXANDER PA[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customers tie rod broke before N62 was completed
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-08-22 @ 12:37
Briefly summarize why the customer is contacting Chrysler:Customer is calling because the tie rod on her and her husband s vehicle has broken. Customer states she knew there was a recall that had to do with steering linkage and the steering started to become difficult.
Briefly summarize what the customer is expecting:Customer would like to know if the recall had to do with the vehicle s issues, and if her and her husband could possibly be reimbursed for the damage and money spent. Agent advised that the steering linkage recall was completed in 2011, and that they do have an open recall on the N62 left outter tie rod assembly. Customer states that her husband had already ordered and recieved the part, and is under the truck repairing it. Agent advised that customer can send in her documents to be reviewed for possible reimbursement. Customer requested she send them by e-mail. Agent sent documentation request to customer s e-mail. Reassigned to 86y.
No contact

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C5	6G[redacted]	***Open Date***	08/22/2014	***Built Date***	07/06/2005	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	04/14/2006	***Mileage***	147,405	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MANY FARMS AZ [redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Customer states their vehicle lost steering control and came off road
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states they were not informed of recall

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer contacted chrysler regarding a incident that happend earlier this week with their vehicle
Briefly summarize what the customer is expecting:
Customer is seeking an investigation into the vehicles damaged front end (BAR sticking out of wheel well)
****End structured narrative T2 - Beginning Narrative
1. Who is calling and what is their contact information? [redacted]
2. What happened? High way about fifty miles or less when the customer heard a pop from the passenger side the truck began bouncing around the road until the customer was able to slow it down onto the shoulder, customer they got out of vehicle to inspect issue when they noticed this BAR sticking out of the wheel well. Customer then contacted their brother to pick them and the vehicle up off the highway
3. What is the current location of the vehicle? Vehicle is currently located at PO BOX 1038 MANY FARMS AZ
****

Please review AC18819-based on the above description, the customer did not have an accident. They should be directed to their dealer for proper diagnosis and repair. _
Escalation Override approved by LB546/TL - issue caused by recall.
Follow up on repairs required.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
Briefly summarize why the customer is contacting Chrysler: Customer states that they were told that they would get a call back on Monday or Tuesday regarding the issues stated above but they have not yet. Agent advised the customer that the case was escalated to the special investigations department but was closed because the vehicle was not in an accident. Agent advised the customer that they will need to get the vehicle to a dealer for a proper diagnosis and repair. Customer states that they believe the issue they had it recall related because the tie rod end snapped. Customer would like to know if the repair is going to be covered and if they can be reimbursed for a tow to the dealer as the vehicle is not drivable. Agent advised the customer that the recall itself will be covered but consequential damage will not be. Agent

advised the customer that they will be escalating the case up to a case manager to look into the possibility of reimbursement for tow. Customer states that they will get the vehicle to a dealer as soon as possible.
Briefly summarize what the customer is expecting: Customer is seeking reimbursement for tow.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? n/a
Reassigned to 88F
****Disposal date needs to be removed as they did not dispose of the vehicle****
* * * * * * * * * Case Management - District O * * * * * * * * *
OOW: 5 years 4 month s
MVP: None.
Household: 1 New 0 Used
Writer contacted customer Mrs. [redacted]. Customer states current mileage of the vehicle is 147405 updated. Customer s address confirmed and updated as well. Customer s concern is that the vehicle is not drivable and the vehicle is in a rural home area at 1 mile south of Navajo route 59 mile post marker 9. Customer s vehicle needs to be towed to the dealership at Tate s Auto Center 45569. Writer will contact dealership to see what assistance for the tow that we are able to help. Customer also states that the recall information was never relayed to the customer, and the damage is cause to the recall. Follow up with the cust is scheduled for 9-2-14.
Writer attempted to contact dealer Service Manager (SM), however, SM not available. Writer left message for a return call at extension 66130. The reason for the dealer contact was to provide or request the following information: To relay recall related damage to the customer s vehicle that the customer was never made aware of. The recall is the N62 the left outer tie rod assembly.
CA contacted dealer 45569 at 505-862-5111, spoke with SA\Cody who stated that the customer hasn t been towed to the dealership and has no appointment set up for them either.
Writer attempted to contact customer, however, customer was not available. Writer left message for a return call at extension 66130. The reason for the customer contact was to provide or request the following information: to inform customer that we will need to have the vehicle towed to the dealership at owners expensed due to out of warranty. Once vehicle is diagnosed the dealership and can be verified by dealership that damage is due to recall then all repaired are covered. Follow up on 9-8-14.
Writer contacted Receptionist Camille to see if the customer had the vehicle towed to the location. At this time the vehicle is not with the dealership. Writer will contact customer to see if the vehicle is still in their possession.
Writer contacted customer and they are aware of the towing being at cost to them. Customer is wondering about a rental for the time the vehicle is in the shop. Writer will contact SA Cody to find out information on a possible rental or loaner vehicle for the customer. Customer will contact writer when they are able to tow the vehicle to the dealership. Follow up with the customer is set on 9-11-14. Will also have customer keep invoice for the tow for possible cost assistance for some of the tow after repairs are finished.
Customer was contacted by the writer and the customer still has not been able to do the tow it is looking more towards next week. Writer will follow up with the customer on 9-18-14.
[redacted] called requesting to speak to CM CW751 . Writer warm transferred customer to CM for further handling.
Customer was transferred to the writer from CM TR728 the customer states that they have towed the vehicle to the dealership and they are asking for SA Cody per writer s request. Follow up with the dealership and the customer on 9-18-14 as promised.
SW contacted writer requesting CM s extension and to speak with CM. Writer provided the extension and warm transferred SW to CW751 at 40526.

Service Manager Ernie transferred to writer from CM JW1119. SM states that the customer vehicle does not fall under the recall. The recall is an inspection that is performed on the vehicle to find out if the vehicle has a direct bolt or not. The vehicle has the direct bolt and so the recall does not apply to the customer s vehicle. SA cannot diagnose the issue until given the ok by the customer. Writer will contact the customer later today to authorize.
Writer contacted the customer and they are very upset that the customer does not fall onto the recall and feels that there vehicle should be looked into for it. Writer explained to the customer that the SA Cody stated to the writer that she does not have the u-bolt that is being recalled. Customer believes that it is odd that they are having this issue when the vehicle suddenly goes down after a recall is issued. Customer wants to seek another opinion and the writer will follow up with the customer on 9-25-14. Customer also states that they are being charged for the recall inspection the writer will find out the information on that for the customer.
CM contacted the customer to see if they have gone to get the second opinion on the vehicle. Customer states that they have just decided since they have no way to take the vehicle to any other dealership that repairs will be done at Tate Branch. Customer also states that the repairs should be done sometime early next week. CM will follow up with the customer on 10-3-14 when repairs are finished for satisfactory repairs.
CM contacted the customer and they have yet to hear from the dealership on repairs. Preferred contact with the customer will be email until customer is done dealing with family emergency. CM will contact the dealership and find out what is going on.
CM attempted to contact dealer Service Manager (SM), however, SM not available. CM left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To find out status of repairs. CM will follow up with the dealership on 10-13.
Status update provided via email to the following email address: [redacted]
Hello this is Charlie your Case Manager for case number [redacted] I have yet to be in contact with the service department as of yet. I have however left the service department a voicemail. I will follow up with you again on 10-13 if I have not recieved any information by then. Thank you for being apart of the Dodge family.
End of Status Update
Writer called dealer. SA Ernie state the vehicle has been repaired. The dealer is not going to release the vehicle to the customer until the customer can pay for the repair.
SA states the repair is not related to the recall.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40526. The reason for the customer contact was to provide or request the following information: Need to advise customer the case is being closed.
CM contacted the customer and they are just waiting for the dealership to inspect the engine to verify if the engine is in working order. CM will follow up with the customer after the dealership is contacted on 10-22.
CM contacted the dealership and spoke to SA Cody and the customer will need a new engine to the vehicle. CM will contact the customer and update them on that.
CM contacted the customer and they have been made aware of the engine needing to be replaced and they want to make absolutly certain that the engine replacement is or isn t due to the tie rod defection going out. They are aware that the recall had nothing to due with it since theirs passed inspection. CM will contact the dealership to investigate further. CM will follow up with the customer on 10-29.
CM contacted the dealership and SM Ernie states that the engine issues are internal issues to the engine. CM will follow up with the customer on 10-29 as scheduled.
CM contacted the customer and CM informed the customer of the findings. The customer was quoted a price for the new engine at $22,000.00. CM will contact the dealership and look into pricing more.
Writer contacted customer on [redacted] and the number was disconnected. [redacted] was not customer s phone number. Writer unable to leave a voicemail.
Status update provided via email to the following email address:

[redacted]
Hello, this is London with Ram customer care. I am contacting you on behalf of your case manager Charlie. I wanted to let you know that at this time your case manager is reviewing your case and is working with the dealership to gather more information. The results are forthcoming and you will be contacted by your case manager as soon as they have information for you.
Thank you very much for your patience in this matter and i hope you have a wonderful day.
End of Status Update
Status update provided via email to the following email address:
[redacted]
This is Charlie your case manager and I need a phone contact none of the numbers that I have are now working. I tried [redacted] and the number was disconnected. Then I tried [redacted] and was told it was not your phone number.
End of Status Update
CM attempted to contact customer, however, the numbers that the CM has are no longer with the customer. CM will contact the dealership to inquire what phone number that the dealership might have.
CM contacted the customer and they have contact number of [redacted]
The SM Ernie has been trying to contact the customer as well to inquire on what the customer wants to do if they can install the new engine or come pick up the vehicle. CM will contact the number at this time.
CM contacted the customer at the updated phone number of [redacted].
The customer states that if the engine is needing replacement she wants to know what exactly failed on the engine. Customer states that she believes the engine was damaged because of the crash. CM will contact the dealership and find out what the POF really is. Follow up scheduled for 11-18.
Status update provided via email to the following email address:
[redacted]
This is your case manager Charlie and I am still waiting for the Service Manager to give me information of the point of failure for the replacement of the engine. The Service Manager will be back in the shop on 11-21 tomorrow I will contact them then, after I will contact you back with results.
End of Status Update
CM attempted to contact dealer Service Manager (SM), however, SM not available. CM left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To inquire about the point of failure of the vehicle. CM will wait for the SM to contact the CM back when the SM is back at the dealership on 11-21.
Writer contacted Service Advisor Ernie. SA stated that the vehicle has been there since September 16th. SA stated that they don t have the point of failure because customer needs to authorize tear down.
Writer contacted customer. Customer stated that her CM is supposed to communicate with the dealership for her. Writer advised that the dealership needs her to authorize the tear down. Customer stated that she would let CM know what she decides on what to do
CM contacted the ciustomer and they are going to contact the dealership and authorize teardown and inspection of the vehicle depending on the price. CM will contact the customer on 12-16.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL1	AG[redacted]	***Open Date***	08/22/2014	***Built Date***	11/11/2009	
Model Year	2010	***Body***	DJ7L91	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	01/06/2010	***Mileage***	70,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	64979	BLACKWELL CHRYSLER JEEP DODGE			
Dealer Address	4874 RIVERSIDE DR				
Dealer City	DANVILLE	***Dealer State***	VA	***Dealer Zip***	24541

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STAUNTON VA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler: Customer states he has the N49 recall and the tie rod just broke. Customer states he needs the vehicle towed to the dealer
Briefly summarize what the customer is expecting:Customer expects roadside and to have the recall completed
Agent advised we would call the dealer and transfer the customer to Roadside
Agent called the dealer and spoke to SA Stephanie who stated they have not got the vehicle in the shop yet. Agent advised customer has a broken tie rod and is part of the N49 recall, and since the vehicle is off road could they priority their vehicle. SA stated they would

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	08/22/2014	***Built Date***	04/25/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	08/26/2005	***Mileage***	135,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CONYERS GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Information on recall N62

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler to find out if they have a recall on there vehicle or not.
Briefly summarize what the customer is expecting: To find out if they have a recall on there vehicle.
Customer called in because they would like to know if they have a recall on there vehicle or not. Agent advised customer that they have a recall on the left tie rod and to contact there local dealership as soon as possible to have the recall completed. Customer states that they will be towing there vehicle to a dealership because there tie rod broke on the vehicle. Customer thanked agent for the information on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0 B[redacted]	***Open Date***	08/23/2014	***Built Date***	02/14/2011		
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/27/2011	***Mileage***	37,171	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45222	GANDRUD DODGE CHRYSLER			
Dealer Address	2300 AUTO PLAZA WAY				
Dealer City	GREEN BAY	***Dealer State***	WI	***Dealer Zip***	54302

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	LUXEMBURG WI[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	N49 LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Reimbursement	customer is seeking to be reimbursed for repairs
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	

Briefly summarize why the customer is contacting Chrysler:
Customer s wife called in.
Customer is stated that they had the #n49 recall on their vehicle.
Customer stated they had vehicle inspected at the dlr ,and was told their vehicle required the part to be replaced.
Customer stated dlr placed on waitlist , as they were waiting for the parts.
Customer stated that while waiting for the parts, their tie rod broke.
Customer stated they contacted dlr , but they did not have parts.
Customer stated vehicle was towed to an IRF and the IRF contacted several dlr in the area to try and find part but no dlrs had parts.
Customer stated they were required to have vehicle repaired by IRF and had to pay for repairs.
***
Agent provided customer with mailing address and documentation required for reimbursement request, as per answer ID 17420 .
Customer understood and thanked agent.
Briefly summarize what the customer is expecting:
Customer is seeking recall reimbursement.
POSTMARK DATE: 090214; DATE RECEIVED: 090514
Documents attached for review.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
*** Unable to process - No proof of payment ***
Agent reviewed documents and found that customer does not qualify for reimbursement due to going to IRF for second repair. Agent will call customer and inform them of the denial.
Agent called [redacted] and left message for call back at 855-525-5085 ext.7205007
Agent spoke with customer and was informed that the parts were ordered at the CDJR dealer but the tie rods failed before the parts were available which caused customer to go to IRF to get the repairs done. Agent

understood and requested proof of payment from customer before check can be submitted. Customer asked if she could email the proof over. Agent informed customer that she would receive a link to send the receipts.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-08 @ 16:36
***** Customer Document Received *****
Agent called [redacted] and informed customer of pay amount $189.00 due to the recall being on the outer tie rod. Customer understood and thanked agent.
****

Customer submitted request for reimbursement for recall N49 LEFT TIE ROD
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Bank statement
Date of repair: 08/20/2014
Labor $100.00
Parts $80.02
Misc. charges $0
Tax $9.00 (5%)
Total $189.02
Agent is submitting check for approval in the amount of $189.02
Reviewed the attached and approved check

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A2	7J[redacted]	***Open Date***	08/23/2014	***Built Date***	03/02/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/05/2007	***Mileage***	125,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68808	AUTO PARK EAST INC			
Dealer Address	5310 ROLESVILLE RD				
Dealer City	WENDELL	***Dealer State***	NC	***Dealer Zip***	27591

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCKY MOUNT NC[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod broke

Customer is contacting Chrysler because his right tie rod broke. Customer states that this is part of the previous recall N62. Agent advised customer that the N62 recall is only for the left tie rod. Customer states that he had the inspection for the N62 recall and was told that he does not have the ubolt so no parts were added. Agent advised customer that since the vehicle did not have the ubolt, then this is normal wear and tear. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D9	8G[redacted]	***Open Date***	08/24/2014	***Built Date***	11/26/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/24/2008	***Mileage***	107,495	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	[redacted]
	NEWARK NJ x	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	RS
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2014-08-24
Road Side File Created 08-24-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1075 NJ-18 10 FANNY ROAD
STATE ROUTE 18 INTERVALE ROAD
EAST BRUNSWICK BOONTON
NJ USA NJ
IN A CAR WAS PARKING LOT,BROKEN TIE ROD,JOHN JOHNS
DEALER CODE : WARNER ROBINS CHRYSLER JEEP DODGE
Closing cair as this vehicle is outside parameters.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG1[redacted]	***Open Date***	08/24/2014	***Built Date***	05/18/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/19/2010	***Mileage***	42,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	08564	NORMANDIN CHRYSLER-JEEP			
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MALL				
Dealer City	SAN JOSE	***Dealer State***	CA	***Dealer Zip***	95136

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]5
	MADERA CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler:
Customer states the tierod on his vehicle had broke.
Briefly summarize what the customer is expecting:
Customer seeking if there is a recall.
Agent advised of the N49 open on the vehicle.
Agent advised of Normandin Chrysler Jeep Dodge and advised the customer to call tomorrow and see if they can order some parts.
Agent advised to call back if he can not get parts.
Customer understood.
Customer called in stating he has been trying to have the N49 recall performed on his VIN.
Agent advised customer he can contact another DLR and inquire about available parts.
Agent called the DLR and they did have N49 parts available.
Agent left a voice mail and provided the customer contact information.
Agent provided the DLR information to customer advising him to contact the DLR to book his appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C6	7G[redacted]	***Open Date***	08/25/2014	***Built Date***	10/03/2006	
Model Year	2007	***Body***	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB			
In Service Dt	12/31/2007	***Mileage***	51,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	23187	TONY DOMIANO CHRYSLER DODGE JEEP			
Dealer Address	RT 6 SCRANTON-CARBONDALE HWY				
Dealer City	EYNON	***Dealer State***	PA	***Dealer Zip***	18403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GREENE NY [redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Repair - Default - Default	
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler:Customer called in because her tie rod broke and she wondered about a recall.
Briefly summarize what the customer is expecting:Customer expects recall information
CAC advised there is the N62 recall on the vehicle. CAC advised contacting the dealership to have the repair diagnosed and repaired if covered. Customer understood.
No diagnosis for recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	08/25/2014	***Built Date***	06/14/2011	
Model Year	2011	***Body***	DJ7L92	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	08/13/2011	***Mileage***	10,061	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE JACKSON TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	inquiry
Corporate - Survey By-Pass - No Repair - Default - Default	

Duplicate CAIR
Reassign to RO188
Customer called asking why the parts for this recall are taking so long. Customer stated that she was advised by the dealership that the part was on order since July. Customer stated she is concerned that the tie rod will break when they pull a trailer with the vehicle.
Agent called dealership 44001, spoke with Mike (parts manager) advised that the next tie rod that comes in, he will contact the customer to have recall N49 completed. Agent advised the customer of this information and the customer was happy.
Close cair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	BG[redacted]	***Open Date***	08/25/2014	***Built Date***	08/04/2010	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	10/21/2010	***Mileage***	43,820	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	99970	DC & FC TEST DEALER			
Dealer Address	800 CHRYSLER DR.				
Dealer City	AUBURN HILLS	***Dealer State***	MI	***Dealer Zip***	48326

Owner	[redacted]L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KETCHIKAN AK[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -

Briefly summarize why the customer is contacting Chrysler: Customers mother called in, because her son was driving his vehicle and the tie rod gave out while driving through town. Customer can not take his vehicle to a Chrysler dealer because he lives on an island in Alaska, and the only dealership he can get to is a Ford dealership.
Briefly summarize what the customer is expecting: Customer would like to know what can be done, because there is no way to have the recall repaired on this vehicle.
Agent advised Customer that the case will be escalated to Case Managment who will consider matters further. Agent explained why a decision can not be made on the spot regarding this issue.
Reassigned to 88F for consideration of the case.
Customer called back in seeking more information. Customer wants to know if Chrysler will pay for tow to Chrysler dealership and if not will Chrysler approve a dealership closer to where they live seeing he lives in Alaska.
Agent advised customer that it has already been assigned to Case Management and they would be in contact with him within 1 business day to answer all questions.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
One (1) vehicle - used
Purchased 08/24/2014 per COIN
Agent attempted to contact customer at [redacted] however, customer was not available.
Left message for a return call at extension 66093, callback number & case number. The reason for the
customer contact was to provide or request the following information: issue with vehicle. Another call will be placed on Tuesday Sept. 2nd 2014.
CM left message for customer at [redacted] to confirm what information and directions can be provided in having the N49 recall completed on this vehicle and furnished contact information including extension 66093 with another review to be completed on Thursday Sept. 4th 2014.
CM left message for customer at [redacted] to confirm directions to have the N49 recall completed on the vehicle and furnished contact

information including extension 66093 with another call to be placed Monday Sept. 8th 2014.
CM received call from customer to discuss the concerns with the vehicle. Customer stated that the vehicle broke down on the side of the road, but he had to leave town so vehicle was towed to his house but now he is out of town for about another 3 weeks so his expectations are to have the vehicle towed to place where repairs can be completed and receive cost compensation for the repairs and towing. CM verified his expectations and inquired if he would like to contact her back when he is able to get the vehicle to IRF All American Auto so recall can be completed with case being closed at this time, current case will be valid until 09/25/2014 but afterward another case can be opened. Customer agreed that would be best because he works for state of Alaska and is working up state for about 2-3 more weeks.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D4	6G[redacted]	***Open Date***	08/26/2014	***Built Date***	01/11/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	09/05/2006	***Mileage***	61,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	65860	ZEISLOFT BROTHERS INC			
Dealer Address	1409 MONTOUR BLVD				
Dealer City	DANVILLE	***Dealer State***	PA	***Dealer Zip***	17821

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHICKSHINNY PA 1[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about N62 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s mother Donna called on behalf of her son Scott. Customer states that Scott was involved in an accident last night. The vehicle had to be towed to an IRF as it was the closet dealership. Customer was believes that the tire rod broke and since it was on his recall and not completed.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance in towing cost and or towing cost assistance from IRF to a Chrysler dealership.
Agent informed the customer that when the vehicle had the H46 recall completed that the dealership just inspected steering linkage in write up area, and there for the N62 recall would not apply to the vehicle. Agent also contacted the dealership were the vehicle was towed to and they confirmed that the vehicle was there but not been touched since it got there last night. Agent than informed the customer that towing assistance would be declined at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	8G[redacted]	***Open Date***	08/26/2014	***Built Date***	08/27/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	11/03/2007	***Mileage***	134,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JEFFERSON CO [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer called about tie rod

Briefly summarize why the customer is contacting Chrysler:Customer called stating that he was in an accident due to the right tie rod braking.
Customer stated that he had a recall on the left tie rod assembly but it was the right side that broke. Customer stated that he had the vehicle towed to Christopher Dodge. Customer stated that he has been dealing with Ryan there 1-800-521-2779
Briefly summarize what the customer is expecting:Customer seeking reimbursement for the towing and help with the repairs.
Agent provided the customer with the address and required documents to send in for possible reimbursement.
Supervisor
Waiting for documents
Customer contacted Chrysler looking for assistance with the repair of the right tie rod on their vehicle.
Agent advised customer that Chrysler could not authorize assistance with the repair due to time and mileage on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	7G[redacted]	***Open Date***	08/26/2014	***Built Date***	06/15/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	08/29/2007	***Mileage***	118,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67029	MIKE BROWN CHRY-DODGE JEEP			
Dealer Address	4960 E HIGHWAY 377				
Dealer City	GRANBURY	***Dealer State***	TX	***Dealer Zip***	76049

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SPRINGTOWN TX[redacted]2	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer calling in regards to their right tie rod

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to the N62 recall on their vehicle and a related issue.
Briefly summarize what the customer is expecting: Customer is expecting some assistance with their issue.
Customer calling in regards to the right tie rod on their vehicle breaking and the N62 recall which is related to the left tie rod.
Customer mentioned bringing the vehicle to Karl Klement Chrysler Dodge Jeep (dealer code: 43570) where the customer claims they handed a service member (the customer did not have their name) they saw the recall notice; the customer then states that the SM just looked under the vehicle for several seconds and claimed that nothing needed to be done. Agent informed the customer that the recall applies only to the left tie rod and only then if the vehicle has had the MOPAR tie rod placed on the vehicle; as such, we will not be able to provide any assistance with the issue. Customer would like to file a complaint with Chrysler in regards to the situation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ET0	BG[redacted]	***Open Date***	08/26/2014	***Built Date***	07/21/2010	
Model Year	2011	***Body***	DJ7H62	DODGE RAM SLT 4X4 2500 REG CAB			
In Service Dt	10/27/2010	***Mileage***	50,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	25055	LOCHMANDY MOTOR SLS INC			
Dealer Address	920 NORTH NAPPANEE ST.				
Dealer City	ELKHART	***Dealer State***	IN	***Dealer Zip***	46515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELKHART IN [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Calling in regards to her husbands recall.
Recall - N49: LEFT TIE ROD - Information Request	Calling in regards to her husbands recall.

Briefly summarize why the customer is contacting Chrysler: Customer calling in regards to her husbands tie rod leaking fluid, as well as them both having a recall.
Briefly summarize what the customer is expecting: Customer is expecting information on the timeframe of when she can get her husbands truck in to have it fixed.
Agent advised customer that the parts are on ARO and it may be difficult getting them for her if she s put on a list.
Agent called over to DLR 25055, Agent kept being told the 2 people he needed to speak to were out to lunch.
Agent attempted another DLR 57767, Spoke with Bill in parts.
Bill stated he would put the order threw and transferred agent to service.
When transferred to service customer disconnected.
Agent spoke with SM AJ, AJ advised agent that their will be a waiting list for the P14 recall, but when they received the N49 parts in AJ would personally call our mutual customer back to book an appointment. Agent called customer back and advised her of the information AJ had previously provided.
Customer is calling and wanting to advise us that they have a appointment for 09/11/2014 to have there recall completed . Customer is stating that as long as everything goes good she will not need to call back . Agent thanked customer for calling and advising us of this information .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C6	6G[redacted]	***Open Date***	08/26/2014	***Built Date***	03/03/2006	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/27/2006	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	59819	LONGHORN DODGE INCORPORATED			
Dealer Address	4500 SOUTH FREEWAY				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAGINAW TX [redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Customer said the car hangs when she turns left.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeks information about a recall.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer called about the 2006 Dodge Ram truck
Customer said she took the car to the dealer today because it had another problem with the steering.
Customer stated that the car hangs or wont turn back after you turn left.
Customer stated that her son told her that it might be the left tie rod again.
Customer stated that the dealer is still diagnosing the vehicle to find out the problem
Customer stated that the left tie rod broke in 2012 and she had it fixed
Customer stated she got a recall for the left tie rod in 2013
Customer seeks reimbursement for the repair done in 2012.
Agent gave customer the reimbursement mailing address for recall related problems.
Agent assigned the case to 86Y
Duplicate CAIR. Please see CAIR: [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	08/27/2014	***Built Date***	08/20/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	11/12/2008	***Mileage***	160,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STONEWALL OK[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	LEFT TIE ROD END
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Caller: MR[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer was transferred to CAC by Maria at Roadside assistance.
Customer wants his vehicle towed as the tie rod broke when he was driving, also causing the sway bar to fall off.
Agent explained that he vehicle is OOW by both time and mileage so he would have to pay to have the vehicle towed to the dealership and submit his receipts reimbursed.
Customer said he lost 4 days work because he has taken the vehicle to the dealership on multiple occasions recently to get tie rod recalls completed and they sent him on his way. As a result customer feels he should not have to pay for the towing.
Agent explained again that since he is OOW he would have to pay for the towing and seek reimbursement.
Customer said he is just going to contact his lawyer, he is fed up and disconnected the call.
Reassigning for survey bypass as repair should be covered under recall L16/N49 once vehicle is towed to the dealership

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C7	6G[redacted]	***Open Date***	08/27/2014	***Built Date***	02/03/2006	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	11/04/2006	***Mileage***	76,385	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE			
Dealer Address	300 WESTPORT AVE				
Dealer City	NORWALK	***Dealer State***	CT	***Dealer Zip***	06851

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STAMFORD CT [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Dealer T2 Email Received
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	

*****Dealer T2 Email Received*****
Service Manager Dave from dealership 45021 emailed: Vehicle was towed in for right side tie rod end coming apart, the vehicle is involved with recall # N62, but it does not apply to this type of steering linkage. District Manager declined cost assistance based on not under warranty repairs are customers responsibility.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL5	AG[redacted]	***Open Date***	08/27/2014	***Built Date***	02/16/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/23/2010	***Mileage***	86,500	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44338	BRUCKERT & DALEY INC			
Dealer Address	400 WEST MAIN STREET				
Dealer City	CARLINVILLE	***Dealer State***	IL	***Dealer Zip***	62626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHESTERFIELD IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimburment on towing

Briefly summarize why the customer is contacting Chrysler: Customer states the Left outer tie rod broke on the vehicle and customer had to tow the vehicle to the dealer and was wondering if the recall would cover the towing fee.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for towing.
Agent advised customer that recalls do not cover towing.
Agent tried to put the customer through goodwill and customer does not fit the parameters for goodwill.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A3	8G[redacted]	***Open Date***	08/27/2014	***Built Date***	09/19/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/29/2007	***Mileage***	142,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WAKE VILLAGE TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer wants to know if his broken tie rod is recall related

Briefly summarize why the customer is contacting Chrysler:Customer is calling because the tie rod on his truck broke while driving 75mph. Customer stated he knew there was a tie rod related recall.
Briefly summarize what the customer is expecting:Customer is expecting recall or repair completed with cost assistance. Agent advised customer that since steering linkage was never replaced, the tie rod recall does not apply to his vehicle, as the defective tie rods were not put on the vehicle. Agent apologized for inconvenience and suggested customer bring his vehicle in to a certified DLR who can determine whether or not the tie rod was defective or if it was something else. Customer states he works with a personal mechanic, and would rather him repair his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D0	6J[redacted]	***Open Date***	08/28/2014	***Built Date***	03/03/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	10/28/2006	***Mileage***	104,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE			
Dealer Address	8675 COMMODITY CIRCLE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32819

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SOUTH DAYTONA FL [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is calling to find out if we can assist with repair costs
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's tie rod broke out while driving

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:Customer is calling because as he was driving his tie rod broke and fell out of his truck. Customer states for weeks the DLR told him repairs were covered under recall, and then suddenly after diagnosing the vehicle stated repairs were not covered.
Briefly summarize what the customer is expecting:Customer is expecting cost assistance with repairs. Agent asked if customer had ever had steering linkage replaced. Customer stated he had not. Agent regretfully informed that since he had not had his steering linkage replaced, he did not have the defective tie rod put on to his vehicle and unfortunately is responsible for repairs. Customer wants to know why he was told it was covered by previous agent and DLR, and now hes being told it is not. Agent advised that customer may have been misinformed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	08/28/2014	***Built Date***	04/27/2010	
Model Year	2010	***Body***	DJ7H92	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/19/2011	***Mileage***	58,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	56733	HILL-KELLY DODGE JEEP			
Dealer Address	6171 PENSACOLA BLVD				
Dealer City	PENSACOLA	***Dealer State***	FL	***Dealer Zip***	32505

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SEMMES AL [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke
Corporate - Roadside Services - Default - Default - Default	Towing information

Briefly summarize why the customer is contacting Chrysler: Customer called to say that his vehicles tie rod broke on his way to work.
Customer is calling to see if he is covered under warranty for towing.
Briefly summarize what the customer is expecting: Customer is expecting to see if he is covered for towing.
Customer called to say that on his way to work when his tie rod on his vehicle broke. Customer was wondering if he had towing coverage. Agent checked AC 17943. Agent spoke with TL KM788 and was he was approved for towing. Agent advised customer that he would be covered for the towing but he would have to pay for it first out of pocket and then submit for reimbursement. Agent advised customer of information needed for reimbursement. Agent advised customer to fax it in as soon as possible.
Agent provided customer with fax number from AC 18891.
TL KM788 authorized towing.
Vehicle is at the dealership - GULF CHRYSLER-DODGE-JEEP INC (41337)
Update triggered by S39188K

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	7J[redacted]	***Open Date***	08/29/2014	***Built Date***	08/01/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/16/2007	***Mileage***	115,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	67698	LILLISTON CHRY-DODGE-JEEP			
Dealer Address	1501 N SECOND ST, RTE 47				
Dealer City	MILLVILLE	***Dealer State***	NJ	***Dealer Zip***	08332

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MELVILLE NY[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer in quiring about N62
Product - Steering - Linkage - Other - Default	Tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his tie rod broke while he was driving. The customer brought the vehicle to an IRF who informed him that this was a part of a recall. Customer went to the DLR to check before he towed his vehicle there. The DLR told him the recall was 'incomplete'. Customer wants to know if the cost of the repair is covered under the recall. Agent advised the customer that this recall only applies to vehicles that have had a Mopar service steering linkage part installed at a prior service appointment, and it is not on the original parts in the vehicle.
Customer states that he has never done anything to the steering linkage. Agent advised that the recall would not be on his vehicle. Customer states he is the second owner and does not know how to find out if anything was done. Agent offered to try to find the selling DLR and customer declined and stated that if the cost of the repair won t be covered he might as well just get the repair done at the IRF. Agent advised that that decision is up to the customer. Agent apologized about the inconvenience.
Briefly summarize what the customer is expecting: Customer is expecting recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C9	7J[redacted]	***Open Date***	08/29/2014	***Built Date***	07/31/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/20/2006	***Mileage***	151,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STERLING VA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Right tie rod broke - looking for assistance

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his right tie rod broke.
Briefly summarize what the customer is expecting: Customer is seeking goodwill assistance.
Agent advised customer that they could not assist in the repair.
Customer is third owner, out of warranty, high mileage, no dealer loyalty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL2	AG[redacted]	***Open Date***	08/29/2014	***Built Date***	03/17/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	06/18/2011	***Mileage***	74,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45327	ORR CHRYSLER DODGE JEEP			
Dealer Address	900 TRUMAN BAKER DR				
Dealer City	SEARCY	***Dealer State***	AR	***Dealer Zip***	72143

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PARAGOULD AR [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Tie rod broke before recall part arrived.

Briefly summarize why the customer is contacting Chrysler: Customer called to complain that his tie rod broke prior to getting the tie rod recall parts at his dealer. Customer has had repairs to tie rod done at his own cost.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for his expenses. Customer does not have an email so wants the necessary documents sent to him by mail.
Agent transferred to cac.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D0	7G[redacted]	***Open Date***	08/29/2014	***Built Date***	06/21/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/06/2007	***Mileage***	116,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EXELAND WI [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer called about N62 recall for the left tie rod.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer called to say his left tie rod broke,

Briefly summarize why the customer is contacting Chrysler:Customer called to say his vehicle broke down and he got it to the nearest garage in Ladysmith Zip 54848, he didn t know their name or phone number, and that it was the left tie rod. Customer knew his vehicle was under recall for the N62, Agent confirmed all the information and update to reflect the new phone number and email. Agent confirmed that vehicle does apply for recall N62, and when customer has all his receipts ready to summit to:
Chrysler Recall Assistance Center
P.O Box 21-8007
Auburn Hills MI 48321
And Agent gave fax number also 877-768-5076
Agent advised customer that it may take 60 to 90 days from receipt of his charges to be considered for reimbursement. Agent gave CAIR number to customer.
Briefly summarize what the customer is expecting:Customer called to make sure recall N62 applied.
Agent couldn t call garage as customer didn t have their number.
Customer called to inquire about status of papers faxed
Agent advised that there is no update as of yet
the file was closed and we didnt receive the attachments of documents for the reimbursement so agent called customer to inform her that she would have to resend the documents through fax and hopefully we can help the customer further
file is transferred over to 86y for requestment for reimbursement for follow up
Briefly summarize why the customer is contacting Chrysler: Customer is calling to see if we got there fax. Agent advised customer that it takes time to upload it into the system.
Briefly summarize what the customer is expecting: Customer is expecting information on if there fax was received.
reassigning to AS2581- see tl for feedback
when customer called back, the agent needs to ask the customer if the tie rod from the repair was the original tie rod or was it a replacement if the tie rod was the orginal than he would t be covered for reimbursement but if the tie rod was a replacement of the orginal and had to be replaced again then it would be covered for the reimbursement process but also inform the customer if he is eligible for the reimbursement since the fax number isn t working for the customer we recommend the customer to mail us the documents for the reimbursement
agent called and no reply from customer since he didn t pick up the phone

Agent reviewed documents and found:
Customer is seeking reimbursement for repairs related to the N62 recall.
Customer does not qualify for reimbursement because only an inspection was completed for H46 recall.
Agent contacted customer at [redacted]
Customer did not answer.
Agent left message and call back number ext. 7205008.
Agent contacted customer at [redacted].
Customer did not answer.
Agent left message and call back number ext. 7205008.
Agent contacted customer at [redacted]
Agent left message and call back number ext 7205008.
Agent contacted customer at [redacted].
Agent left message and call back number ext. 7205008.
----------additional notes
Customer called to see if there is an update to her reimbursement request. Agent advised customer of information line 32-36. Customer stated that she will discuss issue with her husband and if it was a 2nd replacement they will send the receipts. Customer stated that she never got any of the messages from case management. Agent confirmed the phone number.
Previous agent informed customer of the decision. Agent closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	08/29/2014	***Built Date***	02/15/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/30/2008	***Mileage***	34,336	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOSCOBEL WI [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	
Recall - N49: LEFT TIE ROD - Reimbursement	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler because he has been waiting for the N49 recall repair. Customer states he had his vehicle at an IRF about 4 hours from his location, and the Left Tie Rod broke. Customer was told by his Chrysler dealership to have this recall repaired at the IRF, and his receipts could be submitted for reimbursement consideration. Customer states the dealership said they will handle sending the receipt to Chryslers mailing address.
Briefly summarize what the customer is expecting: Customer is expecting to be assured his repairs can be considered for reimbursement, because the issue is out of his control.
Agent informed Customer after speaking with BR379, the repairs could be considered for reimbursement due to the situation. Agent contacted dealership, and spoke with Chris to ensure the paperwork is being sent in to us. Chris informed Agent he will be giving a call to have it sent out today. Agent informed Customer of this information, and told him a call back can take 60 days.
Reassigned to 86Y.
Agent found no documentation for reimbursement.
New CAIR can be opened once documentation is received.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL3	BG[redacted]	***Open Date***	08/29/2014	***Built Date***	04/14/2011	
Model Year	2011	***Body***	D28R81	DODGE RAM PREMIUM 4X4 3500 MEGA CAB			
In Service Dt	06/30/2011	***Mileage***	47,398	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GILLETTE WY [redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Left tie rod broke.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating dealer told him to call us for a tow truck.
Customer stated his left tie rod is broken and he can t drive the vehicle.
Briefly summarize what the customer is expecting: A tow truck.
Customer states that they need to transfer him to roadside assistance for the tow truck.
Agent called road side explained situation and transferred customer over.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A1	8G[redacted]	***Open Date***	08/31/2014	***Built Date***	11/08/2007	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	04/19/2008	***Mileage***	133,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOUISVILLE KY[redacted]	***Country***	UNITED STATES

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall
Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated his passenger side tie rod broke.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that the passenger side tie rod wasn t on recall. Agent advised customer there are 3 other incomplete recalls on his vehicle. Agent advised customer to contact his local dealership to get the other recalls completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	BG[redacted]	***Open Date***	09/01/2014	***Built Date***	11/09/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	12/04/2010	***Mileage***	48,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68648	ATASCOSA CPDJE LTD			
Dealer Address	110128 IH #37				
Dealer City	PLEASANTON	***Dealer State***	TX	***Dealer Zip***	78064

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JOURDANTON TX [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	LEFT TIE ROD
Recall - N49: LEFT TIE ROD - Information Request	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is looking to see if he has any recalls on this vehicle for the tie rod.
Customer states the left tie rod has failed.
Briefly summarize what the customer is expecting: Advised the customer that he does have the recall on the vehicle for the left tie rod.
Customer states he is going to get this vehicle towed to the dealership to have this recall performed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L7	9G[redacted]	***Open Date***	09/02/2014	***Built Date***	04/16/2009	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	12/04/2009	***Mileage***	74,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BONNER SPRINGS KS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	left tie rod broke after recall supposedly done

Briefly summarize why the customer is contacting Chrysler:Customer stated he took vehicle to dealership in June and had water pump replaced. Customer stated he pointed out recall to service staff and one of the mechanics told him he replaced the left tie rod. Customer stated the tie rod broke about 3000 mi. later. Writer called dealership, spoke to SA Justin, and was advised their service history says performed recall and they inspected the tie rod end. Writer noted that recall still shows as incomplete. Customer stated he did not want to return to that dealership and had found another one, New Century Dodge, code 45241. Customer stated he would have vehicle towed there. Customer inquired about possible consequential damage being covered and writer advised that such damages would not be covered by the recall.
Briefly summarize what the customer is expecting:Customer wanted broken tie rod repaired under recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G7[redacted]	***Open Date***	09/02/2014	***Built Date***	03/30/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/24/2007	***Mileage***	68,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60326	DICK MYERS CHRYSLER DODGE JEEP,		INC.	
Dealer Address	1711 S MAIN ST				
Dealer City	HARRISONBURG		***Dealer State***	VA	***Dealer Zip*** 22801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STUARTS DRAFT VA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer stated his left tie rod has broke and wanted information

Briefly summarize why the customer is contacting Chrysler:Customer is all inquring about the left tie rod recall
Briefly summarize what the customer is expecting: Customer stated his left tie rod went this weekend and has his truck towed to his house, and needs to get it towed to the DLR and found it will cost 200$ and was wondering if he can call back one recall is completeted for reimbursment. Agent advised customer that once they pay for the tow and they have all the recipts and information to call back with all the info and apply for possible reimbursment. Customer stated thanks for explaining and thats all i need.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A1	8G[redacted]	***Open Date***	09/02/2014	***Built Date***	07/10/2007	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	11/14/2007	***Mileage***	133,941	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60262	STATELINE CHRYSLER JEEP DODGE,		INC.	
Dealer Address	800 GOLD HILL RD				
Dealer City	FORT MILL	***Dealer State***	SC	***Dealer Zip***	29708

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCK HILL SC[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Car accident happened due to tie rod.
Product - Unknown - Unknown - Accident - Default	Car accident, due to tie rod.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Car accident, due to tie rod.
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to being in an accident due to a recall.
Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle fixed after being involved in an accident.
Agent called DLR and spoke to Rochelle SM.
Rochelle SM advised agent they will move someone down on her list to make sure we can service the customer s vehicle.
Vehicle is at:
1525 Bypass 72 NE
Greenwood, SC 29649
(864) 223-1100
****

Per OGC Matrix, reassigned to 82T.
Rochelle from dealership 67949 called back. Agent advised that the file is being looked at by our special investigations team. Rochelle asked what this means and agent advised due to the vehicle being involved in an accident, this team needs to investigate the issue. Rochelle stated the vehicle is currently at her dealership and they were told to perform the recall. Service manager asked to speak to special investigation team. Agent placed dealership on hold but dealership disconnected while agent was reviewing case.
They are waiting at DLR needs to know what to do.
Tell DLr there is no immediate resolution. With it being in the accident the best we can do for now is have it in this department for a days callback & only other thing agent was advised is that if they would like they can call their insurance to see if anything can be done on an immediate note if that is best for them & case will be escalated regardless and they will get a callback from CM I just need to confirm their phone number is possible.
1. Who is calling and what is their contact information? SM Rochelle (Customer: [redacted]
Dealer (60262): (864)223-1100 EXT.135 (for SM Rochelle)

2. What happened? Vehicle had an accident due to the Tie Rod breaking (almost like N62 just not the correct parts)
3. What is the current location of the vehicle? DLR: Stateline CDJR, DLR Code: 60262.
800 Gold Hill Rd, Fort Mill, SC 29708,
Assigned to 82S
Customer calling back seeking assistance as they are stranded out of town after accident, dealer is not addressing concern until Chrysler is involved in investigation. Customer states vehicle is a work vehicle and tie rod broke on the way to a job and slid off the road. Agent advised it is in the department to hand the concern but would be 2-3 business days before contacted. Customer dissatisfied and states this is the worst customer service. Customer states will get someone else involved at this point.
Rachelle the SM at dealership 67949 contacted agent and stated that the customer is towing the truck away from the dealership. Rachelle stated that the customer wanted them to fix the issue. Rachelle stated that the right tie rod needed to be replaced, and does not have to do with the left tie rod recall. Rachelle stated that they do not have the part to fix it.
9/3/14 ASSIGNED TO NDP8. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 09-03-2014 11:09
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 09-03-2014 11:09
CCRG Open Date: 09/02/2014 13:40:34
Letter Sent: Acknowledgement 09/04/2014 11:11:46
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/25/14 AT 04:19[redacted]
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/27/14 AT 19:16:36 2[redacted]
Inspector called to advise incident involved right side, not left. _
Letter Sent: Denial 09/30/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26L1	9G[redacted]	***Open Date***	09/02/2014	***Built Date***	02/18/2009	
Model Year	2009	***Body***	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB			
In Service Dt	03/25/2010	***Mileage***	58,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68141	BILLION DODGE-CHRYSLER JEEP			
Dealer Address	1 AUTO PLAZA DR				
Dealer City	BOZEMAN	***Dealer State***	MT	***Dealer Zip***	59715

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IVINS UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking assistance completing recall.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he was having issues revolving around the N49 recall. Customer states they broke their tierods and were nearly in an accident and want to know what to do.
Briefly summarize what the customer is expecting: Customer expecting assistance with completing recall repair.
Agent contacted dealer 68141 and spoke to Greg in service who stated he would take care of the repair for the customer.
Customer will be having vehicle towed to dealer from an IRF.
Customer thanked agent and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26L1	9G[redacted]	***Open Date***	09/02/2014	***Built Date***	02/18/2009	
Model Year	2009	***Body***	DH7H62	DODGE RAM SLT 4X4 2500 REG. CAB			
In Service Dt	03/25/2010	***Mileage***	58,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER		JEEP DODGE	
Dealer Address	4175 W 3500 SOUTH				
Dealer City	WEST VALLEY CITY	***Dealer State***	UT	***Dealer Zip***	84120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	IVINS UT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer calling seeking reimbursement for the N49 repair

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to the N49 recall open on their vehicle.
Briefly summarize what the customer is expecting: Customer is expecting information on how to proceed with reimbursement for the N49 recall repair they had done on their vehicle by an IRF, due to the fact that they were away from home.
Customer states that they were in Montana at the time the tie rod on their vehicle broke, and then had the vehicle brought to an IRF (D&D Auto Parts), who the customer states had completed the repair with MOPAR parts. Agent advised the customer that they should bring the vehicle to a dealership to have the tie rod inspected to make sure it is up to par.
Customer asked if the repair was considered sufficient, would they be able to apply for reimbursement; agent informed the customer that it may be considered for reimbursement should they find the part sufficient.
Agent gave the information from Answer Connect #17420 so that they could submit their request.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-09-30 @ 13:03
Customer states at his southern home he tried for 6 months to get the part.
Customer states at his eastern home the vehicle broke down and he was forced to get the rod repaired.
Customer will send in his invoice.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-09-30 @ 13:18
Customer having issues with the documentation link, customer states that the scanner on his printer does not work. Agent advised that the customer can fax this information to 877-768-5076. Customer states that he will be mailing the information.
Agent closing case as it until information received
and case has been open for more than 30 days

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A2	7G[redacted]	***Open Date***	09/02/2014	***Built Date***	02/08/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	04/24/2007	***Mileage***	55,843	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	25054	RENO DODGE SALES INC			
Dealer Address	700 KIETZKE LN				
Dealer City	RENO	***Dealer State***	NV	***Dealer Zip***	89510

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GRAND JUNCTION CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is seeking information on the N62 recall. Customer states the tie rod broke on his vehicle and is seeking to know if his vehicle was towed would the tow be covered. Customer is seeking to know if he purchased the part to needed to complete the recall repair and installed the part himself if he could be reimbursed. Agent advised the customer the tow would not be covered under the recall. Agent advised the customer if he purchased the Mopar part that was needed to complete the recall repair he could submit for possible reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking N62 recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29D2	7G[redacted]	***Open Date***	09/02/2014	***Built Date***	08/09/2006	
Model Year	2007	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	03/28/2007	***Mileage***	130,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	67291	DAVIS CHRYSLER DODGE JEEP			
Dealer Address	647 SOUTH MAIN STREET				
Dealer City	BRIGHAM CITY	***Dealer State***	UT	***Dealer Zip***	84302

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MALAD CITY ID[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking reimbursment presumably related to this recall

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information on where to submit documentation for reimbursement. Customer stated that the tie rod broke on the highway and had to have his vehicle towed to an IRF. Customer stated that he had replaced the tie rod.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
Agent informed customer that the part he had to replace was not included in the recall. Customer was confused but understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL4	AG[redacted]	***Open Date***	09/03/2014	***Built Date***	01/21/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	07/06/2010	***Mileage***	62,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	65571	L & M MOTORS INC			
Dealer Address	1001 S WHITE STREET				
Dealer City	ATHENS	***Dealer State***	TN	***Dealer Zip***	37303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATHENS TN [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer experienced his tierod breaking
Recall - N49: LEFT TIE ROD - Information Request	Customer seeking part information for the recall

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has a left tie rod recall on his vehicle. Customer stated that the tie rod broke on the vehicle and is hoping to get the vehicle into the dealership. Customer stated he is on a waiting list already but that was before the tie rod broke. Agent contacted dealer 65571 and was not able to speak to the parts manager as he was busy. Agent informed the customer that if he called the dealership in about a half an hour, they would be able to assist him with the information he is seeking.
Briefly summarize what the customer is expecting: Customer seeking information about getting a recall completed.
Agent advised the customer to contact the dealer in about a half an hour.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	AG[redacted]	***Open Date***	09/03/2014	***Built Date***	05/18/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	05/19/2010	***Mileage***	110,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE			
Dealer Address	4100 STEVENS CREEK BLVD				
Dealer City	SAN JOSE	***Dealer State***	CA	***Dealer Zip***	95129

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MADERA CA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	N49 recall part shortage

Customer contacted Chrysler to say that her vehicle has been in the dealership since 8/16/2014 for the N49 recall and the dealership cannot get parts. Dealership will not authorize a rental vehicle. Customer is seeking assistance with a rental and the repair
Agent contacted the dealership and spoke to SM Dennis Miller who refused to give a rental under D-11-53. SM states the customer has no history or loyalty to the dealership. Vehicle tie rod broke and the vehicle was towed to the nearest dealer.
Agent contacted the dealership and requested that the SM Dennis Miller reach out to the area manager and request a rental vehicle for the customer. SM stated that he would email the area manager and customer should check tomorrow for an answer. Agent informed the customer that the area manager was the only person who could authorize a rental
Customer called to follow up on the case. Customer stated the repair tot he tie rod end has been completed but there is another part that also needs to be replaced that is on back order.
Agent called the dealer and spoke with SM Dennis who stated Track Bar also needed to be replace and is on route from a dealer in GA. SM stated the AM authorized the additional repairs but declined the rental.
Agent advised the customer the required part is on it way to the dealer.
Agent advised the rental was denied. Agent advised to continue to work with the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D3	7G[redacted]	***Open Date***	09/03/2014	***Built Date***	06/07/2007	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	04/08/2008	***Mileage***	52,019	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.			
Dealer Address	3470 BOULDER HWY				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89121

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS VEGAS NV [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Accident occurred due to failure of tie rod.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Right front tie rod failed.
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle was in an accident today. Customer states that the vehicle was not able to turn to the right and the tie rod broke. Customer states that the truck was struck from behind by another driver. Customer states that she had spoken with her insurance agent who advised her to contact Ram to see what could be done. Customer states that the vehicle is currently being towed to Chapman s 43931. Customer is seeking assistance on what needs to be done for the vehicle.
Briefly summarize what the customer is expecting: Seeking assistance. Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: None provided
Who has possession of the vehicle? Currently being towed to Dealer.
Has the vehicle been diagnosed by a CDJ dealer? Not yet, but being towed to the dealership.
If a CDJ dealer has diagnosed, what is the dealer name or code? Being towed to Chapman s 43931
Reassigned to 88F
*****CASE MANAGEMENT DISTRICT O*****
OOW of 3/36 by 3 years, 5 months and 16,019 miles
4 Chrysler vehicles in household, 3 new and 1 used
MVP Contracts = Active EC24N ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES
Customers email: [redacted]
Writer contacted customer. Customer has yet to contact his car insurance. Customer wants to know if you should contact his insurance. Writer stated at this time not to do so. Case will be forward to the proper group for handling. Customer explains how he was on his way to drop of his son at school when the accident happens. Customer stated to be pulling into a business when another vehicle came from the left side. The other vehicle honks his horn when customer turned right when he got hit. Customer explains that the tire rod snapped. Customer explained that even before

the accident he had a concern with the vehicle. When driving 65 the front of the vehicle will shake. The owner of the vehicle was driving the vehicle at time of the accident. Vehicle is at Chapman s location. Customer stated that the young man be got into the accident with is Carlos Aguirre. Carlos has AAA insurance. His mother name is [redacted] her phone number is [redacted]. Customer phone number is [redacted] Customer can also be reached at [redacted] Customers home address is current and has been updated.
Write contacted dealer at 702-457-1061 left a voicemail for the body shop department stating to not repair vehicle until case got review by proper handling.
****
VEHICLE IS LOCATED AT:
CHAPMAN S LAS VEGAS DODGE CJDTR
3175 E SAHARA AVE LAS VEGAS NV 89104 702-457-1061
****
Per OGC Matrix, reassigned to 82T.
9/4/14 ASSIGNED TO NDP8. PAG _
CAIR NUMBER [redacted] REQUEST DEKRA INSPECTION 09-04-2014 13:41
CAIR NUMBER [redacted] E-MAIL SENT TO DEKRA 09-04-2014 13:41
CCRG Open Date: 09/04/2014 13:05:03
Letter Sent: Acknowledgement 09/05/2014 13:10:33
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/09/14 AT 13:06:12[redacted]
Letter Sent: Denial 09/11/2014
Customer: [redacted] calling to speak with CM; PI41 with customers permission writer transferred customer to CM s voice mail, as CM is not currently available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	AG[redacted]	***Open Date***	09/03/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	08/05/2010	***Mileage***	65,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44553	PETERSON'S STAMPEDE DODGE-CHRY-		JEEP LLC	
Dealer Address	5801 EAST GATE BLVD				
Dealer City	NAMPA	***Dealer State***	ID	***Dealer Zip***	83687

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	INDIAN VALLEY ID [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking Goodwill
Corporate - Recall - Default - Default - Default	Customer seeking reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer s Dealership called in stating they had repaired the recall, however customer is inquirying about towing bill.
Briefly summarize what the customer is expecting: Customer seeking Chrysler to pay for towing bill.
Agent advised customer that they will be recieving a call from a supervisor within a day or so regarding the issue.
Dealer Richard Lindsay 44064 called to inquire about towing bill for customer
Dealer Richard stated that customer s tie rod broke and that is why the towing was necessary and was directly related to the N49 recall
Dealer Richard stated that normally they would have covered the towing for the recall at the time of repair but customer failed to mention it at the time
Agent advised of Auburn Hills address for document submission
Agent also advised if customer has an email address we may send a link for documents and to have customer call us if they have any further questions
Agent provided CAIR #
Customer called in regards to being reimbursed for towing for the failure of tie rods.
Agent advised that towing is only covered for powertrain components, which have nothing to do with the tie rods.
Customer was not pleased with this information and asked to speak with supervisor.
Agent advised that it would be 24-48 hours before the supervisor would be in touch.
Call ended.
POSTMARK DATE: 092514; DATE RECEIVED: 100114
*** DOCUMENTS RECEIVED ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL0	AG[redacted]	***Open Date***	09/04/2014	***Built Date***	11/11/2009	
Model Year	2010	***Body***	D28H91	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	12/17/2009	***Mileage***	50,432	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43173	DODGE COUNTRY, LTD.			
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY				
Dealer City	KILLEEN	***Dealer State***	TX	***Dealer Zip***	76542

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORT HOOD TX[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer experienced the tierod breaking
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information about any recalls dealing with the tie-rod as the tie-rod on the vehicle has broke. Agent informed the customer that there is a recall on the vehicle which is the N49 Left Tie-Rod recall.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised the customer of the recall on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3HL1	BG[redacted]	***Open Date***	09/04/2014	***Built Date***	06/13/2011
Model Year	2011	***Body***	D28P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB		
In Service Dt	09/06/2011	***Mileage***	37,497	***Dealer Zone***	70	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	68939	LITHIA CHRYLER JEEP DODGE OF		POCATELLO	
Dealer Address	2929 POLE LINE RD				
Dealer City	POCATELLO	***Dealer State***	ID	***Dealer Zip***	83201

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	RALEIGH NC [redacted]	***Country***	UNITED STATES

Product - Steering - Linkage - Other - Default

Customer has submitted request for goodwill for repair(s) to ( ).
Customer has paid out of pocket.$129.00 car rental plus $20.00
Writer is suggesting reimbursement as a goodwill gesture
per customer satisfaction.
Customer s proof of payment is:
Date of Repair:
In-Service Date:09/06/2011
Original Owner:No
Multiple Repairs:No
Authorized Chrysler Dealership:
Out-of-Pocket:$129.00 + $20.00
Writer is submitting check for approval in the amount of $
Customer states that he bought a CPOV from Lithia Chrysler and Jeep**he
took his family on vacation and the Tie Rod broke***he States that their
was a open recall on the Tie Rod and when it broke it put his family at
risk plus the people on the road around him. What he is asking for a
reimbursement of car rental of $129.00 and shuttle of $20.00 ***Agent
Called customer and was put on hold for over 6 minutes **agent need to
attempt to contact customer again
POSTMARK DATE: 071714; DATE RECEIVED: 072314
Left message waiting for callback
***Short narrative agent spoke to customer let him know that S/M (Adam)
will be giving him a call **customer will be waiting for call*** this is
a concern between Lithia Chrysler and Jeep
Brad from Chris Leith called stating he got a call about this customer.
He states he was called and asked to reimburse the customer for rental.
He states they did not even do the repair or give the customer the
rental. Agent advised he must have been called in error and advised we
will document that he called. Brad thanked the Agent and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C4	6G[redacted]	***Open Date***	09/04/2014	***Built Date***	01/27/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	03/31/2006	***Mileage***	123,744	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45364	LEE'S SUMMIT CHRYSLER JEEP DODGE			
Dealer Address	1051 SE OLDHAM PKWY				
Dealer City	LEES SUMMIT	***Dealer State***	MO	***Dealer Zip***	64081

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUCKNER MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right tie rod broke
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Outbound - Service Follow-up - Parts - Successful Contact	

Briefly summarize why the customer is contacting Chrysler: Customer called due to repairs that were not covered under the recall. Customer stated the right tie rod end broke while driving the vehicle. Customer stated he brought the vehicle to his local Chrysler dealer and was advised his vehicle didn t require the recall to be completed. Customer stated he was advised by service that they can no longer acquire just the tie rod end they have to change the tie rod assembly, pitman arm and steering linkage. Customer stated he was required to pay over a $1000 for repair to the vehicle just for the tie rod end. Customer stated he was advised by the dealer to call Chrysler for special consideration for assistance due to the nature of the repair.
Agent called 44378 and spoke with parts who confirmed the customer s information was correct. PA stated when checking the system for the part they are not able to just order a replacement tie rod the whole front end needs to be replaced.
Agent researched the customers concern and requested an override to send the file for review. Agent advised review of his concern is needed and someone from CM should be in contact with him to go over the file.
Briefly summarize what the customer is expecting: Customer seeking goodwill assistance.
Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? LEE S SUMMIT CHRYSLER JEEP DODGE 45364
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates:
Reassigned to: 88F
Escalation Override approved by NS748Ù due to excess repair cost. Tie rod unable to be replaced on its own, whole assembly must be done.
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW: Yes, 3 years and 23000 miles over.

WCC: 300
Loyalty History: 1 New, 0 Used.
No Email given in information.
CM Called Customer and left a voicemail introducing myself as Case Manager and giving my contact information as well. CM Called [redacted] and also advised customer that he was in good hands at Lee s Summitt Dealership.
CM Called Dealership and spoke to Mike SM at Lee s Summitt Dealership at 816-525-9825. Email for Mr.[redacted]
Mike SM suggested ECD24N for a service contract for the customer that would work with his Diesel vehicle, older engine, non-synthetic oil.
Status update provided via email to the following email address:
[redacted]
My name is Elizabeth and I have been assigned as your case manager. Here is some information that will be helpful for you to have. Your Case Number is #[redacted]
My contact information: 800.763.8422 EXT. 66343
My hours in the office: 9:30 am 8:00 pm M, W TH, F. (MST)
I will review your case and contact you within 2 business days.
I am sorry that your vehicle has had a problem.
Thank you for being a loyal RAM customer. Elizabeth from Ram Customer Service (After 9.10.2014, extension changes to #40556)
End of Status Update
Customer Mr.Perrington called into CAC today and spoke with CM ES1000. Customer was hoping that we could assist with repair cost; CM gave customer our FAX number to send RO and documents to us so we can review them to consider reimbursement (No Promises).
Customer Mr[redacted] called CM ES1000 to find out if I had received documentation for possible reimbursement.
Status update provided via email to the following email address:
[redacted]
It was my pleasure to speak with you this morning about your case. Yes, I have found your Fax to me. It was misfiled but I dug through some files and found it. Please give me some time to review it and see what we can do for you. No promises of course, but I will do what I can. We appreciate your loyalty to RAM . Elizabeth from RAM customer Care 800-743-8422 extension 40556.
End of Status Update
Customer Mr.[redacted] called CM to ask if I had received Fax yet. I found it buried at the Fax machine.
Sent Email to notify customer that I had received it. CM advised that I would review it.
****** Below Customer Contacted for Documentation Request ******
mt998@chyrsler.com on 2014-09-18 @ 12:58
****** Below Customer Contacted for Documentation Request ******
mt998@chrysler.com on 2014-09-18 @ 12:59
***** Customer Document Received *****
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40556. The reason for the customer contact was to provide or request the following information: documents have been recieved.
Customer Document Reviewed.
Writer contacted Customer and and advised Customer that CM will look into reimburssment and will get back to him 10/03/2014.
CM Called Customer Mr.[redacted] and we spoke about repair from Lee s Summitt. CM advised that we would be sending a check for $350.00 reimbursement from his $1000 + repair. Customer stated repairs are satisfactory and vehicle is operating as designed. Customer thanked CM and Chrysler for the reim-bursement. CM advised that after issuing this check, his case would be closing; Customer was agreeable to case closure; gave customer RAM 800 number if any future concerns and/or could visit Dealer at Lee s Summitt.
CM verified customer s address and contact information with Mr.[redacted]
What has the customer requested? reimbursement from vehicle repair
If this is a Recall or Extended Warranty, enter the campaign number. N62
If this is for a previously made goodwill decision, what is that CAIR #?
[redacted]

Enter the Mileage at the time of the repair.123,717 miles
Enter the Date when the repairs were completed. 4 September 2014
What is the total cost of the Parts to be reimbursed? 330.00
What is the total cost of the Labor to be reimbursed? 20.00
What is the total tax to be reimbursed? N/A
What is the total amount being reimbursed? $350.00
Check Reviewed. OK to send.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C4	5G[redacted]	***Open Date***	09/04/2014	***Built Date***	12/07/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	01/30/2005	***Mileage***	114,129	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	68275	ROYSTON CHRY-PLYM-DODGE-JEEP INC			
Dealer Address	910 WEST MORRIS BLVD				
Dealer City	MORRISTOWN	***Dealer State***	TN	***Dealer Zip***	37813

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TALBOTT TN[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is contacting Chrysler to see about recalls

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to see if towing is covered for safety recalls.
Briefly summarize what the customer is expecting: Customer is expecting to get information regarding recalls.
****

Customer stated that his truck is broke down due to the recall for the left tie rod and needs to be towed. writer gave the customer ther roadside number 1 800 521 2779 and transferred him over as well. Writer informed the customer that if it is determined that the repairs are due to the recall then he could send in his receipts for a possible reimbursement of the towing. Writer did give the customer the CAIR number as well.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX39A2	8G[redacted]	***Open Date***	09/04/2014	***Built Date***	05/12/2008	
Model Year	2008	***Body***	D18H81	DODGE RAM 3500 MEGA CAB 4X4			
In Service Dt	07/21/2008	***Mileage***	190,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	***Dealer State***	NE	***Dealer Zip***	68008

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COUNCIL BLUFFS IA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking reimbursment for recall related towing charges

Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for recall related towing charge.
Briefly summarize what the customer is expecting: Customer stated that tie rod broke and needed to call tow truck to tow to garage. Garage told her to submit claim to Chrysler.
Agent advised customer that Chrysler will not pay for towing. Customer asked for address to mail a letter to Chrysler. Agent offered to have TL call back but told her that he would tell her the same information that Agent offered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C0	7J[redacted]	***Open Date***	09/05/2014	***Built Date***	12/17/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/28/2007	***Mileage***	91,000	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	25034	DISHMAN DODGE			
Dealer Address	EAST 7700 SPRAGUE AVENUE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99212

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	SPOKANE WA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Repair completed when tie rod broke

Briefly summarize why the customer is contacting Chrysler: Tie rod broke while driving
Briefly summarize what the customer is expecting: Reimbursement for repair completed.
The writer provided fax and reimbursement information for this request.
POSTMARK DATE: 090814; DATE RECEIVED: 090814
Reassigning to 86Y for reinbursement for recall N62.
Repairs not related to recal.
Customer submitted documents for reimbursement under the n62 left outer tie rod recall. Agent reviewed documents and found that customer submitted only one repair. Customer does not qualify for reimbursement unless documentation is submitted showing that a previous repair was done and that a mopar service part was installed. Agent also found that a moog tie rod was placed on the vehicle. Customer does not qualify for reimbursement.
Agent called [redacted] and spoke with customer s wife who gave agent the customer s work phone number.
Agent calle [redacted] and left number 855-525-5085 EXT, 720-5012
Customer called agent and was informed that they do not qualify for reimbursement. Customer was upset and disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL3	BG[redacted]	***Open Date***	09/06/2014	***Built Date***	09/29/2010
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB		
In Service Dt	05/14/2011	***Mileage***	74,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	65686	HEBERT'S TOWN & COUNTRY DODGE	CHRYSLER JEEP
Dealer Address	1155 EAST BERT KOUNS		
Dealer City	SHREVEPORT	***Dealer State*** LA	***Dealer Zip*** 71105

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHREVEPORT LA [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding recall information. Customer stated that has recall n49 and was advised by dealerships that no parts were available. Customer stated that tie rod broke .
Briefly summarize what the customer is expecting: Customer is seeking to have recall completed
Agent transferred customer to roadside to have vehicle towed to nearest dealership

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A7	8G[redacted]	***Open Date***	09/07/2014	***Built Date***	11/28/2007	
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4			
In Service Dt	12/22/2007	***Mileage***	106,769	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HEREFORD AZ[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer called to inquire about recall N62
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called to inquire about N62
Briefly summarize what the customer is expecting:Customer is seeking guidance on how to handle recall
Customer stated that the dealership in AZ told them they did not need a tie rod replacement after inspection
Agent advised that they do have a recall
Customer stated the tie rod broke while driving and they were able to pull over safely
Agent advised of dealer All American Chrysler Jeep Dodge of Odessa 877-360-6563 as the vehicle broke down in Texas
Agent advised to call dealership in the morning
Customer inquired about towing expense
Agent advised customer to pay up front but after diagnosis by dealership to prove it was the N62 they will be eligible for reimbursement
Customer called back to update RAM Care. Customer reports that he has contacted the local dealers in Odessa, TX. They are too busy to diagnose and repair the vehicle for several weeks. Customer reports that Lamesa aka Trucktown Ù CJD in Lamesa TX have booked an appointment for Thursday September 11. Customer is calling to have towing coverage pre-authorized to have the vehicle towed from Odessa to Lamesa TX in these circumstances. As per SJ372, writer informed customer that a file will be started on this vehicle concern. Writer advised that coverage could not be pre-authorized but that, if customer can arrange and pay for the tow he can contact RAM Care to submit documents for reimbursement.
No documents received as per 09/09-2014.
No documents received as of 09/12/2014.
No documents received as of 9/16/2014.
Writer reached the customer. Writer asked customer if there was any updated information about his attempt to get his vehicle repaired.
Customer indicated that he was too busy to discuss this issue at present.
Writer provided contact info for RAM Care and invited customer to contact us back at his convenience.
No response from the customer. Writer closed CAIR pending further contact or documentation from the customer. Writer reassigned CAIR to SJ372 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL4	BG[redacted]	***Open Date***	09/08/2014	***Built Date***	09/22/2010	
Model Year	2011	***Body***	DJ7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	07/16/2011	***Mileage***	50,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

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

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIGFORK MT[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Agent stated to pay and then submit for reimbursment, customer refused
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD broke

Briefly summarize why the customer is contacting Chrysler:
Customer called frustrated that the left tie rod broke and requested a rental and towing. Agent spoke to TL KM788 and supervisor offered reimbursement but customer would need to pay up front. Agent offered to send link for reimbursement customer refused as she stated she will not pay out of pocket. Customer requested to be transferred to roadside, agent contacted Susan from Roadside and warm transferred,.
Briefly summarize what the customer is expecting:
Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL4	BG[redacted]	***Open Date***	09/13/2014	***Built Date***	09/22/2010	
Model Year	2011	***Body***	DJ7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	07/16/2011	***Mileage***	50,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	BIGFORK MT [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	information
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
broken tie rod
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I would like to inform you of the trouble I am currently having. I have been
on a waiting list for the left tie rod recall. Last night it broke on my truck. I am currently out of a vehicle and have a 2011 Ram sitting in my driveway that I can t drive. I am getting the run around on trying to get
it fixed. I don t understand why I will not be provided with a replacement
vehicle while mine is currently out of comisssion due to a defect. I have
been on the phone for over 2 hours and talked to I don t even know how many
people by now and the truck is still sitting in the driveway. I am extremely disapointed in the service I have been recieiving. I really need
this fixed asap as I do not have a vehicle to drive and it sounds like I will not be getting a replacement.
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
Please accept our sincere apologies for the delayed response to your email.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at, 1-866-RAM-INFO (726-4636)Ù.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Reassigned to PG725- Duplicate CAIR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX38A9	8G2[redacted]	***Open Date***	09/08/2014	***Built Date***	04/04/2008	
Model Year	2008	***Body***	D18L42	DODGE RAM 3500 ST QUAD CAB 4X4			
In Service Dt	07/12/2008	***Mileage***	84,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45031	ALL AMERICAN CHRYSLER JEEP DODGE		OF MIDLAND	
Dealer Address	3801 W WALL ST				
Dealer City	MIDLAND	***Dealer State***	TX	***Dealer Zip***	79703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MIDLAND TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Open recall on the vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie Rod Broke

Briefly summarize why the customer is contacting Chrysler:
Caller Bill said he had a concern with the tie rod breaking on his vehicle last Friday.
Caller said that he had work previously completed on his vehicle at the (Benny Boyd) *DLR#1* and they advised him that the tie rod was fine.
Caller said that just last Friday the Tie Rod Broke and he went to the *DLR #2* All American Dodge #45031 which is only about 1 1/2 miles and close to his home.
Caller said that the Benny Boyd DLR is not a Chrysler DLR any longer.
Caller alleges that the All American DLR #45031 could not fix his vehicle for 3 weeks.
Caller said that he just had the vehicle brought back home as he could not wait 3 weeks.
Caller said that he bought a Tie Rod and had the work completed himself.
-
Briefly summarize what the customer is expecting:
Caller is seeking reimbursement.
-
DLR #2
DLR Code #45031
A0.97 mi
All American Chrysler Jeep Dodge of Midland
3801 W Wall St
Midland, TX 79703
(432) 522-3115
-
Agent called Service and could not get through as it was going to an answering service.
Agent called Karla in the Parts Department to see about the Recall Part.
Karla was unable to pull up information.
Agent asked PA Karla i she could find someone in Service.
Agent called to ask how long it would be for an Service appointment.
The DLR # 1
DLR Code#45097 Benny Boyd changed hands and is now called Truck Town Dodge as per SA Chenelle.

-
DLR #3
(Truck Town Dodge)
54.21 mi
Lamesa Chrysler Dodge Jeep Ram DLR #26911
1611 Lubbock Hwy
Lamesa, TX 79331
(806) 872-5484
-
Agent called the Service Department and spoke to Chenelle in Service *3 DLR #26911* and her computers were not working and she said to call back later.
Agent tried DLR #26911 and was advised by Jess that the internet is still down at the DLR.
-
Line 32 should also read:
DLR Code #45031
PA Karla transferred to PA Terry at said that the last he heard Service is booked 6-8 weeks.
PA Terry said that Service is busy and he cannot transfer over to Service.
-
Next Agent
If customer calls back please contact DLR #45031 and DLR #26911 to find out more information about vehicle.
Also street address did not save.
Agent spoke to the SM Rob in the Service Department DLR#26911
Rob said that the computers are still not working and to call back at about 2:00 pm.
Agent spoke to SM Rob DLR #26911 and he said that in March 2013 they inspected the vehicle for the
L16 LEFT TIE ROD END SAFETY 09/30/2011 04/04/2013 COMPLETE
SM said the customer has not been back to the DLR since and did *not* have the N49 recall completed.
-
N49 LEFT TIE ROD SAFETY 12/20/2013 INCOMPLETE
-
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number is
[redacted]
Customer email address for case updates:
[redacted]@[redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Next agent please update the customer s address as the 3505 Gaston in Midland, TX is not saving.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: 3 years 1 month, 48,000 miles.
MVP: None
Household: 1 new, 1 used.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Diana, and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted], within the one business day as promised. My office hours are 11:45 AM 8:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 66368. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent contacted DLR 45097, at 806-872-5484 and spoke Service Advisor Chanelle. SA informed DLR last saw the vehicle on March 13 and left on April 13. SA informed the fuel filter was replaced, and there was an EGR claim. SA states EGR was also replaced. SA informed customer was also in for a recall. SA informed DLR inspected tie rod and tightened track barbell.

Status update provided via email to the following email address: [redacted]
Hello this is your case manager Diana. I just wanted to provide you with my new extension. 1.800.763.8422 EXT 40546
End of Status Update
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Customer s expectations. Agent will follow up no later than 9/16/14.
Agent called customer at [redacted]. Customer informed he had a recall on his vehicle, and the vehicle broke down on the road. Customer alleges the DLR 45031 informed him they would not be able to take a look at the vehicle until 3 weeks. Customer alleges he wasn t going to walk to work, and wanted DLR to assist him better. Customer states he had to buy the recall part, and have the work done himself. Customer is asking for reimbursement for expenses made on something the DLR should ve provided him with. Agent will call DLR #45031 to get informed further more.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-09-11 @ 13:41
Customer called agent requesting for agent to send in a link for documentation.
***** Customer Document Received *****
Agent called DLR at 432-522-3115 and spoke to Service Advisor Paul. SA then transferred caller to Service Manager Jeff. SM informed the vehicle could go in and have that looked at to make sure it is completed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Customer is required to take the vehicle into the DLR before we reimburse. Agent informed the recall still shows as incomplete, and we have to confirm with the DLR that the recall is taken care of. Agent requested for a call back. If not, agent will call again tomorrow.
Agent called DLR at 432-522-3115, and was directed to Service Center. Agent left message requesting for a Service Manager to call back. Recall needs to be removed by DLR. Agent will inform this is something Chrysler does not have access to.
Agent called DLR 45031 Service Department at 432.681.8026. Agent left voicemail requesting for a call back at 763.8422 EXT 40546. Agent is requesting information on the recall that will need to be removed.
Agent called DLR at 432-522-3115 and spoke to Service Advisor Sharell. SA informed the only thing they are able to do is check that they recall was done, but they cannot change it on the system.
Writer contacted customer, left message indicating that customer must arrange another appointment with a dealership that will be whiling to review that this was done correctly. Follow up is on the 9/25/2014.
Customer contacted writer left voice message indicating that vehicle was repair at all American Chrysler of Midlen.
Customer Document Reviewed.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: The recall is still shows to be incomplete. Customer will need to go to DLR to have this removed. Agent will not be able to reimburse until it is confirmed that the recall was repaired correctly. Agent will follow up no later than 9/26.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent informed we are not authorized to remove the recall from the system. Agent informed the recall must be checked to verify it was done correctly. Agent informed we aren t able to assist the customer until the recall shows as completed. Agent requested for a call back.
Agent called customer at [redacted]. Customer informed the vehicle was taken to the DLR last Friday and a Technician by the name or Marlin went under the truck and verified that the recall was complete. Agent informed customer we cannot reimburse until the recall shows as complete on the system. Customer alleges the DLR confirmed it was done. Agent will talk to DLR and have it taken out the system.
Agent called DLR at 432-522-3115. Call was disconnected.
Agent attempted to contact dealer Service Manager, however,

SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent needs to speak to SM about getting the recall removed from the system.
Agent will follow up with customer no later than 9/30/14.
Agent called DLR at 432-522-3115, and reached Service Center. Agent left message for a Service Manager requested to be called back. Agent is looking to have the recall removed from the system.
Agent attempted to contact dealer Service Manager, however,
SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Recall needs to be marked as complete before agent can reimburse.
Agent sent email to Service Manager at DLR 45031 to breynolds@lithia.com
Status update provided via email to the following email address:
[redacted]
Hi this is Diana from RAM Customer Care.
I apologize that your reimbursement claim is taking some time to be processed. Like I have explained before, we need to have the recall show as completed on the system before I am able to send out a check to you.
I been making many calls to the Dealership, but unfortunately, I have not received a reply. I would like to inform you that I did go to higher source, and informed him on the situation. I m currently waiting for his response.
I will follow up with you no later than Friday.
Thanks again for your patience, and for being a valuable member of the RAM Family.
End of Status Update
Agent called DLR at 432-522-3115, and spoke with Deva in the message center. Agent is requesting for a Service Manager to call back. Recall still shows as incomplete, and we need to move the case forward.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Agent advised customer the recall is still showing as incomplete. Agent advised customer to take the vehicle into the DLR and have them verify with writer that the recall is done correctly and completed. Once done so agent will be able to reimburse. Agent requested for a call, for when the customer is at the DLR. Agent will follow up no later than 10/8/14.
Agent called customer at [redacted] and informed the he has went into the DLR various times, and the DLR confirmed the recall was completed. Customer states a mechanic Marlin was the one to state recall was completed. Customer informed he went into DLR 3 times and concern is not being addressed. Agent informed we need the recall to mark as complete in order for us to reimburse, customer understood, but states he cannot miss another day of work, until he is sure it will be taken care of.
Agent attempted to contact dealer Service Manager Jeff, however,
SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is requesting for a Service Manager to call back. Recall still shows as incomplete, and we need to move the case forward.
Agent sent email to GR754@chrysler.com, Area Manager at DLR 45031.
Agent called customer at [redacted] Agent informed customer we are currently still trying to find a solution for reimbursement on the recall. Customer feels frustrated due to the amount of time the process is taking. Agent offered customer a Service Contract for 2 years and 4 oil changes. Customer accepted and thanked agent. Customer informed he uses Rotola brand oil.
Agent will follow up with customer no later than 10/21/14
Agent called DLR at 432-522-3115
Agent reached message center and was informed Service Manager is unavailable.
Agent called DLR at 432-522-3115
Agent reached service center. Agent left message for Service Manager, requesting for a call back. Agent has not been able to speak with anyone, therefore, an email will be sent out to Area Manager.
If call not returned by end of day. Agent will proceed with AM email.
Writer contacted agent on behalf of DM1891. Writer advised further research is being done on case. Customer states his oil is regular diesel

oil. Customer requested when he was going to get a check. Writer advised that once a check gets sent out, the case automatically closes. Writer advised that at this time we will not send a check because there is further research being done. Writer advised that CM is still doing further research and will be contact customer no later then Thursday 10/23 with some information.
Agent called DLR at 432-522-3115
Agent reached Service Center.
Agent requested for a call back from Service Manager. Agent is looking to discuss if recall N49 was done on the vehicle correctly on the vehicle.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Agent advised additional research is being done. Agent will follow up no later than 10/30/14.
Agent called DLR - 432-522-3115
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent would like to discuss recall repairs.
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is looking to verify that recall N49 was done correctly on the vehicle.
Agent called DLR - 432-522-3115
Agent reached Message Center. Agent is requested for a call back from Service Manager. Agent provided number 800-763-8422 EXT 40546.
Agent called DLR - 432-522-3115
Agent reached message center, and spoke with Conner.
Agent requested for a call back from Service Manager Jeff. Agent advised many messages have been left, and agent has not received a call back. Agent provided call back number 800-763-8422 EXT 40546.
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is looking to verify that recall N49 was done correctly on the vehicle.
Writer called the dealership and spoke with Emma at the messenger center.
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is looking to confirm recall N49 was done correctly.
Writer contacted customer, writer left voicemail indicating that there is no updated on case at this moment and case manager will follow up on the 11/04/2014.
DLR contact - 432-522-3115
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is looking to confirm recall N49 was done correctly.
Status update provided via email to the following email address:
[redacted]
I do apologize once more for the amount of time the case is taking.
I have taken it to a higher source to let someone aware of your situation.
I am still waiting for the Service Manager to verify it; however I have not got a hold of him.
I will contact you by phone 11/7/14.
Case Manager Diana
800-763-8422 EXT 40546.
End of Status Update
DLR contact - 432-522-3115
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is looking to confirm recall N49 was done correctly.

Writer contacted customer, left voicemail indicating that there is no update on case, writer provided ext. 40581. Writer informed that CM will follow up mid of next week.
Customer contact - [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Advise customer that his concern has been taken up to a higher source. Agent informed the DLR will be getting a call from the head boss, to have DLR return phone call to CM. Agent will follow up no later than 11/13/14.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Agent was directed to the Message Center.
Left message for a return call at extension 40546.
The reason for the dealer contact was to provide or request the following information: Agent is looking to confirm recall N49 was done correctly.
DLR contact - 432-522-3115
Agent was not successful in getting in touch with Service Manager. Agent did not leave a message.
Customer contact - [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Agent advised the case is currently having some research done. The head of the DLR is aware. We are currently waiting on a response from them Agent will follow up no later than 11/20/14.
Writer called the AM and was advised that she will be going out to the dealership Thursday 11/20 and will confirm with SM Jeff if the repairs were completed correctly regarding recall N45. Writer was advised that AM will contact writer with an update Thursday 11/20.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40546.
The reason for the dealer contact was to provide or request the following information: Agent is looking to confirm recall N49 was done correctly.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Agent advised research is still being done. Agent advised we will follow up as soon as we receive an update.
DLR CONTACT - 432-522-3115
Agent reached Message Center.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40546
The reason for the dealer contact was to provide or request the following information: Agent is requesting a call back from Service Manager. Agent is looking for an update on the recall parts that were released to Mr. Reedy.
DLR CONTACT - 432-522-3115
Agent was advised SM is not at the DLR today. Agent was transferred to a Service Advisor. Agent reached general voicemail. Agent did not leave a message.
DLR CALL - 432-522-3115
Agent reached Service Center.
Agent left message for Service Manager.
Agent is requesting for a call back to inform about the customer s reimbursement.
Customer contact - [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Agent advised we have received a response from the head of the DLR, and per this moment customer is required to take the vehicle into the DLR. The vehicle s VIN is not under the DLR, so there is no history of the vehicle being there. Agent is requesting for customer to set an appointment. Agent will follow up no later than 12/04/14.
Customer contact - [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information:

Agent advised the vehicle needs to be taken into the DLR to have the vehicle inspected that the recall was done correctly. Agent advised the DLR has no history of the VIN so at this point the customer does need to return to DLR or schedule an appointment.
Agent is also looking to verify mileage, to apply Service Contract.
Writer spoke with customer to see if he had made an appointment. Customer stated that he had been in the dealership three times now. Customer preferred to speak with CM Diana. Writer informed customer that writer will be in tomorrow 12/10/14 and writer will have CM follow back up with customer then.
Customer contact - [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40546. The reason for the customer contact was to provide or request the following information: Agent is requesting to know if an appointment has been scheduled with the DLR. Agent advised once the vehicle is inspected for the recall, we will be more than happy to reimburse Mr. Reedy. Agent advised the Service Contract will also be put through then. (Due to not having the accurate mileage for the vehicle.) Agent advised if there is no appointment by 12/11/14, case will be closed.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40546. The reason for the dealer contact was to provide or request the following information: Agent is requesting to know if an appointment was scheduled.
Customer contact - [redacted]
Customer states the vehicle has been taken in multiple times and would not like to return to the DLR. Customer states the DLR advised they do not schedule appointments. Customer was informed by DLR that it s whoever comes first, that gets served first. Customer states if he goes down to the DLR, the DLR will have him leave the vehicle until they are available to look at it.
Agent advised per AM, it was requested that customer makes an appointment or takes the vehicle in. Agent advised the DLR should be Familiar with the customer. Agent advised once the vehicle is at the DLR, customer can use CAIR# as a reference. Agent advised customer may also return call to writer while at DLR and writer will speak with the Service Manager/Advisor.
Agent will follow up no later than 12/17/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL5	BG5[redacted]	***Open Date***	09/08/2014	***Built Date***	03/31/2011	
Model Year	2011	***Body***	DJ7P92	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	04/30/2011	***Mileage***	47,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	***Dealer State***	FL	***Dealer Zip***	33411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DELRAY BEACH FL[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall clarification

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information on the N49 recall. Customer stated that his left tie rod broke while driving. Customer stated that when he took it to the DLR the DLR stated that they were unsure if they needed to replace both or just the left tie rod. Customer stated that he showed the DLR the recall notice stating that both tie rods needed to be replaced. Customer stated that he wanted to make sure the DLR is going to replace both and not just one. Customer stated that the DLR would be working on the vehicle tomorrow 09/09/14 and wished to have his concern clarified before the repair was completed.
Briefly summarize what the customer is expecting: Customer is expecting clarification on the N49 recall.
Reason for Dealer Contact: To determine if both tie rods are going to be replaced.
Dealer Code: 43864
Dealer Personnel Required: Service advisor
Customer s Preferred Method of Contact: email
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: Service department was closed.
Assigned to 86T
-
From email sent out: Sent: Thursday, August 14, 2014 2:28 PM
'The parts below for these recalls are now on ARO. Please DO NOT call the dealer to confirm part orders for these parts, or advise the dealer that dealership can order.'
Reassigned to: AR1657 for next step.
Thank you.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49C8	7G7[redacted]	***Open Date***	09/08/2014	***Built Date***	10/03/2006	
Model Year	2007	***Body***	D18P81	DODGE RAM LARAMIE 4X4 3500 MEGA CAB			
In Service Dt	03/19/2007	***Mileage***	182,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44677	GABLE DODGE CHRYSLER JEEP INC			
Dealer Address	2444 STATE ROUTE 7				
Dealer City	COBLESKILL	***Dealer State***	NY	***Dealer Zip***	12043

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FREMONT NC [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer seeking reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right outer tie rod broke/52122362AH installed

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to the status on their reimbursment. Customer stated that they were driving down the road back in April 2014 when the tie rod broke. Customer stated that they were towed to the Cobleskill Dodge in New York where it was fixed. Customer recieved letter for the N62 recall in July and submitted a reimbursment request at the beginning of August and has not heard anything since.
Briefly summarize what the customer is expecting: Customer is expecting status.
Agent could not find any information on any reimbursement and advised to create a case for them. Agent provided customer with CAIR number and advised to call back in 60 days if they do not hear anything.
Agent reassigned to 86y.
POSTMARK DATE: 080214; DATE RECEIVED: 080614
*** Unable to process - No previous repair ***
Writer acknowledges assignment. There are documents present.
H46 completed 02/11/2011, Inspection only, no parts = factory original equipment, or Non mopar parts present.
DEALER CONTACT: Writer called GABLE DODGE CHRYSLER JEEP INC 518-234-1075. Writer spoke to SM Don directly. Writer asked if the reason the 52122362AH steering kit was put on, was because of parts restriction(N49.) SM Don advised it is the only authorized part that they can put on when Customer comes in with tie rod issue. SM Don advised factory original equipment was present. Writer advised she will have to send the Customer back in as he now has service or replacement parts on the vehicle. Writer knows that the initial repair cannot be reimbursed.
CUSTOMER CONTACT: Writer called MR [redacted]. Not in Service. no other number on invoice(s.) No other numbers in other vehicle account. No email. Writer will have to send letter. Writer checked 411.com listing is same information we have.
October 10, 2014
[redacted]

FREMONT , NC-[redacted]
Reference #[redacted]
Dear [redacted]:
Thank you for your recent letter regarding your 2007 Dodge Ram Laramie 3500.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-800-992-1997, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number 7G[redacted] available when you call.
Sincerely,
Charlene
Customer Service Representative
*****AGENTS: *****AGENTS - Please explain the N62 recall to Customer.
Chrysler is looking for replacement/MOPAR parts only, so IF this is the FIRST and ONLY repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse the initial repair. The recall is NOT on the factory original equipment that failed or got worn.
Please decline Customers request for reimbursement. THE VEHICLE NOW HAS REPLACEMENT PARTS AND AGENT SHOULD CONTACT DEALER SO THEY CAN BE INSPECTED. IF NEEDED, CHRYSLER WILL RE REPLACE and RE ALIGN THE VEHICLE.
Customer contacted back stating he has not received any form of contact.
Agent confirmed customer information and advised customer that the number we have on file is not the number he has. Customer states the number on file has not been active for 6 years. Agent apologized to customer for not having his number updated by original/previous agents.
Agent advised customer of lines 47 through 55.
Customer states DLR advised him that the parts he had are the same as the parts included in the recall.
Agent advised customer that the recall is on the replacement parts once again.
Customer states he wants case manager to contact him as he believes there is information that was not presented in his original reimbursement request.
Agents please update COIN*
Customer has had the number[redacted] for about 6 years and received no contact regarding this case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A0	7G[redacted]	***Open Date***	09/10/2014	***Built Date***	03/30/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	05/22/2007	***Mileage***	119,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58424	REAGLE DODGE			
Dealer Address	ROUTE 512				
Dealer City	BANGOR	***Dealer State***	PA	***Dealer Zip***	18013

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLAIRSTOWN NJ [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Worn - Front	completely worn.
Product - Steering - Unknown - Leaks - Default	steering leakage.

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to knowing about his N62 recall and the DLR refusing to do it because he had the after market tie rod put on when his broke back in 2011.
Briefly summarize what the customer is expecting: Customer is expecting some form of help or cost assistance.
Agent called DLR 58424, spoke with David in service.
David stated he felt this was not due to the customer as he barely drives it.
Agent asked David if he felt the customer should have to pay for this repair, David stated no.
Agent asked if David was willing to speak with his business centre in assisting the customer with cost assistance or co-pay.
Agent thanked David and went back to customer.
Agent advised customer that David at the DLR was willing to work with him on cost assitance and he would have to work with the DLR.
Agent provided DLR 610-863-6900.
Customer thanked agent and stated he will gladly be in touch with the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	BG[redacted]	***Open Date***	09/10/2014	***Built Date***	08/24/2010	
Model Year	2011	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	02/25/2011	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60196	MAC HAIK DODGE CHRYSLER JEEP			
Dealer Address	5255 S IH 35				
Dealer City	GEORGETOWN	***Dealer State***	TX	***Dealer Zip***	78626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLADEWATER TX[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Information Request	Customer having tie rod issues
Recall - N49: LEFT TIE ROD - Information Request	Customer having tie rod issues

Customer called in stating his tie rod broke while he was driving. Customer already contacted his dealership, dealership stated they will fix the problem free of charge since it is a recall. Customer was seeking towing.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D2	6G[redacted]	***Open Date***	09/11/2014	***Built Date***	09/30/2005	
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4			
In Service Dt	02/25/2006	***Mileage***	35,205	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	60193	NORTHSIDE CHRYSLER JEEP DODGE, LLC			
Dealer Address	812 NORTHSIDE DR				
Dealer City	SUMMERSVILLE	***Dealer State***	WV	***Dealer Zip***	26651

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RAINELLE WV [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Reimbursement	Customers vehicle has been steering left involuntarily.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because their left tie rod has broken. Customer is also seeking reimbursement for previous out of pocket repairs.
Briefly summarize what the customer is expecting: Customer is expecting some sort of resolution for their tie rod issues, and also are looking for reimbursement.
Agent advised that they have 3 different open recalls on their vehicle.
Agent offered to help customer get in touch with their preferred dealer.
Customer accepted offer.
Case reassigned to CH1011 for survey by-pass.
If customer is seeking reimbursement follow the process in AC id 19074
Agent closing case. Customer s request has been handled per previous agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LS38C3	5G[redacted]	***Open Date***	09/11/2014	***Built Date***	02/11/2005	
Model Year	2005	***Body***	DH8H41	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	06/14/2005	***Mileage***	160,900	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	05475	STERNBERG CHRYSLER CENTER INC			
Dealer Address	1781 HIGHWAY 231				
Dealer City	JASPER	***Dealer State***	IN	***Dealer Zip***	47546

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JASPER IN [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	seeking reimbursement for towing

******
Writer updated customer address and phone number
******
Briefly summarize why the customer is contacting Chrysler: Customer stated the left front tie rod on the ram truck has broken. Customer stated he called the dealership in January, they looked under the vehicle and put his name down on the list to have the part replaced. Customer stated they have not called and now the vehicle is being towed to the dealership for repair. Customer stated he called again, it was advised Chrysler would not release the parts.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for the towing.
******
Writer advised the customer the recall attached to the vehicle is for a replacement service part. Writer advised the customer would have to send in a repair invoice showing the repair has been completed under the recall. Writer advised the invoice and towing invoice can then be sent for consideration. Writer advised the customer if the dealership charges for the repair it does not qualify under the recall.
Customer stated they put his name on the list, the part was supposed to be replaced and they never called.
Writer provided the mailing address.
Writer will reassign to 86Y
Agent contacted customer. Customer was not able to be reached. Agent could not leave a message because mailbox was full.
10/07/14
[redacted]
,
JASPER , IN- [redacted]
UNITED STATES
Reference # [redacted]
[redacted]
Thank you for your recent letter regarding your 2005 DODGE RAM.
I have attempted to contact you by phone but have been unable to do so.
Please contact me at
1-855-525-5085, extension (7205034), to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Jasmine

Case Manager
Letter sent 10/14/14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28LX	9G5[redacted]	***Open Date***	09/11/2014	***Built Date***	03/24/2009
Model Year	2009	***Body***	DH7P41	DODGE RAM LARAMIE 4X4 2500 QUAD CAB		
In Service Dt	05/18/2009	***Mileage***	110,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	43137	BOB RIDINGS CHRYSLER-DODGE		INCORPORATED	
Dealer Address	8 NORTH LOCUST STREET				
Dealer City	PANA	***Dealer State***	IL	***Dealer Zip***	62557

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHELBYVILLE IL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer Called for a rental while his vehicle is being repaired. Customer stated the left tie rod broke on his vehicle and caused additional damage. Customer stated the dealer is waiting on the additional components to come in to be able to repair the vehicle. Customer stated he called the dealer in January and was advised his was being added to the list for parts. Customer stated he has been waiting for a call to bring the vehicle in and when the component failed he called the dealer and they apologized that he was not actually added to the list. Customer stated Agent advised due to the age and mileage rental would not be offered. Agent advised if he would have contacted the dealer sooner or CAC to discuss the recall concerns with the dealer sooner he may not have had to wait so long. Agent advised to reach out to the dealer to discuss see that he was not added to the list maybe they would be willing to offer the rental.
Briefly summarize what the customer is expecting: Customer seeking rental.
Reassigned to JS1881 for survey by-pass - Recall on vehicle
No ByPass please close CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3LX39C8	6G1[redacted]	***Open Date***	09/12/2014	***Built Date***	11/21/2005	
Model Year	2006	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/29/2006	***Mileage***	100,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68880	ENUMCLAW CHRY-JEEP-DODGE			
Dealer Address	726 ROOSEVELT AVE				
Dealer City	ENUMCLAW	***Dealer State***	WA	***Dealer Zip***	98022

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BUCKLEY WA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Recall fullfillment request

Briefly summarize why the customer is contacting Chrysler:
The customer is contacting Chrysler about a tie-rod recall.
Briefly summarize what the customer is expecting:
The customer is expecting accurate information about recalls on the vehicle.
The customer states their vehicle had a tie rod break while driving.
The agent informed the customer of the N62 recall as per Answer ID: 24057
The agent contacted DLR # 68880 and spoke with parts advisor Charlie.
The parts advisor informed the agent that parts for the N62 recall are in.
The parts advisor transferred the agent to SA Risa.
The agent transferred the customer over to the DLR to arrange a service appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C8	6G[redacted]	***Open Date***	09/12/2014	***Built Date***	08/11/2005	
Model Year	2006	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	09/10/2005	***Mileage***	71,931	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	42846	NEW COUNTRY CHRYSLER			
Dealer Address	1200 CARBON JUNCTION RD				
Dealer City	DURANGO	***Dealer State***	CO	***Dealer Zip***	81301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAYFIELD CO[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Customer is seeking reimbursement for the N62 recall repair

Briefly summarize why the customer is contacting Chrysler: Customer states his tie rod end broke with he was driving and he repaired the vehicle himself. Customer states he threw out the broken part and the receipt. Customer states he received a recall notice in the mail about a week later advising him of the recall. Customer states he noticed that the tires are starting to wear on the outer side and believes it is due to the repair he completed. Customer states he needs to have the vehicle realigned. Customer states he contacted the DLR and was advised he would need a receipt showing he purchased the tie rod. Customer states he should not be penalized for Dodge s issue. Customer is seeking to be reimbursed for the part he purchased. Agent advised the customer Chrysler is unable to provide reimbursement without a receipt. Customer states he is very displeased with Dodge and will not by another Dodge product. Briefly summarize what the customer is expecting: Customer is seeking to be reimbursed for the tie rod repair he completed himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX38CX	6G[redacted]	***Open Date***	09/12/2014	***Built Date***	05/08/2006	
Model Year	2006	***Body***	D18H41	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	10/27/2006	***Mileage***	69,385	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45235	LITHIA CHRYSLER DODGE OF EUREKA			
Dealer Address	4320 BROADWAY ST				
Dealer City	EUREKA	***Dealer State***	CA	***Dealer Zip***	95503

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FORTUNA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement

POSTMARK DATE: 082814; DATE RECEIVED: 090514
Confirm name and address matches COIN & HPIMS: Yes, confirmed COIN and HPIMS match
Any open recalls: N62
Name of person writing in: [redacted]
Does customer have an e-mail address: none
Concern: Customer is seeking reimbursement for N62 recall
Reviewed previous files: yes, no concenrs
Reassigned to 86Y
CM researched and found customer that repairs are not covered under H46 recall, due to customer only had inspection in 2009 and not the replacement parts put on.
CM will contact customer to advise
CM called customer at [redacted] to advise of denial for N62 recall
Based on the information provided gave customer # 855 525 5085 Ext.. 7205001. For any future question they may have
Customer called back and understood the reason she was being denied for reimbursement, however, she did want it noted that the left tie rod was damaged, but it was the right one that broke.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7TT2CT4	AG1[redacted]	***Open Date***	09/13/2014	***Built Date***	06/01/2010	
Model Year	2010	***Body***	DJ7L92	DODGE RAM 2500 ST CREW CAB 4X4			
In Service Dt	09/20/2010	***Mileage***	130,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	NEW BRAUNFELS TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Incomplete recall.
Corporate - Reimbursement - Default - Default - Default	N49 $132.10
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	

Briefly summarize why the customer is contacting Chrysler: Customer is calling about the left tie rod on the vehicle. Customer states that the tie rod broke on the vehicle. Customer states that the vehicle was towed home. Customer wants to know if they get a part to put on the vehicle and have the dealership look at the vehicle to replace the part. Customer wants to know if they get reimbursed for the part on the recall and towing. Customer states that the vehicle is at their house right now and is going to be repaired in the laneway.
Briefly summarize what the customer is expecting: Customer expects to be reimbursed of the part on the recall.
Agent advised that if they get a part put on the vehicle it will still have to go to the dealership to make sure that the part will work for the recall. Agent advised that if then dealership says no the part will not work then they will not get reimbursed. Agent advised that if the dealership says that this is good to go for the recall then the customer can submit the receipts for the towing and part for possible reimbursement.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24054.
Customer [redacted] called, confirmed COIN.
She stated Dealer 60517 performed N49 on this VIN after tie rod had broken, customer paid for repair, customer noted tie rod damaged a tire so there is also consequential dalage related to the recall.
She requested eDoc to [redacted].
Writer provided case number.
****** Below Customer Contacted for Documentation Request ******
mschulte@cesg.com on 2014-09-26 @ 10:24
***** Customer Document Received *****
Writer acknowledges assignment. There are documents present.
L16 completed 07/27/2012 - inspected tie rod angles and tightened track bar bolts
N49 replaced tie rods with package. 09/19/2014
Customer has submitted:
Storm Towing 09/13/2014 vehicle tow $65.00 No proof of payment present.
Discount Tire 09/13/2014 two tires purchased, credit card (?) payment.
NAPA Auto parts. Customer purchased a left outer tie rod 09/15/2014 receipt enclosed
IRF CONTACT: Writer called DISCOUNT TIRE 830 387 7909. Writer spoke to SM Daniel who advised; employeee who wrote up R.O is no longer with them. No

damage is noted. Tread depth 5or 6 32nds., so the tires are quite worn. Writer is looking at reimbursing part and towing only. Writer will require towing receipt/paid. Writer will contact with Customer as soon as possible and request.
CUSTOMER CONTACT: Writer called [redacted]. VOICEMAIL. Writer advised we require proof of payment for the towing bill. Writer advised if a check then front/back copy of check, or credit card statement will do (black other non related information out.) Writer provided fax#, case# and Ram # for contact.
*****AGENTS: Chrysler requires proof of payment for the towing invoice. Writer had supplied Fax#, Case#, but you may certainly provide again. Customer states she received a call requesting proof of payment for the towing boll.
Customer is not understanding as she sent in the towing invoice already. Agent verified and advised customer the invoice shows 'total owing', nothing provided to indicate bill had been paid.
Agent advised customer to send in a copy of her proof of payment. Customer states she will send in a copy of her Visa statement.
Writer acknowledges update. Customer has contacted directly. Customer advises she will send in requested documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-14 @ 13:20
Customer requested a second link to be sent. Agent sent the link to [redacted] and she confirmed she got it before ending the call
Writer acknowlwedges update.
***** Customer Document Received *****
POSTMARK DATE: 101414; DATE RECEIVED: 101414
Writer acknowledges documents have arrived. Writer will review as soon as possible.
Customer has sent in bank statement, showing the 65$ (for towing) charge paid out of account.
CUSTOMER CONTACT: Writer called [redacted]. VOICEMAIL. Writer advised there is an update for her case. Writer provided Case # and Jeep # for contact.
*****AGENTS: Writer can only reimburse for the tow and the tie rod Customer purchased as an interim fix prior to having Chrysler replace her tie rod(s) under recall.
Chrysler cannot reimburse for her new front tires. Writer has no evidence that they were damaged in tie rod break. Writer did contact with IRF SM. (Lines 39 - 41). If Customer has evidence then her evidence can be reviewed for consideration.
Writer can reimburse $132.10, if Customer accepts, please have Customer verify address as correct and not e account. *****
Customer contacting Chrysler returning CW653 call. Agent advised that CW653 is looking to reimburse parts and towing and once documents are processed she will be contacted. Customer inquired about the tire reimbursement. Agent advised that in the notes it says towing and parts, any additional questions will have to be addressed with CW653. Customer understood.
CUSTOMER CONTACT: Writer called [redacted]. Writer reached Customer directly. Writer advised that we can compensate for towing and part only, tires were just worn out, no damage noted on IRF R.O. Customer accepts. Customer verified address as correct. Writer will process check and customer should receive in 7-10 business days.
Customer submitted request for reimbursement for recall N49 Left outer tie rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: bank statement and receipt
Date of Repair: 09/15/14
Invoice #: Tran ID 128 & 14-01525
Parts $ 61.99
Misc. Charges $ 65.00 (towing)
Tax $ 5.11
Total $ 132.10
Writer is submitting check for approval in the amount of $ 132.10

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	6G[redacted]	***Open Date***	09/15/2014	***Built Date***	07/05/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	08/28/2005	***Mileage***	85,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43582	MOSS BROS DODGE			
Dealer Address	1100 SOUTH E STREET				
Dealer City	SAN BERNARDINO	***Dealer State***	CA	***Dealer Zip***	92408

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHELAN CA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on recall

Briefly summarize why the customer is contacting Chrysler: Customer stated that vehicles right side tie rod broke on (Saturday september 13 2014). Customer stated that tow truck was on way to bring vehicle to dealership.
Briefly summarize what the customer is expecting: Customer seeking information on whether the right side has any recalls. Customer seeking information on recall and how to have it fixed.
Agent advised customer to take vehicle to dealership and have them look at it and see what they can do.
Agent advised customer since it was a right side failure that customer might have to pay for damage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29A0	7G[redacted]	***Open Date***	09/15/2014	***Built Date***	06/18/2007	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	10/03/2007	***Mileage***	110,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45031	ALL AMERICAN CHRYSLER JEEP DODGE		OF MIDLAND	
Dealer Address	3801 W WALL ST				
Dealer City	MIDLAND	***Dealer State***	TX	***Dealer Zip***	79703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CISCO GA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer states tie rod broke while driving vehicle

Customer called in stating when she was driving this morning the tie rod broke. Customer was seeking if we give out rentals for that because their is only one dealership in her area and her and her husband only have one vehicle. Agent advised customer when she gets the vehicle to the dealership to get a diagnosis done to confirm it is the recall. Agent advised customer to speak to her dealership about rentals since the vehicle will be in the dealership for about a week so the parts can come in. Agent advised customer if they don t have rentals to contact us again and we can see if we can process a rental for her but it is not a guaranteed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	BG[redacted]	***Open Date***	09/15/2014	***Built Date***	01/20/2011	
Model Year	2011	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB			
In Service Dt	02/09/2011	***Mileage***	50,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	41458	SOUTHTOWN DODGE INC			
Dealer Address	7127 S LINDBERGH BLVD				
Dealer City	ST. LOUIS	***Dealer State***	MO	***Dealer Zip***	63125

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ARNOLD MO [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	
Referral - Top Care - Executive Team - Executive - Reid Bigland	

Top Care customer first contact was 09/15/14 at 15:40 by SS11
.....Writer left voice message for customer call back to review veh concerns.
Top Care follow-up contact was 09/15/14 at 16:59 by SS11
.....Writer spoke to customer who advised the veh s left tie rod snapped off causing damage around the tire and brakes. Customer advised has not had veh diagnosed at the Chrysler Dlr. Writer advised customer cannot review for possible assistance until veh is diagnosed by Chrysler Dlr. Customer to have Dlr: 41458 diagnose veh, customer to contact writer after veh has been diagnosed.
POSTMARK DATE: 091514; DATE RECEIVED: 091614
POSTMARK DATE: 091514; DATE RECEIVED: 091514
.....Writer spoke with customer who advised veh has been towed to Dlr: 41458 for inspection/diagnosis of tie rod. Writer spoke to SA Howard who advised most likely will not be able to look at customers veh until tomorrow. SA Howard to follow-up with writer once veh has been diagnosed.
.....Writer spoke to Ms. [redacted] who advised is waiting on Dlr: 41458 diagnosis of above tie rod issue. Writer spoke to SA Howard who advised will have customers veh diagnosed by noon today. SA Howard advised will follow-up with writer once veh is diagnosed. Writer advised customer will follow-up today once diagnosis is completed.
.....Writer spoke to SA Howard at Dlr: 41458 who confirmed left front tie rod sheared off causing damage to left front wheel, tire and brake shield. SA Howard also advised the tow truck that towed customers veh caused damage to the rear brake hoses and brake block. Writer advised SA Howard due to damage caused from tie rod that is currently under the N49 Recall writer agreed to Goodwill the repairs to the (left front wheel, both front tires, left front brake shield, rear brake hoses and rear brake block). Writer agreed to Goodwill both front tires due to the left front tire that was damaged by the tie rod is not available anymore and Dlr recommended both front tires to be replaced so veh tires do not experience uneven tire wear. Writer also agreed to Goodwill a rental veh during repair. SA Howard to follow-up with writer with order# s of two parts that are showing on backorder. Writer advised customer of the

above Goodwill, customer very satisfied with Cheyslers participation in the repairs. Customer to contact SA Howard to set up rental veh.
.....SA Howard called writer back advising would like help in expediting PN#52122243AB, Order# 40917A). Writer advised will forward to our parts expediting team for further review.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#52122243AB,Order#40917A,OMC#90069012
on 2014-09-17 @ 15:23
POSTMARK DATE: 091614; DATE RECEIVED: 091714
****** START OF SUPPORT ESCALATION by T8430MH******
**** Update from Expediting Team for ****
Part#52122243AB,Order#$40917,OMC#90093474
Per CAIR policy upgraded to VOR Escalated to parts analyst for ETA
****** END OF SUPPORT ESCALATION ****** by T8430MH
.....Writer spoke with SA Howard who advised all above parts have been installed with the exception of the brake shield (Part#52122243AB). SA Howard advised Dlr is going to release veh to customer today due to customer is requesting to have the veh returned to him. SA Howard advised customer will bring veh back to Dlr once brake shield arrives. Writer advised SA Howard will document in customers file.
.....Writer spoke with SA Howard who advised customer picked up the veh and everything is fine. SA Howard advised still has not received the brake shield (Part#52122243AB). Writer advised SA Howard will look into part ETA and advise.
OMC# 90093474Order# $40917 FOR PN: 52122243AB IS RESOLVED
Bob SA from SOUTH COUNTY DODGE CHRYSLER JEEP dlr called and stated the claim specialitst is denying the claim. Said to replace both tires, and to take second tire off to contacted LOP (replaced two front tires) and warranty will only pay for 1 tires, and send direct check for other tire.
.....Writer spoke with SA Howard at Dlr: 41458 who advised brake shield has arrived at Dlr. SA Howard advised customer just needs to come in to have it installed. Writer advised SA Howard will contact customer and advise. Writer spoke with customer and advised of the above that the brake shield is in and customer just needs to schedule an appt. Customer advised the veh is driving great since all the repairs were completed. Writer advised customer will be closing file at this point but provided contact number for future reference if needed. Customer advised is very satisfied with repairs.
Customer contacted Chrysler regarding speaking to CM
Agent advised customer that do not have ext for CM. Agent advised customer to contact number that was provided customer left message with CM
Warranty Administrator Bob is calling asking for SS11 agent provided Bob with SS11 phone number as per Answer Connect document 17816. Agent attempted to transfer Bob to SS11 but reached voicemail. Bob will try to reach SS11 at a later date.
.....Writer left return voice message for SA Bob at Dlr: 41458 for call back to review warranty claim question.
.....Writer spoke to SA Bob at Dlr: 41458 who advised warranty claim on the above tie rod replacement would not pay for two tires, SA Bob advised warranty claim would only pay for one. SA Bob seeking payment on the other tire. Writer advised SA Bob to fax in copy of rejected warranty claim showing tire and price and writer will process check for one tire directly to Dlr.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL8	BG[redacted]	***Open Date***	09/15/2014	***Built Date***	11/04/2010	
Model Year	2011	***Body***	D28P92	DODGE RAM LARAMIE 4X4 3500 CREW CAB			
In Service Dt	06/27/2011	***Mileage***	87,000	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44027	SUPERIOR CHRY-PLYM-DODGE-JEEP	EAGLE OF ASHLAND INC
Dealer Address	1041 GREENUP AVENUE		
Dealer City	ASHLAND	***Dealer State*** KY	***Dealer Zip*** 41101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PICAYUNE MS [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is calling Chrysler to seek towing assistance

Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer? no
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler to have her vehicle towed to a dealership to have vehicle repaired as her tie rod broke and she can no longer drive her vehicle
Briefly summarize what the customer is expecting: Customer is expecting towing assistance as her tie rod broke and she can not drive her vehicle.
* * * * * * * * * Case Management - District V * * * * * * * * *
OOW: 51000 miles
MVP: None
Household: 1 New 0 Used
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 40594. The reason for the Customer contact was to provide or request the following information: Expectations on the case and verify miles.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 40594. The reason for the customer contact was to provide or request the following information: Expectations on the case and verify miles.
Agent attempted to contact customer at [redacted], however, customer was not available.
Left message for a return call at extension 40594. The reason for the customer contact was to provide or request the following information: Expectations on the case and verify miles, and advice Customer that case will closed.
Writer contacted Customer who stated that the vehicle has been repaired.

Writer will close case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ETX	AG[redacted]	***Open Date***	09/15/2014	***Built Date***	05/24/2010	
Model Year	2010	***Body***	DJ7H62	DODGE RAM 2500 SLT REG CAB 4X4			
In Service Dt	07/12/2011	***Mileage***	30,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGW	TIMBERLINE GREEN PEARL COAT					
Engine	EZC	5.7L V8 HEMI VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	26677	QUIRK JEEP OF BANGOR			
Dealer Address	307 HOGAN ROAD				
Dealer City	BANGOR	***Dealer State***	ME	***Dealer Zip***	04401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BUCKSPORT ME[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer has recall
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer's vehicle's tie riod failed and is at non-Chrysler service

Briefly summarize why the customer is contacting Chrysler: Customer has N49 recall, and has not sought service yet. WHile at work the tie rod failed and vehicle was towed to a local mechanic of customer s choice.
Briefly summarize what the customer is expecting: Customer is seeking costs and recall repair even though the vehicle is not at a Chrysler dealership.
Agent sought advice for response - advised customer that only part cost would be reimbursed if customer chooses to keep vehicle at service of choice.
Customer is not sure of their next step but will seek current mechanic advice as to cost of part, and if it is feasible to tow to a Chrysler dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	8G[redacted]	***Open Date***	09/15/2014	***Built Date***	03/10/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	04/27/2008	***Mileage***	118,713	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	45099	LITHIA DODGE OF BILLINGS			
Dealer Address	2229 KING AVENUE WEST				
Dealer City	BILLINGS	***Dealer State***	MT	***Dealer Zip***	59102

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SHEPHERD MT[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Customer seeking roadside services
Recall - N49: LEFT TIE ROD - Information Request	Customer's left tie rod broke on the way to the dealership to be repaired

Briefly summarize why the customer is contacting Chrysler:
Customer states that their left tie rod broke on the way to the DLR to get the N49 recall repaired.
Briefly summarize what the customer is expecting:
Customer is seeking Roadside Services.
Customer states that they have an appointment with DLR 45099 to get the N49 repaired.
Customer says that the left tie rod affected by the recall broke on the way to DLR 45099.
Customer is looking to get the vehicle towed to DLR 45099.
Agent advised that we are not sure if the tow will be covered as we are unable to bring up their warranty information but that we can transfer them to Roadside Services for further assistance.
Agent contacted Roadside Services and spoke to Roadside agent Katherine.
Agent informed Roadside agent that we are not able to bring up their warranty information so we are not sure if the tow will be covered but offered to transfer the customer over to them so that they can better answer the customer s questions.
Agent transferred customer to Roadside agent.
Agent supplied the customer with the information from Answer Connect document #17943 if they were unable to receive free towing so that they may be able to apply for reimbursement. Agent attempted to aid the customer in obtaining free road side assistance under recall (agent was not yet certain as to whether recall related issues would qualify for free towing), and contacted the Chrysler Group LLC Roadside Assistance number, where the agent spoke to agent Jessica on the other end. Agent inquired as to why the customer may have been denied free towing, Jessica informed the agent that they do not cover towing under recall, and that the customer did not have a current roadside assistance plan and is outside of warranty. Agent relayed this information to the customer, who stated that they would work out a solution themselves, but thanked the agent for their effort. Agent relayed this information to Jessica.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL9	BG[redacted]	***Open Date***	09/16/2014	***Built Date***	01/20/2011
Model Year	2011	***Body***	D28L91	DODGE RAM ST 4X4 3500 CREW CAB		
In Service Dt	02/09/2011	***Mileage***	67,000	***Dealer Zone***	51	CHICAGO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	41458	SOUTHTOWN DODGE INC			
Dealer Address	7127 S LINDBERGH BLVD				
Dealer City	ST. LOUIS	***Dealer State***	MO	***Dealer Zip***	63125

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	
	ARNOLD MO null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-09-16
Road Side File Created 09-16-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
9821 NITSCH LN 7127 S LINDBERGH BLVD
MUELLER RD
SAINT LOUIS ST LOUIS
MO USA MO
BROKEN TIE ROD FENDER WELL ON TIRE NEEDS SKATES JO
DEALER CODE : 41458 SOUTH COUNTY DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D1	6G[redacted]	***Open Date***	09/16/2014	***Built Date***	01/30/2006
Model Year	2006	***Body***	DH6H81	DODGE RAM 1500 SLT MEGA CAB 4X4		
In Service Dt	06/15/2006	***Mileage***	100,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	23391	BOB SAKS DODGE INC			
Dealer Address	35200 GRAND RIVER AVE				
Dealer City	FARMINGTON HILLS	***Dealer State***	MI	***Dealer Zip***	48335

Owner	[redacted], *	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RICHFIELD OH[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	inquiry
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod/pittman arm
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer states the steering has a major issue. Customer states the tie rod and pittman arm seem to be damaged.
Customer seeking recall information.
Agent informed customer that the N62 is a Mopar Replacement part recall.
Customer states he thinks the tie rod was replaced previously by a dealer.
Agent provided customer with contact information for a dealership closest to his current location.
Possible coverage under N62 recall.
Survey bypass-No diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL3	AG[redacted]	***Open Date***	09/17/2014	***Built Date***	03/08/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/17/2010	***Mileage***	80,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KERMAN CA[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Consequential Damage

Status update provided via email to the following email address:
[redacted]
Hello[redacted]
Here is all of the information that you need to submit documents for reimbursement consideration:
Mailing address:
Chrysler Customer Care
Attn: Reimbursement
PO Box 21-8007
Auburn Hills, MI 48321
Phone number:
800-853-1403
Please include the following information:
First Name
Last Name
Address
Phone Number
Vehicle Identification Number (VIN)
Invoice for repair
Proof of Payment
Thank you,
Alissa
End of Status Update
Customer called in stating that he was driving his truck when the tie rod broke on his vehicle. Customer tried to have recall N49 fixed before this happened. Customer currently has the truck at the DLR being repaired. Customer was wondering what Chrysler could do for the consequential damage that occurred because of the tie rod breaking. Agent informed customer that as long as the DLR states that the repairs he has completed are because of consequential damage of the tie rod breaking, Chrysler would be able to reimburse. Agent informed customer that processing could take up to 60 days after he sends in the documents; advised he could call back in 30 days to check on status of reimbursement decision. Agent emailed customer information to submit documents for possible reimbursement.
*** DOCUMENTS RECEIVED ***
POSTMARK DATE: 092414; DATE RECEIVED: 100314
Customer submitted documents seeking reimbursement for a towing expense as a result of recall N49. Agent reviewed documents and found that customer does qualify for reimbursement, $100 maximum towing allowance. Agent contacted customer at[redacted]. Agent advised customer of line 40. Customer states that the amount offered is unacceptable and he should be reimbursed all of his money. Customer resides in the mountains and the

tow truck would not have even touched the vehicle for that amount. Agent apologizes and states that the maximum allowed for towing is $100. Customer states that he wants to speak with a supervisor. Agent explains that supervisor is unavailable but he will be contacted within 3 business days. Customer was not happy, constantly made rude comments to insult agent. Agent provided customer with employee information. Customer states that he will call back to speak with another supervisor then disconnects the call.
Agent received call. Customer called in due to the previous conversations had with the previous agents on this cair (Vb366 and AS257). Customer requested reimbursement for the full price of the towing. Customer states that since he was in an accident the 100$ towing was unacceptable. Customer was offered free towing by Chrysler to a King City dealership but did not take the offer because he felt he would have to spend the night in the city. Agent advised (repeating the previous agent) that the maximum amount we would cover for towing would be 100$. Agent also advised since customer didn t have a service contract that this was in good faith. Customer was upset with the decision. Agent offered customer to speak with previous case manager. Customer declined. Customer repeated his issue and asked if there was another department this case would be handled. Agent advised there wasn t. Customer stated that he would call back to see if this would go any further. Customer disconnected.
Customer called demanding to speak to a different case manager. Agent transferred customer to case manager line for next available case manager as per answer ID 19956.
Customer does have towing assistance for the vehicle being towed on 9/16/14.
Maximum towing allowance:$100
Agent is submitting check for approval in the amount of $100.
Check approved for 100.00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29D0	8G[redacted]	***Open Date***	09/17/2014	***Built Date***	07/26/2007	
Model Year	2008	***Body***	DH7H81	DODGE RAM 2500 MEGA CAB 4X4			
In Service Dt	05/27/2008	***Mileage***	1	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	41059	SUSQUEHANNA DODGE INC			
Dealer Address	950 HELLAM ST				
Dealer City	WRIGHTSVILLE	***Dealer State***	PA	***Dealer Zip***	17368

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted] A[redacted]	***Home Phone***	
	YORK PA [redacted]	***Country***	UNITED STATES

Referral - Parts - Default - Default - Default

Customer called seeking information on her tie rod breaking on the side of the road. Agent advise customer to take the vehicle to the dealer for repair. Customer stated that this repair was completed on 09/14/2014. Agent gave customer fax #877.768.5076 and the Chrysler Customer Care address to submit documentation.
Customer called seeking information on N62 recall.
Agent advised customer that the information provided by the previous agent is correct.
Customer stated that dealer told her there was never a recall on her vehicle.
Agent contacted dealer at 717-252-2412 and spoke with Salesman Raymond Carrington.
Mr. Carrington had contact with customer earlier and explained that the service department inspected the parts on the vehicle and determined they were not part of the recall.
POSTMARK DATE: 091914; DATE RECEIVED: 091914
Agent called dealer Susquehanna Chrysler @ 717.252.2412 and spoke with Rayn (SM). SM stated that no parts needed to be replaced on the left side. Customer needed repairs on the right side. Agent called the customer @ [redacted] and could not leave a voice message the mailbox was full.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G[redacted]	***Open Date***	09/19/2014	***Built Date***	08/14/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/26/2007	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	TIFTON GA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other

POSTMARK DATE: 090414; DATE RECEIVED: 091514
Customer submitted documents seeking reimbursement for recall N62. Agent reviewed documents, contacted Griffin CJDR at (229)382-0440 spoke with Todd. Agent inquired if the invoice dated 9/3/14 were for a repair. Todd states that there was no repair done, the recall was only completed.
Agent thanks Todd.
Agent attempted to contact IRF at (229)382-7464 concerning repair, contact number had been disconnected. Based on information agent received from Todd, customer does not qualify for reimbursement.
Agent contacted customer at [redacted] Agent explained status and criteria of reimbursement. Customer states that she and her son who was driving the vehicle when the tie rod broke was instructed to have vehicle repaired then bring it in for an inspection. Agent explains the qualifications to be reimbursed. Customer was not happy, states that she is going back to the dealer to speak with someone. Agent provided customer with a contact number, thanks customer.
Customer owns 3 Chrysler vehicles
The vehicles will go up for sale
And they will never own Chrysler vehicles
Again
Briefly summarize why the customer is contacting Chrysler: Customer called in seeking clarification on her reimbursement request.
Customer stated that the agent she spoke with this morning confused her.
Customer stated she called her DLR and was told that they preformed the recall.
Customer feels that she should be reimbursed for the original tie rod that she had to have replaced.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
***
Agent advised customer as per line 9 that she would not be reimbursed at this time.
Agent advised customer that the original tie rods were not the recalled part.
Agent explained that since the DLR completed the recall free of cost she would not be reimbursed.
Customer became upset and stated that the 3 Chrysler vehicles she owns will be going up for sale and she will never own a Chrysler product again.
Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C5	5G[redacted]	***Open Date***	09/19/2014	***Built Date***	10/26/2004	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	12/17/2004	***Mileage***	189,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION					

Dealer	67906	ABERDEEN CHRYSLER CENTER INC			
Dealer Address	901 AUTO PLAZA DRIVE				
Dealer City	ABERDEEN	***Dealer State***	SD	***Dealer Zip***	57401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOZEMAN MT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	STEERING LINKAGE
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Unknown	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: customer called in regarding issue that the front end of custoemr vehicle is not able to be drive able, customer front end is on the ground due to the ball joint or tie rods or linkages complete is broken, customer states their up in the mountains when this happen and vehicle is up there. customer is asking what can the customer do, customer know that there is recalls on vehicle for the tie rods and stuff. customer not sure it there is a towing company that will tow this vehicle down the mountain due to the type of roads around customer. customer also was wondering if customer got the parts for the vehicle and put on his self then when back to the dealer after vehicle was able to move to go get the recalls completed at that time, and if at that point customer could get reimburse for parts customer got.
Briefly summarize what the customer is expecting: seeking assistance on what to do with customer vehicle to get it to dealership to get repairs done. for the recalls on vehicle.
agent advised customer the best way is to get the vehicle to the dealership ship closest to where the vehicle by having the vehicle tow and the dealership could do that inspection and get the correct parts for vehicle. and do the recalls. agent advised the customer to contact the towing company in the area and then contact chrysler back with an price that they will charge him for repair . agent advised customer at that time to contact the recall department back and to tell the agent customer talk to to put the price in the notes.
agent advised customer at that time we will make a decision on what we can do for the customer.

agent also advised customer to contact dealership again if they have a problem getting a towing company that the dealership may know one that may be able to help.
please when this customer calls back put detail notes on call back , on prices for the tow that customer got from company or what the customer states the towing company told customer.
agent advised other agent if customer calles in regarding this issue with prices of the towing let customer know this agent will not be back to look at file until Monday.
No response from customer with estimate towing cost for help with prices customer didn t call back with that prices agent did advised customer that agent would look in to assists with what to do regarding getting vehicle to dealership since vehicle not drive able under recalls N62 and H46. Customer is up in mountain not thinking a tow truck could get up there to tow customer vehicle down where customer is located at. Customer was advised to contact back before end of day due to agent was off on weekend. There was no call back.
Agent reassign for survey by pass for no response from customer, under a possible towing assistances.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	09/19/2014	***Built Date***	04/14/2005
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP		
In Service Dt	05/20/2005	***Mileage***	74,000	***Dealer Zone***	32	NEW YORK
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	55578	HERBEE DODGE CHRYSLER JEEP			
Dealer Address	130 SUNRISE HWY				
Dealer City	WEST ISLIP	***Dealer State***	NY	***Dealer Zip***	11795

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAKDALE NY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	Customer experiened issues with right side tie rod

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to an issue with the tie rods. Customer stated that they went to get an inspection last week for the left tie rod but was told that it didn t have to be completed and it was good to go. Customer stated that a week later, they were driving and the vehicle lost control, went into the grass and control was lost. Customer stated they got the vehicle towed to the dealership and was told that the right tie rod end had fallen off the tire.
Briefly summarize what the customer is expecting: Customer is questioning if this is apart of the N62 recall, why they have to pay an deductible, and why they were charged for the towing.
Agent investigated that the recall was not apart of the right side and the service contract covers the parts that were being replaced and that they had a 100$ allowance for towing. Agent stated that whatever comes after that 100$ would be at the cost of the owner.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL8	BG[redacted]	***Open Date***	09/21/2014	***Built Date***	05/26/2011	
Model Year	2011	***Body***	D28H91	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	08/12/2011	***Mileage***	44,296	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	YAKIMA WA [redacted]	***Country***	UNITED STATES

Product - Differential Gear Assy's - Unknown - Other - Unknown	
Product - Suspension - Unknown - Other - Unknown	

Left tie rod broke, causing damage to front tire. Dealer performed Recall N49, but Mopar did not have the brand of tire on the vehicle on our Program. Customer paid for tire to mount and balance, and AM agreed to reimburse him.TLP1
POSTMARK DATE: 092114; DATE RECEIVED: 092314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C0	5G[redacted]	***Open Date***	09/23/2014	***Built Date***	03/08/2005	
Model Year	2005	***Body***	DH7H42	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/29/2005	***Mileage***	269,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SHINER TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer completed the N62 repair on his own.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke for the 2nd time about 4 months ago.

Briefly summarize why the customer is contacting Chrysler: Customer states the tie rod has broken twice. The first time he took it to an IRF, the second time he completed the repair himself. Customer states he mailed the documentation in 3 months ago and someone at Chrysler told him a check was in the mail. Customer was inquiring as to the status of the reimbursement.
Briefly summarize what the customer is expecting: Customer is seeking to be reimbursed for completing the N62 recall repair himself. Agent advised customer that the reimbursement was not showing on this VIN. Customer states that he does not have all the information on the reimbursement as it is his wife s truck and she is in possession of all the paperwork. Customer states he will get in touch with his wife to get the information. Agent advised the customer that he can either call back into Recall or agent can hold while he calls his wife. Customer chose to call back. Agent advised customer that if he provides an email address, Chrysler can send an email with a link in it to submit the documentation, which is quicker and more secure. Customer states he will get his wife s email address as well. Call was complete at this point.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26D7	8G[redacted]	***Open Date***	09/24/2014	***Built Date***	04/15/2008	
Model Year	2008	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	06/29/2008	***Mileage***	191,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44304	JOHNSON AUTO PLAZA INC			
Dealer Address	12410 EAST 136TH AVENUE				
Dealer City	BRIGHTON	***Dealer State***	CO	***Dealer Zip***	80601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	DENVER CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer states tie rod broke this morning

Status update provided via email to the following email address:
[redacted]
Case [redacted]
Reimbursement Mail Address: Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8004.
submit the original repair order and proof of payment
allow up to 60 days for processing from the date of receipt of the information.
End of Status Update
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his tie rod broke and he wants to know if its covered by a recall
Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle repaired as part of a recall. Agent advised the customer that his vehicle does have the recall on it. Agent advised the customer that he would need to have his vehicle taken to a DLR to have the work done. Customer stated that DLR 44304 was the closest DLR. Agent contacted DLR and spoke with Liz in service. Liz advised that the customer does not need an appointment, but that he should have the vehicle towed to the DLR to have the work done. Agent advised the customer to have the vehicle towed to the DLR and customer stated he would like assistance with the tow costs. Agent advised the customer that he could save the paperwork and ask for reimbursement after it was done. Agent provided the customer with the case number and the reimbursement information. Customer stated he will have the vehicle towed to the DLR for the recall but will call back for the reimbursement request after that recall was completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C4	7G[redacted]	***Open Date***	09/24/2014	***Built Date***	09/01/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	12/31/2006	***Mileage***	61,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	44725	TOWBIN DODGE LLC			
Dealer Address	275 AUTO MALL DRIVE				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ST GEORGE UT [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called to inquire about a recall. Customer states that the left tie rod broke over the weekend and the vehicle was towed to a location.
Briefly summarize what the customer is expecting: Customer seeking to have the part delivered to a different shop and then have the vehicle inspected after.
Agent advised customer of all the open recall on VIN.
Agent advised customer that if customer pays for the tow to the dealership, customer can send documents into the reimbursement department to see if customer is eligible for reimbursement on the towing fee.
Agent advised customer to have a certified dealership repair the part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C4	7G[redacted]	***Open Date***	09/24/2014	***Built Date***	09/04/2006	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/22/2006	***Mileage***	76,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	42630	EARL'S DODGE-JEEP			
Dealer Address	2814 PORTER WAGONER BLVD				
Dealer City	WEST PLAINS	***Dealer State***	MO	***Dealer Zip***	65775

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CABOOL MO[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Right Tie Rod Broke

Briefly summarize why the customer is contacting Chrysler:
Customers daughter is calling in as her Dad has stage 4 cancer and he was in his truck going to the cafe where he eats everyday.
He made a right and the tie rod broke.
He was lucky there was no traffic and he was not hurt.
They had the truck towed to their DLR and she was charged $200 for something that Chrysler is going to pay for.
Agent called the DLR and spoke with Garrett who says that they do not see this customer on a regular bases last time was in 2013 for an oil change.
Agent asked if there was after market parts on this truck and he said yes.
But with this truck not going to them for service could mean that he goes to an IRF and that is where the after market prices come in.
Garrett also said that she thinks that this is the recall and it is not.
They inspect his left tie rod and if passed the inspection nothing needs to be done right now.
Agent went back to the customer daughter [redacted]
She is demanding that we pay her the $200 or she will have her lawyer and her insurance company contact us.
She wanted a supervisor but as agent has told her that there is nothing that we can do.
This vehicle could not of been sold with after market parts on it as your dad is the original owner and if there was issues with it we would be able to see notes on it at least.
Agent has told her that she will need to supply some proof of theses after market parts and when they were installed.
Agent supplied her with a fax number 1-877-768-5676.
Briefly summarize what the customer is expecting:
Expecting that we pay for the repairs to her Fathers truck.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	7G[redacted]	***Open Date***	09/25/2014	***Built Date***	04/27/2007
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	07/03/2007	***Mileage***	105,000	***Dealer Zone***	42	DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PR4	FLAME RED CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	60144	MANN CHRYSLER-DODGE-JEEP OF		RICHMOND, L.L.C.	
Dealer Address	1815 IRVINE RD.				
Dealer City	RICHMOND		***Dealer State***	KY	***Dealer Zip***	40475

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CARLISLE KY [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement

POSTMARK DATE: 091614; DATE RECEIVED: 092214
Customer submitted documents seeking reimbursement for recall N62. Agent reviewed documents and found that more information concerning the repairs needs to be obtained. Agent attempted to contact customer at [redacted] Customer was not available, agent left detailed message requesting a call back.
Agent attempted to contact customer at [redacted]. Customer was not available, agent left detailed message requesting a call back.
Agent contacted customer at [redacted], spoke with son [redacted] states that the vehicle belongs to him and that the tie rods broke while he was driving,. Agent explained the status of reimbursement and the criteria of the recall. Customer states that he was recently told that the tie rods on the left side of the vehicle looks like they are going bad. Agent advises customer to have the vehicle inspected at a Chrysler dealership. Customer understood. Agent thanks customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A7	7J[redacted]	***Open Date***	09/25/2014	***Built Date***	04/13/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/24/2007	***Mileage***	140,000	***Dealer Zone***	63	DALLAS	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45389	CENTRAL OKLAHOMA DODGE CHRYSLER	JEEP, LLC		
Dealer Address	NORTH HIGHWAY 18				
Dealer City	CHANDLER	***Dealer State***	OK	***Dealer Zip***	74834

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GUTHRIE OK[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states her right tie rod broke.

Briefly summarize why the customer is contacting Chrysler:
Customer states her right tie rod broke and she wanted to know if it was related to a recall.
Briefly summarize what the customer is expecting:
Customer states she had the vehicle in at the beginning of the years for a tie rod recall. Customer states her right tie rod broke just the other day and she is concerned the recall was not assessed properly. Agent educated customer that the recall that was assessed in January was for a Left tie rod service part. Agent advised all they would have done was look under the vehicle to identify if the part needed replacement. Customer states they did and stated it was bolt thru so it did not need replacement. Agent educated customer that it was only for the left side as well. Customer understood. Customer states she has a 1999 Ram that runs better then her 2007 and she is very disappointed with her Ram.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	5G[redacted]	***Open Date***	09/28/2014	***Built Date***	10/21/2004	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	07/23/2005	***Mileage***	106,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CEDAR CITY UT [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall information
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rod broke

Briefly summarize why the customer is contacting Chrysler:
The customer states that he received a recall notification for N62 but he had not brought it in for inspection yet and the tie rod broke today.
Briefly summarize what the customer is expecting:
The customer would like to know if Chrysler will pay for the vehicle to be towed.
Agent advised the customer that he will need to have the vehicle diagnosed by the DLR to determine that the issue is related to recall N62. Agent advised that he may submit his towing payment information for possible reimbursement but advised that it is not guaranteed.
Agent advised the customer of recall H46.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D7	8G[redacted]	***Open Date***	09/29/2014	***Built Date***	12/18/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	05/27/2008	***Mileage***	18,584	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	***Dealer State***	NY	***Dealer Zip***	10924

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LINDENHURST NY [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Left outer tie rod broke while driving
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	dealership confirmed that his left outer tie rod not included in recall

Customer contacting Chrysler after his tie rod broke while he was driving.
Customer took it to IRF and had the tie rod replaced before it came out as a recall on his vehicle.
Customer then found out at Atlantic Chrysler that his specific tie rod does not fall under recall because it was not the Mopar service part.
Agent confirmed this with dealership and then with customer.
Customer is not happy and thinks something should be done about this and his tie rod should be covered under recall.
Customer claimed he would not buy another Chrysler again and would be contacting a lawyer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	09/29/2014	***Built Date***	08/29/2007	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/15/2008	***Mileage***	70,399	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	26139	MCHUGH DODGE & JEEP			
Dealer Address	3420 MAPLE AVE				
Dealer City	ZANESVILLE	***Dealer State***	OH	***Dealer Zip***	43701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MAQUOKETA IA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursement information request

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to the N62. Customer states they were holding up traffic and there tie rod broke and had them replaced. Customer states she wants to know what to do about reimbursement. Agent provided customer with reimbursement consideration mailing address and advised her to send her documents and receipts in. Customer states she will do that. Agent states to allow up to 60 days for processing. Customer understood. Briefly summarize what the customer is expecting: Customer is expecting to inquire about reimbursement consideration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL0	BG[redacted]	***Open Date***	09/29/2014	***Built Date***	08/03/2010	
Model Year	2011	***Body***	DJ7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	01/03/2011	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44743	MIKE SMITH CHRYSLER JEEP DODGE			
Dealer Address	1945 INTERSTATE 10 S				
Dealer City	BEAUMONT	***Dealer State***	TX	***Dealer Zip***	77701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	HEMPHILL TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking recall information.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that his tie rod broke and he would like to know if the recall would cover both sides or just one. Briefly summarize what the customer is expecting: Customer is expecting to find out if the recall applied to both sides or just one. Agent advised the customer that the recall is on the left tie rod. Customer stated that he had the vehicle towed to a body shop and wanted to know if he just had to submit his receipts for reimbursement. Agent advised the customer that he would have to bring the vehicle to a Chrysler dealership. Agent advised the customer that if he had the repair completed at an IRF he could submit for possible reimbursement for the parts if they are mopar parts. Agent advised the customer that we do not reimburse for labor done at an IRF. Customer required no further assistance.
Reassigned to NC603 for bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ4CL2	BG[redacted]	***Open Date***	09/30/2014	***Built Date***	02/17/2011	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	03/30/2011	***Mileage***	68,823	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	67063	LOCKWOOD MOTORS INC			
Dealer Address	1310 EAST COLLEGE DRIVE				
Dealer City	MARSHALL	***Dealer State***	MN	***Dealer Zip***	56258

Owner	[redacted].	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	([redacted]
	MINNEOTA MN null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-09-30
Road Side File Created 09-30-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
1356 310TH ST 1310 EAST COLLEGE DRIVE
140TH AVE
MINNEOTA MARSHALL
MN USA MN
DRV TIE ROD BROKEN
DEALER CODE : 67063 LOCKWOOD MOTORS INC

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	8G[redacted]	***Open Date***	09/30/2014	***Built Date***	05/12/2008
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4		
In Service Dt	09/02/2008	***Mileage***	77,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	59853	KILLEBREW INC			
Dealer Address	2108 HOUSTON HIGHWAY				
Dealer City	VICTORIA	***Dealer State***	TX	***Dealer Zip***	77901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAYSIDE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer stated tie rod broke
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod broke

Customer called in stating she has the N49 recall and her tie rod actually broke. Agent advised customer she will have to take the vehicle to a dealership to get that completed.
Agent tried calling dealership 45589 twice and couldn t get a hold of anyone.
Agent advised customer of dealerships phone number and the roadside assistance phone number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D0	7G[redacted]	***Open Date***	09/30/2014	***Built Date***	11/21/2006	
Model Year	2007	***Body***	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB			
In Service Dt	05/25/2007	***Mileage***	220,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	08585	MARSHALL MOTOR CO INC			
Dealer Address	3500 SOUTH 9TH				
Dealer City	SALINA	***Dealer State***	KS	***Dealer Zip***	67401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MARCELINE MO [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states that they were driving down the road and the tie rod broke, which caused the vehicle to go out of control. Customer states that he is currently in Denver and live in Kansas. Customer paid for the vehicle to be towed to an IRF dealership, and they made the customer aware of the recall on the vehicle for that issue (N62).
Briefly summarize what the customer is expecting: Customer seeking to find out if we can cover the cost of towing from the IRF to the certified Chrysler dealership, because the problem occurred because of the recall. Agent advised that we can not cover the cost of towing as the customer is well over there warranty coverage. Agent was going to ask for a second opinion, but customer had to go.
Customer will be calling back for a second opinion.
Briefly summarize why the customer is contacting Chrysler: Customer is currently transient and the customer states that his vehicle is now disabled and off-road due to the N62 recall and the customer is wanting to know how to proceed agent informed the customer that the customer would need to get an official diagnosis completed by a DLR so we could get a case manager involved and then we would be able to move forward but the customer is unwilling to do anything unless he is guaranteed that his expenses would be covered or that he would get full reimbursement
-
Briefly summarize what customer is expecting: guarantees that he would be fully reimbursed or that all his costs for towing will be covered
-
Agent informed the customer that the Agent could not guarantee anything but the first thing we would need to have completed would be to have a diagnosis completed by a Chrysler DLR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L3	9G[redacted]	***Open Date***	09/30/2014	***Built Date***	12/08/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/16/2009	***Mileage***	112,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	44983	ALL AMERICAN CHRY-DODGE-JEEP			
Dealer Address	8716 EAST HIGHWAY 84				
Dealer City	SLATON	***Dealer State***	TX	***Dealer Zip***	79364

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCKDALE TX[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Customer states that he will pay towing expense for roadside
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that the tie rods broke
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Customer was advised by the agent about the recall
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer was advised by the agent about the recall

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod on the vehicle has broken.
Briefly summarize what the customer is expecting: Customer seeking some verification for recalls related to the tie rod issue. Customer states that the tie rod end broke while at work. Customer states that he is willing to pay for the towing, agent advised that there are two open recalls L16 and the N49, agent also advised that the dlrs are currently receiving those parts auto generated. Customer understood and the agent then transferred the customer to the roadside where Tom further assisted the customer

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4HL4	AG[redacted]	***Open Date***	09/30/2014	***Built Date***	02/06/2010	
Model Year	2010	***Body***	D28P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	03/11/2010	***Mileage***	98,130	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	OKEECHOBEE FL[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Right Tie Rod

Customer called in stating that the right tie rod on her truck broke and she was told by the DLR that it wasn t part of the recall. Agent informed customer that the right tie rod wasn t being recalled because they were manufactured differently. Customer had previously called about this issue in CAIR #[redacted]. Agent informed customer that we wouldn t be able to do anything because it s not a recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28D9	6J[redacted]	***Open Date***	10/07/2014	***Built Date***	09/23/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/20/2006	***Mileage***	85,000	***Dealer Zone***			
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	MIDDLETOWN SPRINGS VT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer seeking recall part availability.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
i have been waiting for 9months and counting to get a recall done on my 2006 dodge ram 2500 it is the left tie rod ball recall n62/nhtsa 13v-528 i have called two different dealers when the recall came out and they tell me they can not get the parts to fix it and that i am on a wait list i haul a camper with my family and do not like the idea of this tie rod possibly breaking and me losing control with my camper and family on board please let me know if you can help me with this
*****END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
I do apologize for the inconvenience. I can imagine how frustrating this must be for you and I can understand your safety concerns as well. Chrysler is working diligently with our dealerships to have parts available for this repair.
The recall has now been finalized and we have started manufacturing the parts so they are now available. Due to the volume of customer s that may need this recall completed in your area, your dealership must start a waiting list so customers can have this recall done in a timely manner using a first come first serve basis. We suggest that you keep in touch with the parts department at your dealership for updates on part availability as well, until the part does become available. Once the part is available, the dealership will contact you to book an appointment to have the recall completed.
In the meantime, we suggest that you follow the recommended towing guidelines for towing capacity if you must tow with your vehicle until the recall is completed.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Myranda
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL9	AG1[redacted]	***Open Date***	09/30/2014	***Built Date***	05/27/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	08/09/2010	***Mileage***	73,154	***Dealer Zone***	42	DETROIT	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	66057	ED TOMKO CHRYSLER JEEP, INC.			
Dealer Address	33725 WALKER RD				
Dealer City	AVON LAKE	***Dealer State***	OH	***Dealer Zip***	44012

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AVON LAKE OH[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer seeking information on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer was driving when left tie rod broke customer herd that there is a recall on vehicle for tie rod.
Briefly summarize what the customer is expecting: Customer expecting information.
Agent verified information in coin.
Agent advised customer that there is an open recall on vehicle to contact DLR to book appointment for N49 recall.
Customer is getting vehicle towed, customer would like to know if he should bring vehicle to DLR or his personal home.
Agent advised customer if it is possible agent suggest DLR so no further cost will be effected for towing.
Customer said thank you.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C9	5G[redacted]	***Open Date***	10/01/2014	***Built Date***	01/26/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	04/15/2005	***Mileage***	170,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	66439	HOWARD WILSON CHRYSLER JEEP INC			
Dealer Address	4000 LAKELAND DRIVE				
Dealer City	JACKSON	***Dealer State***	MS	***Dealer Zip***	39232

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RAYMOND MS 3[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer inquiring about recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that he was going about 20 miles an hour and pulling into his driveway and his tie rod snapped along with their ujoint. Customer states this is now the 3rd time this has happened. Customer states that he wants something done.
Briefly summarize what the customer is expecting:
Customer seeking recall information.
Writer advised customer that he needs to get his vehicle to an authorized Chrysler dealership to have the vehicle diagnosed. Writer advised customer the tow will be at a cost to the customer but if the dealership determines it is the cause of the recall, they can send in for possible reimbursement but the ujoint will be at a cost to the customer.
Customer stated he will tow his own vehicle to the dealership.
Writer contacted DLR 66439 and transferred customer to SA Casey to set up an appointment.
Briefly summarize why the customer is contacting Chrysler:Customer is seeking information on the tie rod recall as well as consequential damages inquiry.
Briefly summarize what the customer is expecting:Customer seeking Ram to pay for cost of repairs, as the tie rod broke for 4th time since he owned the vehicle and broke the U Joint he had to replace since he owned the vehicle.
Agent advised customer the recall is only covering the cost to replace the tie rod, Chrysler does not cover cost of consequential damages due to a recall part.
Customer states this is unfair as he has drove Chrysler all his life and will not buy any other product.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L5	9G[redacted]	***Open Date***	10/01/2014	***Built Date***	09/18/2008	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	11/05/2008	***Mileage***	61,473	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	FORT VALLEY VA [redacted]	***Country***	UNITED STATES

Recall - J35: REPROGRAM ECM - REGENERATION STRATEGY - Advise Owner/Incomplete Recall	Aware of the recall.
Recall - L16: LEFT TIE ROD END - Advise Owner/Incomplete Recall	Aware of the recall.
Corporate - Reimbursement - Default - Default - Default	N49 left outer tie rod
Recall - N49: LEFT TIE ROD - Reimbursement	Seeking reimbursement.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left outer tie rod

Briefly summarize why the customer is contacting Chrysler: Customer states that the left tie rod snapped on his vehicle. Customer states that he had the part replaced and his wife went online and located a recall for the issue. Customer was seeking reimbursement for the repair that was done.
Briefly summarize what the customer is expecting: Agent provided the customer the address information for reimbursement and what is required to send in. Agent also provided the fax number. Customer thanked agent for his assistance and ended the call.
Reassign to 86Y
POSTMARK DATE: 100314; DATE RECEIVED: 100314
POSTMARK DATE: 100314; DATE RECEIVED: 100314
POSTMARK DATE: 100314; DATE RECEIVED: 100814
Case requires additional research.
OUTBOUND CALL TO IRF: 540-635-3148 Writer spoke with Scott (technician) who states that the left tie rod sheared off and bent the second part causing an additional repair.
RECALL - N49 Left Tie Rod
****

Customer submitted request for reimbursement for recall N49 Left Tie Rod.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Master Card Auth #01515Z (provided)
Date of Repair: 09/30/14
Invoice #: 1031886
Labor $130.00
Parts $380.58
Misc. Charges $155.00 (towing)
Misc. Charges $79.95 (alignment)
Misc. Charges $19.77 (shop supplies)
Misc. Charges $14.73 (freight charges)
Tax $20.95
Total $800.98
Writer is submitting check for approval in the amount of $800.98
Writer verified address on correspondence matches address in customer owner information network.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	8G[redacted]	***Open Date***	10/01/2014	***Built Date***	05/12/2008	
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	09/02/2008	***Mileage***	75,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAYSIDE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting Chrysler:Customer is requesting assistance completing recall. Customer states tie rod is broken.
Briefly summarize what the customer is expecting:Customer is expecting assistance completing recall.
Agent contacted Dealership 63- 45589. Justin in parts will order parts and contact Customer when parts arrive.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28D8	8G[redacted]	***Open Date***	10/01/2014	***Built Date***	05/12/2008
Model Year	2008	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4		
In Service Dt	09/02/2008	***Mileage***	57,875	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAYSIDE TX [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer wanting to know when parts will be available

Customer contacting Chrysler after claiming his tie rod is broken and vehicle is in ditch.
Customer contacted Allen Samuels where they advised recall parts were unavailable.
Customer wanted to know what to do from here and if rental could be provided.
Recall Agent transferred him to CAC where she would further assist him.
Briefly summarize why the customer is contacting Chrysler: Customer called stating his tie rod broke and it is in a ditch. He states he called the dealership and they don t have the parts and put him on a waiting list. He wants to know how long the wait is. Agent advised we cannot tell him how long the wait is. He states the dealership would not tell him either. Customer is wanting to know if he can get a rental. Agent advised we cannot provide a rental for this recall. He wants to know what he can do. Agent advised he will need to find alternate transportation. Customer asked if he is supposed to leave his truck sitting on the side of the road. Agent advised he can have it towed to either his home or the dealership. He states he should not have to pay for towing. Agent advised he has no towing coverage and would have to pay for towing. Agent advised he will need to work with his dealership and wait until the part comes in. He asked where we get our parts. Agent advised we do not have that information.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C4	7J5[redacted]	***Open Date***	10/02/2014	***Built Date***	12/15/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	09/05/2007	***Mileage***	110,000	***Dealer Zone***	35	WASHINGTON	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	41059	SUSQUEHANNA DODGE INC			
Dealer Address	950 HELLAM ST				
Dealer City	WRIGHTSVILLE	***Dealer State***	PA	***Dealer Zip***	17368

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WINDSOR PA [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer wants to know why the DLR charged a diagnostic fee this time
Product - Suspension - Tie Rods / Drag Link - Other - Front	right tie rod defective
Product - Suspension - Unknown - Other - Front	steering linkage defective.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer wants to know why she has been charged a diagnostic fee this time when she has not been before.
Briefly summarize what the customer is expecting: Customer expects to be informed why she has been charged a diagnostic fee.
Agent offered to contact DLR to find out why, customer declined.
Agent offered to contact MVP to see if her service contract covered it, customer declined.
Customer ended call.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the customer is seeking information on the n62 recall and the h46.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised that the n62 requires an inspection.
Agent advised that the DLR was closed and the customer would contact the DLR when the reopen.
Briefly summarize why the customer is contacting Chrysler: customer called in regarding issue with vehicle customer is wondering what all does the recall N62 cover with in the vehicle. Customer states they had vehicle inspected by dealership and they stated that the right tie rod is defective and steering linkages it broken too. Customer was wondering what could be cover under vehicle and why it not cover under the vehicle and why the recall does not apply to customer Vehicle.
Briefly summarize what the customer is expecting: information regarding recall what cover under the recall on customer vehicle.
Agent contacted the dealership to speak with the SA that dealer with customer vehicle when they went in. Agent Spoke with SA Chris, and they stated that the part that is on customer vehicle is not the part that is with in the recall it show in the paper work, the part that one the

customer vehicle is not the one that needs to be replace for either recall on customer VIN the H46 and the N62 recall does not apply to customer vehicle is what dealership stated.
agent advised customer that yes it would be at customer coasted for diagnosis and repairs because it recall does not apply to customer at this time because the recall is for the molar replacement parts that were issue out before to customer that had the problem with this parts on the vehicle from the original part that was on the vehicle. So since the vehicle did get the replacement parts on the vehicle then they still had the ordinal part on there so the repair is not cover under recall repairs. It would be at customer cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	7J[redacted]	***Open Date***	10/02/2014	***Built Date***	08/24/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/26/2007	***Mileage***	158,000	***Dealer Zone***	66	ORLANDO	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	42936	WALTERS CHRYSLER JEEP DODGE INC			
Dealer Address	2206 HICKORY BLVD SW				
Dealer City	LENOIR	***Dealer State***	NC	***Dealer Zip***	28645

Owner	LCC, ADK TWIG CO	***Contact Type***	TELEPHONE
Address	438 W 1ST ST	***Home Phone***	
	SALIDA CO 81201-1604	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customers right tie rod failed

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he had an accident last fall that was caused by his right tie rod breaking. Customer states he is aware of the N62 for the left tie rod recall and wants to know why the right tie rods are not on the recall.
Briefly summarize what the customer is expecting: Customer is expecting to find out why the right tie rods are not under the N62.
Agent states that the main issues have been with the left tie rod. Agent states if there are enough complaints about the right tie rods Chrysler will start an investigation and may expand the recall to the right sides as well.
Agent states if they do indeed recall the right tie rods and if it affects the customers vehicle he will receive a letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29A8	8G[redacted]	***Open Date***	10/03/2014	***Built Date***	04/10/2008
Model Year	2008	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
In Service Dt	07/23/2008	***Mileage***	168,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45368	TOMBALL DODGE INC			
Dealer Address	23777 SH 249				
Dealer City	TOMBALL	***Dealer State***	TX	***Dealer Zip***	77375

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Reimbursement for the tow

Briefly summarize why the customer is contacting Chrysler: Customer called to seek reimbursement for tow to the dealer when he had the recall completed. Customer stated the tie rod broke and needed to be towed to the dealer. Agent offered the case number and mailing address to submit the documents.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for the tow to the dealership.
Agent is waiting on the customer to send in documents. Previous agent provided the mailing address to the customer per line 4. Agent will close CAIR until documents are received.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX48AX	7G[redacted]	***Open Date***	10/03/2014	***Built Date***	06/20/2007	
Model Year	2007	***Body***	D18P42	DODGE RAM LARAMIE 4X4 3500 QUAD CAB			
In Service Dt	11/30/2007	***Mileage***	150,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57765	FREEHOLD DODGE INC			
Dealer Address	SOUTH STREET AT RT9				
Dealer City	FREEHOLD	***Dealer State***	NJ	***Dealer Zip***	07728

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PT PLEASANT NJ [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer stated he looking for coverage N62

Briefly summarize why the customer is contacting Chrysler:Customer stated he looking for coverage N62
Briefly summarize what the customer is expecting: Customer State they were
diving down the road tie rod let lose and steered off to the side of the road and stopped and got towed.
DLR manger states the part is not covered under the recall, Tie rod is not covered under recall because it was hanging on and the right tie rod not the left.
Agent advised customer we cant cover it under the N62 due to it was the right side. Customer stated ok thanks for trying.
Customer contacted CAC seeking additional information on vehicle issue and recall. Customer states they were advised that the recall only applies to the left tie rod by the previous agent. Agent contacted SM Jon at FREEHOLD DODGE INC - 57765Ù. SM Jon states recall does not apply to vehicle. SM Jon states customer does not have the same style of steering linkage as the recalled linkage. SM Jon states vehicle mileage is 147923.
-
Called dealership 57765Ù to confirm details of diagnosis.
Asked for Service Manager JonÙ. Spoke with SM JonÙ.
What is the diagnosis? The right tie rod end separated. SM Jon states it is not covered under the recall. Recall is on a different style of linkage.
Is the concern a result of misuse/abuse/lack of maintenance? No.
Could the customer have caused/prevented concern? No.
Is the concern related to age and mileage? Yes. SM Jon states no grease fittings are on the part.
Is vehicle maintained? Yes
What is the general condition of the vehicle? Good.
Have there been any previous related repairs? No.
Have there been a previous out-of-pocket repairs? No.
What is the estimated cost of the repair? $880
When could it be completed? Parts need to be ordered, Tuesday or Wednesday at the latest.
Do you feel this customer should receive assistance? SM Jon states they

may be able to provide a discount off price of parts.
Has this customer been provided assistance previously? No.
Would you be willing to provide assistance? (co-pay, D-12-27, discount)
Discount.
-
Original Owner
MVP SC
-
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
The DLR calling to confirm goodwill decision. Agent relayed lines 44-47.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	7G[redacted]	***Open Date***	10/03/2014	***Built Date***	08/10/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	02/01/2007	***Mileage***	85,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB5	ELECTRIC BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	45308	LIBERTY CHRYSLER JEEP DODGE			
Dealer Address	5050 E WINNEMUCCA BLVD				
Dealer City	WINNEMUCCA	***Dealer State***	NV	***Dealer Zip***	89445

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SANTA MARIA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Other	Customer received letter.

Briefly summarize why the customer is contacting Chrysler: Customer was a SA at LIBERTY CHRYSLER JEEP DODGE calling on behalf of his boss stated that the tie rod broke.
Briefly summarize what the customer is expecting: Customer seeking information on the recall, and which part the left outer tie rod was connected to.
Agent advised customer that the recall is for the left outer tie rod assembly and to speak with the business center about the issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH48A4	7G[redacted]	***Open Date***	10/03/2014	***Built Date***	06/15/2007	
Model Year	2007	***Body***	DC8L43	DODGE RAM 4X4 3500 QUAD CAB CHASSIS			
In Service Dt	07/25/2007	***Mileage***	155,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	44642	STEAMBOAT MOTORS, LLC			
Dealer Address	2310 LINCOLN AVENUE				
Dealer City	STEAMBOAT SPRINGS	***Dealer State***	CO	***Dealer Zip***	80487

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STEAMBOAT SPRING CO [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer expects goodwill
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	customer states tie rod broke

Briefly summarize why the customer is contacting Chrysler:customer states the tie rod broke and the dealer stated it is not under warranty or recall
Briefly summarize what the customer is expecting:Customer expects goodwill
Agent advised the customer that it was not under recall as he did not have the replacement part, and due to time and mileage goodwill is declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	10/06/2014	***Built Date***	01/25/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/17/2010	***Mileage***	75,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43887	SAM LEMAN'S DODGE CITY			
Dealer Address	1801 WEST PIONEER PARKWAY				
Dealer City	PEORIA	***Dealer State***	IL	***Dealer Zip***	61615

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WAYNESVILLE NC 2[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer seeking tow reimbursement.

Briefly summarize why the customer is contacting Chrysler: Customer stated that they had recall #N49 and that the Left Outer Tie Rod Assembly broke before the recall appointment came.
Briefly summarize what the customer is expecting: Customer seeking to be reimbursed for the tow.
Agent informed the customer that we would not reimburse for the tow.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A1	7G[redacted]	***Open Date***	10/06/2014	***Built Date***	05/08/2007
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB		
In Service Dt	08/23/2007	***Mileage***	90,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	44783	DON DAVIS CHRY-DODGE-JEEP			
Dealer Address	5020 SEVENTH ST.				
Dealer City	BAY CITY	***Dealer State***	TX	***Dealer Zip***	77414

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	SWEENY TX [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Reimbursment for tie rod recall

Briefly summarize why the customer is contacting Chrysler: Customers tie rod broke and he had an IRF replace part on recall.
Briefly summarize what the customer is expecting:Customer is expecting reimbursement for recall.
Agent advised customer to have IRF use MOPAR parts for repair and send receipts to Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8004.
Customer will mail in receipts
Previous Agent handled customer s request. Agent closing case.
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, J35 REPROGRAM ECM - REGENERATION STRATEGY, N62 LEFT OUTER TIE ROD ASSEMBLY.
Name of person writing in: [redacted]
Does customer have an e-mail address: not on file
Concern: Customer is seeking Reimbursement for Recall
Reviewed previous files: No similar issues.
POSTMARK DATE: 101814; DATE RECEIVED: 102314
Agent reviewed the Invoice that was submitted by the Customer. The Invoice does not specify what types of Parts (Part # s) were used for the repair.
The Recall applies to vehicles that, during a Prior service appointment, had a MOPAR service parts steering linkage installed.
The recall does not cover the Failure of Factory Parts (OEM). The Recall is on the MOPAR Replacement Steering Linkage Kits.
The Customer would need to have 2 invoices submitted, One showing the Installation of the MOPAR Parts and a Second showing that the MOPAR Parts Failed and needed to be replaced.
The recall would only cover a Failed MOPAR Steering Linkage Upgrade part.
The Customer would need to provide an Invoice that shows that the vehicle had a MOPAR Steering Linkage installed before the repairs were made to qualify for reimbursement under the N62 Recall.
See Answer ID 24057
CUSTOMER CONTACT: [redacted]. LVM.
Next Agent Please advise of Lines 18-32.
Customer will need to Submit a second invoice that shows that the Recall parts were installed before the repairs listed on the invoice provided (

Recall Parts for N62 Recall were not installed at the Factory).
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer called because he had a message from reimbursement. Agent advised customer of pervious agents notes. Customer stated that he only replaced the tie rods once and that he does not understand why Chrysler is fine with the OEM failing and will not reimburse even though he has a letter stating that this is a recall. Agent apologized and explained the recall in detail customer stated that he is still not pleased and disconnected.
Customer has been informed of the information. Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	10/06/2014	***Built Date***	09/15/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	06/25/2011	***Mileage***	32,050	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RIPLEY WV[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	I-77 CHRYSLER JEEP DODGE RAM
Recall - N49: LEFT TIE ROD - Other	LEFT TIE ROD
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called and stated that the tie rod broke and it gashed inside tie rod vehicle and backing plate for rotors.
Dlr did recall, had recall done 2 weeks ago, dlr told customer there was some damage to the vehicle due to the N49 recall.
Agent contacted SM Tillmon at I-77 CHRYSLER JEEP DODGE and he stated that the left tie rod broke and caused damage to the backing plate, truck was towed in because tie rod broke, when it broke related damage but no where that would allow warranty to cover backing plate. SM Tillmon stated it was not damage from the dlr and advised customer to call Ram Assistance Center.
Customer is asking for a new wheel, driver front. Agent stated that this would be up to CM not agent, customer understood.
Briefly summarize what the customer is expecting:
New wheel on the driver front side.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? I-77 CHRYSLER JEEP DODGE RAM
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 1* * * * * *
Vehicle history: 1 new
OOW: yes
Service contract: no
Writer contacted dealership at 304-514-7077. Writer spoke with SM Tillmon. SM stated that the vehicle was at the dealership for a recall and the tie rod broke and damage the wheel. SM provided the warranty price for the repairs; parts $514.37 and labor $137.90 total $652.25.
Writer advised to try to claim the repair for consequential damage and if that does not work then we can send an RA. SM agreed and stated they will order parts and will contact customer to bring the vehicle back. Writer will follow up on Friday to get an update on parts.
CONTACT UPDATE - Customer was contacted today.
Customer was provided with agent s extension: 40669
Writer left a message, writer wants to go over the case.
Writer contacted customer at [redacted]

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40669. Writer wants to go over the case.
Writer contacted dealership at 304-514-7077.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40669
The reason for the dealer contact was to request the following information: Writer wants to get an update on the parts.
Writer contacted dealership at 304-514-7077. Writer spoke with Christina at the service department. Christina stated the do not have the parts yet. Writer will follow up on 10/15.
Writer contacted customer at [redacted]. Writer spoke with customer, writer advised we are still waiting on parts and as soon as we have new information we will follow up with an update.
Writer contacted dealership at 304-514-7077. Writer spoke with SM Tillmon, SM stated customer needs to come to the dealership. SM stated he will contact customer.
Writer contacted customer at [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40669. The reason for the customer contact was to provide the following information:
Writer advised customer to contact dealership.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40669. The reason for the customer contact was to provide or request the following information:
Writer wants to know if customer have contacted the dealership.
Writer contacted dealership at 304-514-7077.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40669
The reason for the dealer contact was to provide the following information: writer wants to know if the part was ordered.
Writer contacted customer at [redacted]. Unable to reach customer.
Writer contacted dealership at 304-514-7077. Writer spoke with SA Christina. SA has only the information on the recall; no information on the damage wheel. Writer left a message for SM.
Writer contacted customer at [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40669. The reason for the customer contact was to request the following information:
Writer wants to know if customer have contacted the dealership.
Writer contacted dealership at 304-514-7077. Writer spoke with SA Christina. SA stated they do not have new information, the vehicle is not at the dealership and there is not an appointment schedule.
Writer contacted customer at [redacted]. Writer spoke with customer. Customer stated he will contact the dealership today or tomorrow to schedule the appointment. Writer advised we need to have an appointment schedule otherwise case will be close on Monday. Writer will contact dealership on Monday.
Writer contacted dealership at 304-514-7077. SM was not available, Writer spoke Christina and they did not see an appointment scheduled.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL4	AG[redacted]	***Open Date***	10/14/2014	***Built Date***	01/25/2010	
Model Year	2010	***Body***	DJ7H91	DODGE RAM 2500 SLT CREW CAB 4X4			
In Service Dt	03/17/2010	***Mileage***	79,600	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43887	SAM LEMAN'S DODGE CITY			
Dealer Address	1801 WEST PIONEER PARKWAY				
Dealer City	PEORIA	***Dealer State***	IL	***Dealer Zip***	61615

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	WAYNESVILLE NC[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Other	Seeking towing reimbursement.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
How do I obtain reimbursement for towing expenses?
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
On 10/1/14 we incurred towing expenses when our 2010 Dodge Ram2500 had a left tie rod break while driving. We have been waiting over 6 months for our dealership to have the part available. The vehicle was not drivable and had to be towed at our expense. Not only is this recall N49 a very dangerous situation, but doubly frustrating when customers must wait unreasonable amounts of time for availability. Luckily we were no injured when this part failed while driving, but the result could have very easily
been tragically different.
*****END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
We regret to hear the concerns you experienced with the tie rod repairs.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Eileen
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to SJ372 for survey bypass, duplicate CAIR#[redacted] Customer contacted by phone.
While I appreciate the response to my previous email, my real question is How do I obtain reimbursement for the towing expense incurred by my when the recalled tie rod failed before a part was made available to me? It is unfair and unreasonable to expect an owner to absorb this expense when we had repeatedly tried to get the part fixed and taken care of. There is no way the truck was drivable after it broke while on the road and the

only way to get it to the Dodge dealership was by towing.
Any help with getting this expense reimbursed is greatly appreciated.
Thanks
[redacted]
******END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
In regards to your request for towing reimbursement. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative when you contacted by phone.
We re sorry we cannot provide a more favorable reply.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Eileen
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C8	5G[redacted]	***Open Date***	10/07/2014	***Built Date***	05/04/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/31/2005	***Mileage***	150,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	INGLIS FL [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer experienced the tie rod fall off the vehicle.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was informed of incomplete recalls.

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information about a recall on her vehicle. Customer states they were driving home and the tie rod fell off of the vehicle and she had to get it repaired. Agent informed the customer that she has three incomplete recalls and one dealing with the left tie rod assembly. Customer states that she is going to the dealership tomorrow to get the vehicle aligned. Agent informed the customer that when she is at the DLR, she should inform the DLR that she has three incomplete recalls on the vehicle and they will be able to inspect the vehicle and they would be able to order parts needed to get the recalls completed.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	10/07/2014	***Built Date***	08/03/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	10/30/2010	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63474	JONES CHRYSLER			
Dealer Address	1510 BELAIR ROAD				
Dealer City	BEL AIR	***Dealer State***	MD	***Dealer Zip***	21014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GLEN ARM MD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	N49 Inquiry

Briefly summarize why the customer is contacting Chrysler: Customers mother Susan Hough called in stating vehicles tie rod assembly broke while driving and had it repaired at an IRF. Customer stated they had it inspected a few times by chrysler and was told nothing was wrong and then it broke. Customer stated her sons friends have had this issue as well.
Briefly summarize what the customer is expecting: Customer seeking reimbursement options.
Agent advised customer that the vehicle should have been diagnosed by a chrysler dlr to see if that repair could have been done under the recall or not.
Agent gave customer reimbursement mailing address and documentation link.
Reassigned to 86Y
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-07 @ 12:09
Agent called the customer [redacted] and the customer stated that they did receive the link and will be submitting the documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C2	6G[redacted]	***Open Date***	10/08/2014	***Built Date***	06/28/2006
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	09/15/2006	***Mileage***	203,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION				

Dealer	45338	JOHN L. SULLIVAN DODGE CHRYSLER,		INC.	
Dealer Address	529 5TH ST				
Dealer City	MARYSVILLE		***Dealer State***	CA	***Dealer Zip*** 95901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	TRACY CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	N62 LEFT OUTER TIE ROD ASSEMBLY

Customer called stating they had been waiting since Jan of this year for parts on recall N62
Customer advised agent a few days ago the tie rods went out and customer lost control
Customer was able to get vehicle fixed
Agent shows recall still says incomplete
Agent advised customer to also have recall H46 inspected
Customer feels they should not had to wait that long with no repsonse from the dlr on their part, until the part broke

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	AG[redacted]	***Open Date***	10/08/2014	***Built Date***	04/12/2010	
Model Year	2010	***Body***	D28P92	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	06/30/2010	***Mileage***	60,569	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59572	B AND B DODGE INCORPORATED			
Dealer Address	125 GRANDVIEW AVENUE				
Dealer City	HONESDALE	***Dealer State***	PA	***Dealer Zip***	18431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	YOUNGSVILLE NY [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer left tie rod broke
Recall - N49: LEFT TIE ROD - Information Request	Customers Left tie rod broke

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he has the N49 recall and has been waiting for almost a year to have the N49 completed. Customer states his truck broke and he believes it is the left tie rod that broke. Customer states that he needs to tow his vehicle to the dealership which is far from his current location.
Briefly summarize what the customer is expecting: Customer is expecting to find out what Chrysler is going to do for him.
Agent states that the customer will need to pay the tow to the dealership and have them diagnose it.
Agent states once the dealership diagnoses it and if the results are the recall part broke on the suspension then the customer will be able to file for reimbursement for the tow, however if the dealership diagnoses it to be something other than the recall then the customer will not be able to be reimbursed for the tow and will have to pay for the diagnoses.
Agent states once the dealership diagnoses his vehicle and if it is diagnosed that the recall part broke then he can call us back and file for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL0	BG[redacted]	***Open Date***	10/08/2014	***Built Date***	01/21/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	02/15/2011	***Mileage***	48,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM			
Dealer Address	1050 HIGHWAY 515 SOUTH				
Dealer City	JASPER	***Dealer State***	GA	***Dealer Zip***	30143

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CUMMING GA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Recall N49 - front suspension broken - ruined two tires

The dealer called stating that the vehicle was towed in with the front tie rods and suspension broken and collapsed. This resulted in the 'flat spotting' of two tires. The AM agreed to reimburse the owner for the two ruined tires and the resulting need to align the vehicle that were a result of the defect. N49 was completed. The check amount should be $725.73.
****** Below Customer Contacted for Documentation Request ******
dmh11@chrysler.com on 2014-10-08 @ 22:41
***** Customer Document Received *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	10/09/2014	***Built Date***	12/16/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	02/15/2011	***Mileage***	123,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	SERVICE, NATIONAL HVAC	***Contact Type***	LETTER
Address	7123 INTERSTATE 30 STE 53	***Home Phone***	
	LITTLE ROCK AR 72209-3186	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer is seeking possible reimbursement.
Corporate - Reimbursement - Default - Default - Default	N49 reimbursement
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod end broke

Briefly summarize why the customer is contacting Chrysler:Customer is seeking possible reimbursement.
Briefly summarize what the customer is expecting: Customer stated They had there vehicle inspected a year ago and was told left tie rod and was informed is fine, And then a year Later went in for repairs and found the tie rod fell out from under the truck. Customer Paid to get it repaired and is now seeking possible reimbursement. Agent advised the customer of the documentation he needed to send in. Customer stated ok not a problem i will get that done thank you.
Agent found no documentation attached to this CAIR regarding reimbursement.
Agent also found no vehicle owner information for customer.
New CAIR can be opened once documentation is received.
POSTMARK DATE: 101014; DATE RECEIVED: 101514
Agent can not read invoice as letter was scanned over top.
Agent called the IRF and spoke with Service Manager Henry about the customer s invoice. Henry agreed to fax another copy of the invoice for further review and states the invoice was paid.
Agent waiting for fax.
Agent waiting for fax.
Agent waiting for fax.
Agent called the IRF and spoke with a Service Advisor and requested the invoice be faxed in for review. Agent was advised the fax would be sent and provided the case number.
No additional documents.
Agent waiting for fax.
Agent waiting for fax.
Agent called and spoke with SM Henry Adkins about the customer s invoice. Henry states the tie rod end broke, it was replaced and the truck was aligned. Henry states the invoice was paid in full by the customer.
Customer submitted request for reimbursement for recall N49 - LEFT TIE ROD.
Recall applies to customer s vehicle: N49
Customer s proof of payment is: confirmed with IRF as paid
Date of Repair: 10/09/2014
Invoice #: 5400
Labor $ 95.00
Parts $ 40.00
Misc. Charges $ 59.95 (alignment)

Tax $ 17.55
Total $ 212.50
Writer is submitting check for approval in the amount of $ 212.50
Agent called National HVAC Service and spoke with Phyllis from accounting about the reimbursement. Phyllis states the check should be made out to the business and that Johnny handles maintenance on all of the vehicles. Agent advised Phyllis of the reimbursement and asked that the vehicle be taken into a Chrysler dealer to have the N49 recall performed. Phyllis agreed to let Johnny know.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28CX	7J[redacted]	***Open Date***	10/17/2014	***Built Date***	10/16/2006	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/31/2006	***Mileage***	178,054	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	POLSON MT 5[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	Seeking recall reimbursement

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall information
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I purchased this vehicle used from a small dealership on 10/4/2014. On 10/5/2014 while in a Walmart parking lot, I was approaching a stop sign and
heard a load pop, and my steering wheel pulled very sharply to the right. Come to find out, the left tie rod sheered cleanly off. I have found through my own research that there is an open recall for this malfunction for my year model of truck. The guys at les schwab say it is pretty common. I could not get the truck to a Dodge dealership, as I didn t even own it 24 hrs, and I live too far away from one. My question is, what is the protocol for filling a claim for damage due to a faulty part? It cause
some front end suspension damage, totaling about $897 in damage. I m looking for more information on how I can file a claim, or get some assistance, as it was the faulty part that failed. Thank you in advance,
Jeremy
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
We re sorry to hear that you had this experience. We can certainly take a look into reimbursement consideration.
In order to process this request, we require original proof of payment and repair order. You have three options to submit this request.
You may mail us the information to the recall reimbursement center for review and reimbursement consideration. The second option would be to fax the information in. Lastly, option three would be that we can send you a document request link for you to scan the documents into your computer and you can send them via email.
Once you have decided how to submit this request, please reply to the email by clicking the link bellow to request the information.
You should also take your vehicle to your dealer for a free inspection for the recall repair. It is possible that the recall may still need to be completed on the vehicle.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Ashley
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-20 @ 13:10
Please provide the link where I can scan the necessary documents into my Conley and send them to you for confusion confusion consideration.
*****END OF CUSTOMER REPLY*****
Dear [redacted]
Thank you for your recent email. I am pleased to send you the document request link.
I have sent you the link to the email address you have been utilizing to correspond with us.
Please be aware that the link can only be opened once; however, the link expires in 7 days if not opened.
If the link does not work, please reply to this email so we can resend the link. If you have any questions or concerns, please contact us back and we can review your case further.
Sincerely,
Ashley
Customer Service Representative
RAM Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Writer acknowledges assignment. There are documents present - but they are just the emails between Customer and Agent. Writer will wait for documents.
No additonal documents.
***** Customer Document Received *****
Writer acknowledges update.
Customer has submitted one IRF - LES SCHWAB invoice, no date, # 91000062783, the ball joints and bushings were replaced along with Tie rod ES3625 (non MOPAR.) Invoice indicated Customer charge account payment.
H46 completed 11/12/2009, Inspection only, no parts, = factory original equipment or Non Mopar parts present.
CUSTOMER CONTACT: Writer called MR [redacted]. VOICEMAIL. Writer provided Case # and Ram# for contact.
*****AGENTS - Please explain the N62 recall to Customer. Chrysler is looking for replacement/MOPAR parts only, so IF this is the FIRST and ONLY repair that Customer has had on vehicle involving the steering linkage, Chrysler CANNOT reimburse the initial repair. The recall is NOT on the factory original equipment that failed or got worn. Please decline Customers request for reimbursement. THE VEHICLE NOW HAS REPLACEMENT PARTS AND AGENT SHOULD CONTACT DEALER SO THEY CAN BE INSPECTED. IF NEEDED, CHRYSLER WILL RE REPLACE and RE ALIGN THE VEHICLE. Customer should be advised to have all recalls and extended warranties completed at CDJR as per the Owners Manual.
No contact.
CUSTOMER CONTACT: Writer called MR [redacted]. VOICEMAIL. Writer provided Case # and Ram# for contact.
*****AGENTS: Lines 78-87.****
Customer wants to know what type of documents that they would need to submit to have reimbursement. Writer stated that the customer would need to supply additional information that shows that these are not the original parts but replacement parts.
Writer acknowledges update. Customer has contacted directly. Decline was voiced. Writer is closing case.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-10-24 @ 19:37
Customer stated that the DLR SA Ryan has advised that the steering linkage is the second linkage not the first that was replaced. Customer stated that they have received a written statement in this regard. Writer advised to submit it in for review.
***** Customer Document Received *****
Agent has reviewed documents and determined that the tie rod replaced is the original equipment tie rod as the repair referred to by the customer was only an inspection and no parts were replaced.
*****GOODWILL DECLINED*****
Agent contacted the customer @ 4[redacted] and left a voice message for a return call
Customer returned call on 10/27/2014 @ 5:58 PM
Agent contacted the customer @[redacted] and left a voice message for a return call

Customer returned call at 5:41 PM and left a message for a contact.
Agent contacted the customer @ [redacted] and discussed the recall.
Dealership Lithia in Billings Montana.
Customer is saying that the dealership has told him that the OEM part was replaced with a service part at some time and the it was the service part that broke. The new part was purchased at an IRF and the dealership is telling customer that it needs to be replaced again since the IRF has installed the wrong part. Customer cannot get the second invoice
Agent contacted the dealership @ 406-652-2200 and there were no SA available
Agent contacted the dealership @ 406-652-2200 and spoke to SA Ryan who does not have any record of the left tie rod being replaced previously.
Agent will contact Fremont Motors DLR code 60613 @ 307-362-2151 for a verification of the OEM part being replaced with a Mopar Service part.
Agent contacted the dealership @ 307-362-2151 and spoke with SA Travis who does not have a record of the left tie rod ever being replaced.
Travis states that they only inspected the vehicle for the H46 recall and did not replace any parts.
Agent contacted the customer @ [redacted] and left a voice message for a return
Agent contacted the customer @ [redacted] and left a voice message for a return call
Agent contacted the customer @ [redacted] and left a voice message for a return call
Customer contacted the agent and agent explained the situation and unless new information is received customer will not be reimbursed for the N62 recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	10/09/2014	***Built Date***	12/15/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	04/02/2011	***Mileage***	44,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PGT	HUNTER GREEN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	60049	MT HOME CHRYSLER JEEP DODGE LLC			
Dealer Address	491 WEST 6TH SOUTH				
Dealer City	MOUNTAIN HOME	***Dealer State***	ID	***Dealer Zip***	83647

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNTAIN HOME ID [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reoccurance or Related Problem	Possible recall concern

Briefly summarize why the customer is contacting Chrysler:
The customer contacted Chrysler customer assistance seeking recall information. Customer states their tie rod has failed.
Agent advised the customer it cannot be promised that the repair will be covered but the symptoms match. Agent advised customer if they do not want their insurance to tow the vehicle, we can arrange a tow. Customer understood and will be calling in the morning.
Customer called to follow up on the case. Customer stated they were traveling and the left tie rod broke. Customer stated they were advised by by TS936 that they could have the vehicle towed to the dealer. Agent advised this was correct but due to being out of basic warranty she could incur the charge for the tow. Customer did state back in march she had the vehicle inspected by her local Chrysler dealer and was advised they were good and didn t require the recall to be completed. Agent advised there is a possibility she will be responsible for the charges out of pocket but that would have to be determined by the dealer. Customer stated she will have her insurance tow the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL3	AG[redacted]	***Open Date***	10/10/2014	***Built Date***	06/22/2010	
Model Year	2010	***Body***	D28H92	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	10/25/2010	***Mileage***	70,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	58821	MASSEY YARDLEY INC			
Dealer Address	777 N STATE ROAD #7				
Dealer City	PLANTATION	***Dealer State***	FL	***Dealer Zip***	33317

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOXAHATCHEE FL [redacted]	***Country***	UNITED STATES

Product - Wheels and Tires - Tires - Excessive Tire Wear - Front	Excessive wear after recall completed

Briefly summarize why the customer is contacting Chrysler: Customer called due to concerns with the tires on the vehicle. Customer stated in November 2013 she had new tires put on her vehicle. Customer stated in February she was on vacation and the left tie rod broke so was repaired and a dealer with a replacement part to get them back up and running. Customer stated in April she brought the vehicle to her local Chrysler dealer due to the tie rod breaking again and needed to wait 30 days for the recall parts to come in. Customer stated in May 2014 she was in to a local Good Year for an oild change and was advised the tie rod on 1 side was loose. Customer stated she went back to the dealer to have this looked into where it was tightened up and realigned. Customer stated she had excess wear on the front tires at that time and was advised by Good Year that the tires were too bad to rotate. Customer stated she had discuss this issue with the tires with the SM at DLR 58821 and was advised she would receive a call to which she has not.
Agent called DLR 58821 to speak with the SM who stated this was his first day back due to being sick. SM stated he was aware of the customer and her concerns. SM stated the customer hauls a 5th wheel and is hard to determine how much wear is from the tie rods or the 5th wheel. SM stated if Chrysler was willing to participate he would be willing to do a buy one get one free arrangement.
Agent advised the customer to continue to work with the dealer to determine cause.
Briefly summarize what the customer is expecting: Customer seeking tires replaced.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L9	9G[redacted]	***Open Date***	10/10/2014	***Built Date***	04/23/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	11/21/2009	***Mileage***	108,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	53806	CITY AUTO PLAZA			
Dealer Address	3151 E HWY 50				
Dealer City	CANON CITY	***Dealer State***	CO	***Dealer Zip***	81212

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	PUEBLO CO[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	Customer seeking reimbursement for recall

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he took the vehicle to a Chrysler dealership for the L16 recall and stated that after completing this recall the tie rod broke again. Customer stated that he took the vehicle to an IRF and replaced this broken tie rod. Customer is seeking reimbursement for this service. Agent stated that the customer can send in all his receipts for possible reimbursement and gave customer case number and fax number. Briefly summarize what the customer is expecting: To be reimbursed for this service.
reassigned to 86Y
Waiting for documents.
Status update provided via email to the following email address:
[redacted]
My name is Nancy. I am your Case Manager. This is to remind you we have not received your documentation for your possible reimbursement. If we have not received your documents in 2 days your case will be closed, however, a new case can be created when you are ready to send in your documents. Please call me at 1-855-675-9291, ext 4718211. Our fax number is 1-877-768-5076.
Thank you, Nancy
End of Status Update
Begin Customer Message reviewed:
Hi Nancy
When you told me that you were unsure if you would reimburse my expenses to replace the defective parts and for the damage to my vehicle towing etc. and it would take sixty days to review my claim. I filed a suit in small claims court. Your registered agent should be served in the next couple of days via registered mail by the court clerk. The court date I believe is 4 Dec 14. The paper work is at work. I m home with a cold. I can send you a copy when im feeling better. PC
End of Reviewed Customer message
Reviewed CAIR with BC373.
Writer is closing CAIR as customer states he filed a suit in small claims court.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L6	9G[redacted]	***Open Date***	10/10/2014	***Built Date***	03/26/2009	
Model Year	2009	***Body***	DH7H81	DODGE RAM SXT 4X4 2500 MEGA CAB			
In Service Dt	05/22/2009	***Mileage***	89,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	06018	KAMAAINA MOTORS			
Dealer Address	400 EAST KAWILI STREET				
Dealer City	HILO	***Dealer State***	HI	***Dealer Zip***	96720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HILO HI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer wishes to get their tie rods replaced.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to get their tie rods replaced.
Customer stated that their tie rods had broken.
Briefly summarize what the customer is expecting: Customer is expecting to get their recalls fulfilled.
Agent informed the customer they could contact the dealership on the customer s behalf.
Agent connected with the dealership.
Agent tried to confirm parts were available to remedy the recall.
Dealership informed the agent that the parts were not available but they would see if they could allocate parts for this customer.
Agent called the customer and informed them to call the dealership and set up an appointment to get their vehicle inspected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3MX49A3	8G[redacted]	***Open Date***	10/10/2014	***Built Date***	06/06/2008	
Model Year	2008	***Body***	D18P81	DODGE RAM 3500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/08/2008	***Mileage***	93,502	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	MESA AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	LEFT TIE ROD
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	looking for reimbursement
Corporate - Reimbursement - Default - Default - Default	recall

Briefly summarize why the customer is contacting Chrysler: Customer is calling for an update on her case that was opened on Aug 20, 2014. Customer states that they were traveling when the vehicle broke down and was towed to East Valley Specialist where the vehicle was repaired. Customer states that when she contacted us in August that she was told that they would be looking into goodwill but has never heard from any body. Customer does have recall notices for the same issue.
Briefly summarize what the customer is expecting: Customer is expecting to hear from Chrysler whether these repairs will be covered.
Agent advised customer that her case would be sent up to case management for further review.
Reassign to 86Y
Writer contacted customer at [redacted]. Line busy.
Writer contacted IRF East Valley RV Specialists at 480-380-3801. Writer spoke with SA Jeremy who stated the left outer tie rod broke.
SA states the customer owns and RV which they bring to their shop and when the tie rod broke on the truck customer was close by so they brought it there.
SA states they called the dealer who told them they could do the repair and that they needed to purchase the kit, dampener, linkage, etc.
SA states he purchased the parts from the Chrysler dealer and did the repair.
SA states when they contacted CAC in August they were told that the case would be sent to the goodwill department and Chrysler would cover the repair under the recall. SA states they have not heard from anyone since.
SA states customer has not paid for the repair because IRF thought it would be paid by Chrysler.
Writer informed IRF that customer will have to pay the repair and then seek reimbursement.
SA provided customers phone number as [redacted].
Writer contacted customer at [redacted] Writer informed customer of call to IRF. Writer informed customer that she will have to pay for the repair before seeking reimbursement. Customer states she will go and pay IRF now and have them fax paid invoice.
POSTMARK DATE: 101514; DATE RECEIVED: 101514
RECALL LEFT TIE ROD END N49
****
Customer submitted request for reimbursement for recall N49 Left Tie Rod End.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: sales receipt

Date of Repair: 8/20/14
Invoice #: 47101
Labor $216.00
Parts $518.85
Misc. Charges $17.30
Tax $0
Total $752.15
Writer is submitting check for approval in the amount of $752.15.
****

Writer contacted customer at 4[redacted]. Customer states COIN shows her summer address which is fine but would like check mailed to:

[redacted]
Mesa, AZ [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS19D5	8G[redacted]	***Open Date***	10/11/2014	***Built Date***	06/23/2008	
Model Year	2008	***Body***	DH6H81	DODGE RAM 1500 MEGA CAB 4X4			
In Service Dt	07/19/2008	***Mileage***	127,948	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP			
Dealer Address	3200 EAST MAIN STREET				
Dealer City	FARMINGTON	***Dealer State***	NM	***Dealer Zip***	87402

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MANY FARMS AZ [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	LEFT TIE ROD
Recall - L16: LEFT TIE ROD END -	LEFT TIE ROD END
Recall - J10: WIPER MOTOR -	WIPER MOTOR

Briefly summarize why the customer is contacting Chrysler: Customer called about their recall and to have that completed on their vehicle, Agent updated and confirmed all customers information and added new phone numbers and email. Customer advised that the dealer won t replace the tie rod. Customer advised that the dealer advised that the right tie rod end was also broke, but as long as he got the part they would replace it free. Agent contacted Mr.Valentino from the service department who advised that because customer is two hour s away he will give him a goodwill free vehicle until Monday when he can come back as all mechanics are gone home. Briefly summarize what the customer is expecting: Customer called to have recall completed on their vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C8	6G[redacted]	***Open Date***	10/14/2014	***Built Date***	03/29/2006	
Model Year	2006	***Body***	DH7L62	DODGE RAM 2500 ST REG CAB 4X4			
In Service Dt	04/03/2007	***Mileage***	76,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	63644	GREAT PLAINS CHRYSLER DODGE INC			
Dealer Address	2800 N HIGHWAY 281				
Dealer City	HASTINGS	***Dealer State***	NE	***Dealer Zip***	68901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GILTNER NE [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Tie rod assembly needs replaced.

Briefly summarize why the customer is contacting Chrysler: Customer calling in because he has the N62 recall on his vehicle. He states that he has to pay because the DLR said it does not qualify.
Briefly summarize what the customer is expecting: Customer seeking cost assistance on repairs and wants to know why this would not be under the warranty.
Called dealership 63644Ù to confirm details of diagnosis.
Spoke with SM Steve
What is the diagnosis? new tie rod assembly needs replaced.
Is the concern a result of misuse/abuse/lack of maintenance? no
What is the general condition of the vehicle? good
Have there been any previous related repairs? no
Have there been previous out-of-pocket repairs?
What is the estimated cost of the repair? 700$ (80$ labor)
Do you feel this customer should receive assistance? yes
Would you be willing to provide assistance? co-pay, 35$ discount.
Agent advised customer of that since he does not have the newer tie rod assembly on his vehicle it can not be recalled for the parts. Agent explained that he has the older assembly and since it has to be repaired to the newer tie rod assembly that is why it costs so much. Agent advised customer that at this time it would be a customer pocket pay unless the DLR is willing to give discount or co-pay. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL7	BG[redacted]	***Open Date***	10/15/2014	***Built Date***	06/24/2011	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	08/30/2011	***Mileage***	30,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	***Dealer State***	UT	***Dealer Zip***	84003

Owner	[redacted].	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	MEDFORD MA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-10-15
Road Side File Created 10-15-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
N CENTER ST 523 WEST MAIN STREET
E MAIN ST
LEHI AMERICAN FORK
UT USA UT
TIE ROD BROKE POWELLS AUTO PARKING LOT AND THEY H
DEALER CODE : 68009 DOUG SMITH CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L6	9G[redacted]	***Open Date***	10/17/2014	***Built Date***	02/11/2009	
Model Year	2009	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	06/20/2009	***Mileage***	76,121	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	BROOMFIELD CO [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	Customer states his tie rod broke
Corporate - Reimbursement - Default - Default - Default	N49 - Reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states the tie rod broke when he was 200 miles from home. He states he had it repaired and took it to Johnson who advised him when the inspection was done that he did not require the recall repair.
Briefly summarize what the customer is expecting: Customer is seeking the recall repair done.
Agent advised customer that the recall is not showing as being completed.
Agent called JOHNSON AUTO PLAZA INC Dealer Phone : 303-654-1940 and spoke Jacob who was the one that the customer showed the receipts too.
He states that customer did not have the tie rod that did not require the replacement but he could vouch for the fact that the tie rod sheared right off.
Agent provided the fax number to customer so he could fax the receipt in for reimbursement consideration.
POSTMARK DATE: 102914; DATE RECEIVED: 102914
N49 RECALL Left Tie Rod
****
Customer submitted request for reimbursement for recall N49 for left tie rod.
Customer s proof of payment is: Visa Receipt Approval Code 612183
Date of Repair:10/12/14
Mileage:76121
Invoice #[redacted]
Labor $0.00
Parts $58.47
Misc. Charges $0.00
Tax $5.03
Total $63.50
Customer s Proof of Payment: Visa Receipt Approval Code 013112
Mileage: 76121
Date of Repair: 10/13/14
Invoice #[redacted]
Alignment: $49.99
Misc.: $2.50
Tax: $.23
Total: $52.72
Total Reimbursement: $63.50 + $52.72 = $116.22
Writer is submitting check for approval in the amount of $116.22.
Address on paperwork received matches address in COIN.
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48C9	6G[redacted]	***Open Date***	10/18/2014	***Built Date***	01/17/2006	
Model Year	2006	***Body***	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4			
In Service Dt	02/27/2006	***Mileage***	166,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	57408	C W BEAMGARD CO INC			
Dealer Address	210 STATE STREET				
Dealer City	ATWOOD	***Dealer State***	KS	***Dealer Zip***	67730

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HERNDON KS 6[redacted]	***Country***	UNITED STATES

Corporate - Roadside Services - Default - Default - Default	Tie road broke while driving
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	tie rod broke while driving-front end damage as well

Briefly summarize why the customer is contacting Chrysler: tie rod recall broke while driving
Briefly summarize what the customer is expecting: towing coverage
The vehicle s tie rod broke while driving. The tie rod was not available to be install prior to this time. The dealerhsip, code 57408 is arranging for towing.
The customer is asking for reimbursement for towing charges.
Customer will mail or fax invoice for reimbursement.
Dealership advises the repairs will be completed this coming week.
Jim from dealership called stating that they were the ones that towed the vehicle to their dealership.
Jim states that they also had to replace the steering damper.
Agent provided customer with the fax number and advised dealership that she has heard of other dealerships adding the damper to the recall repair.
Jim states he is going to do that as well.
Agent advised she would add notes to the file that dealership is seeking reimbursement for the towing.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A6	8G[redacted]	***Open Date***	10/20/2014	***Built Date***	03/15/2008
Model Year	2008	***Body***	DH7P41	DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	04/17/2008	***Mileage***	97,121	***Dealer Zone***	74	DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45254	GLENWOOD SPRINGS CHRYSLER-DODGE,	INC.		
Dealer Address	51457 HIGHWAY 6				
Dealer City	GLENWOOD SPRINGS	***Dealer State***	CO	***Dealer Zip***	81601

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	LAHAINA HI [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement	N49
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 100414; DATE RECEIVED: 101314
Agent tried to call customer @ [redacted] twice, all agent heard is dead air.
Agent also called dealership @ 970.945.7466. Neither customer or SM were available. Agent will try back Monday. Agent needs proof of payment and also needs to tell customer that Chrysler will only be reimbursing for the repairs done to the vehicle not a day of work missed.
Agent contacted dealership and was unable to get proof of payment the office manager was unavailable. Agent did get to speak with SM and was informed that the tire and rim were due to the tie rod breaking and damaging them. Agent will try back later in the day for the office manager.
Agent spoke with Karen at dealership for proof of payment, agent provided call back info 855.525.5085 EXT 7205036 and CAIR number. Karen will be contacting agent to verify payment.
Karen called agent back and advised that the repairs were paid for by check.
Agent will contact customer for the canceled check or statement to show proof of the payment.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
I have tried to reach out to you via phone, however I have been unsuccessful. I was able to reach out to the dealership for verification of the invoice you submitted. In order for me to move forward with your request for reimbursement I would need the cancled check or the bank statment that shows your payment to the dealership. You may black out any un-needed information that Chrysler does not need to see, but we will need this information to move forward. Sorry for any incovenience this may cause, and I look forward to hearing from you. I will close this case out until I receive a response from you. Thank you and have a great day!
Please refer to your CAIR number# [redacted]
LANA,
855.525.5085 EXT 7205036

Chrysler Customer Service
End of Status Update
Customer seeking an update on their request for reimbursement.
Customer was advised their request has been received and once the request is processed, they will be contacted.
agent transfered the customer to the CM at 7205036
Agent contacted customer and informed him that agent would need proof of payment which would be the canceled check or a bank statement reflecting the repair date and amount. Customer stated that it would take him some time to retrieve this information. Agent informed the customer that once he obtained the documents that he could fax them over to 877.768.5076. Agent also informed customer that the CAIR will be temporarily closed until documents are received since customer has to obtain them, then reopened once received. Customer agreed.
POSTMARK DATE: 110614; DATE RECEIVED: 110614
Agent has reviewed documents and found that customer is due a reimbursement. Per the invoice agent will be reimbursing for the work performed on the receipt. Agent has already explained that Chrysler will not be reimbursing for the day of work missed and the tire repair was included in the receipt so the extra money the customer is asking for in his letter for the tire and rim will not be included. Agent will submit a check in the amount of $826.03 for approval.
Customer submitted request for reimbursement for recall
(N49 outer tie rod).
Recall applies to customer s vehicle:2008 DODGE RAM 2500 LARAMIE
Customer s proof of payment is:canceled check
Date of Repair:09/21/2013
Labor $287.50
Parts $187.89
Misc. Charges $14.38 and (320.10 sublet)
Tax $16.16
Total $826.03
Writer is submitting check for approval in the amount of $826.03
Check approved for 826.03

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A3	8G[redacted]	***Open Date***	10/20/2014	***Built Date***	03/13/2008	
Model Year	2008	***Body***	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	06/04/2009	***Mileage***	43,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SANTA CLARITA CA[redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Reoccurance or Related Problem	Second time recalled part is fixed.
Recall - N49: LEFT TIE ROD - Information Request	should be fixed at the same time as recall L16
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called to let us know that his vehicle s tie rod end (recall L16) broke for the second time now. Customer wanted to know, what DODGE is going to do about this. Agent stated that his call will be documented. Agent stated that he has another recall (N49) which is also a tie rod. Agent tried to contact DLR#45511 CALIFORNIA SUPERSTORES VALENCIA but, was put on hold. Customer disconnected while he was on hold. Agent then, disconnected with DLR.
Briefly summarize what the customer is expecting: To have his complaint documented and his vehicle repaired as soon as possible.
Customer called back in regarding recall issue. Customer states that he would like his vehicle to be towed to the dealership. Customer states that he feels dodge should cover this. Customer states that he doesn t feel safe with his vehicle. Customer states he would like to speak with a supervisor,
Agent advised that it is a 1 to 2 business day call back. Agent advised he doesn t have towing assistance but that he could possibly submit for reimbursment after the recall had been completed. Agent reassigned to PC739 For supervisor call back
*****Supervisor*****
Supervisor contacted customer at[redacted] and customer stated the tie rod broke again. Customer stated he would like to talk to a engineer about the new parts put on the vehicle. Customer stated he paid for an out of pocket tow. Supervisor advised customer he would need to speak to the dealership, and we would not have a number to give for an engineer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL6	BG[redacted]	***Open Date***	10/20/2014	***Built Date***	01/26/2011	
Model Year	2011	***Body***	DJ7L91	DODGE RAM ST 4X4 2500 CREW CAB			
In Service Dt	10/07/2011	***Mileage***	40,701	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	57088	DODGE TOWN INC			
Dealer Address	1120 EAST OMAHA STREET				
Dealer City	RAPID CITY	***Dealer State***	SD	***Dealer Zip***	57701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLACK HAWK SD [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on recall.
Dealer - Sales - Personnel - Discourteous/Rude - Management	Sales Manager was discourteous and dismissive to customer.
Dealer - Service/Body Shop - Personnel - Cooperative - Unknown	customer is happy with SERVICE dealerships.
Recall - N49: LEFT TIE ROD - Consequential Expenses Not Covered	customer was not advised and tie rod failed, nearly causing wreck
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	left tie rod cracked and wedged into rotors
Product - Engine - Unknown - Defective - Default	non starting issues
Product - Electrical - Engine Wiring - Defective - Default	replaced ECM
Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	tie rod has already broken, customer only told a day ago about recall
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle is in the dealership, his left tire rod cracked, and wedged into the rotors, cracked his rims. The dealership replaced the ECM, and problem persists, the also disconnected the remote starter.
Briefly summarize what the customer is expecting: Customer seeking information on vehicle problems.
Dealership refused to disclose information on his vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 57088
Reassigned to 88F
Customer is seeking an update on his case. Agent advised the customer his case has been sent to a CM for further review. Agent advised the customer his CM will contact him once an update is available. Customer is extremely upset with the amount of time his vehicle has been at the dealership.
Briefly summarize why the customer is contacting Chrysler:Customer states the vehicle has now been at the DLR for 11 days and they keep telling him

they are waiting on chrysler to get back them to find out what to do next.
Customer states he needs a truck, as this is what he uses for work, and all DLR can offer is a small car.
Briefly summarize what the customer is expecting:Customer is seeking to speak to his Cm, and request to be placed into a rental truck while his vehicle is being repaired.
Agent called DLR, spoke to SA Clayton, who states they have a star case open, and it has been escalated to engineering, and they are currently waiting for response from them.
SA states Star told them to replace the ECM, and the vehicle will still not stay running.
Agent advised customer it is engineering they are waiting for at DLR.
Agent transferred customer to SS2158 @ 800-763-8422 ext 40683.
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW : Both in and out: BASIC 36 Months or 36,000 Miles 0 October 7, 2014 Expired (Time)
POWERTRAIN 60 Months or 100,000 Miles 0 October 7, 2016 24 Months or 60,000 Miles
DIESEL ENGINE 60 Months or 100,000 Miles 0 October 7, 2016 24 Months or 60,000 Miles
MVP: there are no active service contracts for this vehicle.
Ownership history: Customer is second or third owner of THIS vehicle.
Webcoin reveals that customer owns one other NEW Ram, in the household (in wife s name.)
There is no email adress showing for the customer; writer will seek to obtain one.
Customer called writer. Writer was not available. Customer stated, in his message that his vehicle has now been down 11 days. He says this is the fifth Dodge he has owned and that he USES his vehicle for his livelihood and this is seriously impacting his business. (His business entails handling water damage among other things.) Customer is very unhappy about the delay in the engineering case and lack of information provided to him. As well, although a loaner was provided, it is, customer says in his message, a Subaru Legacy, which will not suffice to carry his business equipment: he needs to rent a truck. Customer requested a call back as soon as possible.
CONTACT UPDATE - Customer was contacted today at 11:14AM,MSTÙ.
Customer was provided with agent s extension: 40683Ù.
Customer is calling back because the vehicle has been at the dealer for 10 days and they have not been able to fix the issue. Customer is '4th owner' and does not qualify for goodwill. Agent advised the customer to keep working with the dealer and STAR. CUstomer got angry and disconnected
Writer called customer. Customer stated that he actually has a carpet cleaning business. Customer states that the dealership did NOT offer a loaner that would work for him- they only offered, he says, a car.
Customer states that the Dealership is not helping him because it was not his selling dealership, although he has bought other vehicles from them.
Customer related to writer that he went to the Dealership to ask to trade his truck in, since it cannot be diagnosed, but that the Sales Manager told him they wouldn t touch the truck and didn t want to pass it on to another customer as a problem. Customer explained that this now leaves him with a $40,000 truck in the shop which cannot be fixed, no way to trade it in for another one, and at a grave deficit financially as he needs the truck (or any truck) in order to keep running his business.
TIE ROD ISSUE: This truck is showing an incomplete recall for N49, Left Tie Rod. Customer told writer that his left tie rod broke about two months ago, and that when it snapped, the broken end wedged in between the rotor and left front tire, where it then broke the inside of the rim, and blew the tire out. Customer states that he contacted the Dealership about the tie rod repair, but that the Dealership told him they would not do the work because this was not under warranty (however! It should have fallen under N49, Incomplete Recall for Left Tie Rod.) Customer also states that he never received a notification about this Recall, which is possible, as we did not have the correct mailing address on file for him.
The customer provided his correct mailing address to writer: [redacted] Blackhawk SD [redacted].This information has now been corrected in web coin.
Customer told writer that he ended up doing the repair on his tie rod himself and is out $500 out of pocket for those parts. ENGINE: Customer

states that his engine had been cutting out, he had taken it to the Dealership, but the repairs were not complete. Customer says the dealership originally diagnosed the point of failure as his remote start system, but that was incorrect. Now the vehicle has been at the Dealership for 11 days. The Dealership, customer states, has replaced the ECM unit per (STAR) direction, but this was not sufficient and now the vehicle repairs are waiting, customer says, on engineering assistance. Customer is furious with Chrysler and with the Engineering team who he alleges won t get back to the Dealership. Writer commiserated with customer and attempted to explain that the engineering team assistance can be a lengthy process, but customer is very upset. CUSTOMER EXPECTATION: Somebody needs to start treating me like a valued customer. Customer adds that he is now completely soured on Dodge and states that the Sales Manager told him point blank that if a vehicle was not sold by the Dealership, work on it is not important to the Dealership. Customer did emphasize several times however that he is HAPPY with Service Manager Clayton and the Service Department and says Service deserves a lot of credit. Writer advised customer that I will research and do my best to have some solid answers for him within a day or two.

Writer called Dealership and spoke with Service Manager Clayton. Clayton advised writer that he talked to the Sales Manager today, after having a call very early this morning from the customer. Clayton advised writer that the Sales Manager told HIM he would love to take it in on trade but that without knowing if this is going to be a warranty or non-warrantied problem, the fix, or the total costs/ customer pay or? , the Sales Manger doesn t know how much to figure in for repairs. SM Clayton also told writer that he was unaware of the tie rod history until this morning, when the customer explained it to him, so he didn t have a ready answer for the customer. Clayton DID offer this possible goodwill solution, stating that MAYBE we could reimburse the customer for his parts costs incurred in performing his own tie rod/ tire repair, if the customer can come up with the date that he purchased the parts and purchased them from the Dealership. (This is generous.)Clayton explained that if he could find a relevant parts receipt by date, perhaps he can help the customer out there. REGARDING CURRENT REPAIRS: Clayton advised customer that STAR did get back to the technician today and they want him to check some other wires, hopefully that will get done this afternoon (Tuesday, October 21, 2014.) Clayton reemphasized that he won be able to discern if this repair will be covered under warranty or not until the actual point of failure is determined. Clayton says in terms of personality and loyalty, he is fine with the customer, and that he does fully appreciate how urgent a matter it is to the customer to have his truck back as soon as possible. Clayton provided updated mileage: 40701. Writer advised Clayton that I will share this information with the customer and thanked him for his time and insight.

Writer called customer and shared with him the gist of the conversation with Clayton, and the update on his STAR case. Writer attempted to impart to customer that nothing is necessarily off the table, including a trade-in, per SM Clayton, all is dependent upon the completed diagnosis. Writer asked customer to gather and provide the receipts for the parts that he purchased in association with his tie=rod repair and advised him to provide them to Clayton as well, which customer stated that he will do. Writer advised customer I will keep him updated. Customer was somewhat mollified.

* Customer stated he does not want to mess with emails,or have time for computers, so writer did not request one. Instead, during the course of this conversation, writer provided to customer his CAIR number, my name and spelling, and my contact information and office hours.

Writer called Dealership and asked Service Manager Clayton if he has any updates to provide me, after first examining latest notations in STAR case. Clayton advised writer that he ordered a TIPUM module today, as that is his best direction in terms of resolving the engine issue. Clayton said it should arrive tomorrow, Friday, October 24, at the earliest, but he doesn t anticipate needing assistance with expediting. Writer asked Clayton if customer has been in touch with him regarding receipts for tie rod work; Clayton told writer the customer is going through his papers, trying to come up with the dates. Writer thanked SM Clayton and will touch base later.

Writer called customer and advised him of the update from Service Manager

Clayton. Customer is much more at ease now as he stated he and Clayton are communicating well and Clayton has told him he will make things right in regard to the (past) costs of the (past) recall costs. Writer advised customer that the (STAR) engineering team is communicating a lot with the Dealership now and is concerned about resolving the case, and that Clayton has ordered a TIPM, which he expects may arrive by tomorrow (Friday, October 24, 2014.) Customer asked if these repairs are all under warranty and stated he had asked Clayton to call him if the repairs were not covered under his powertrain warranty, and Clayton didn t call, so customer states he assumes these repairs are covered. Writer will ascertain this for customer during next call to dealership. Customer thanked writer and stated he did buy the used Chevy truck so he would have an immediate truck to use, and that things are looking better now. Writer advised customer that I will stay in contact with him in regard to the process of the repairs. Customer thanked writer and stated he did buy the used Chevy truck so he would have an immediate truck to use for work, and that things are looking better now.
Writer called Dealership. Writer spoke with Service Manager Clayton. SM Clayton advised writer that 'i believe we have it(the vehiclle) fixed; I drove it friday and saturday and it s running today and so far it has not stalled.' Point of failure: the Dealership 'had to' replace the TIPUM . Writer inquired regarding costs of repair. SM Clayton replied, 'it will be his (the customer s) responsibility to pay for the Tipum Module repair.' Writer asked SM if he had advised the customr that he would be liable for costs prior to the repair. SM Clayton stated he had not ' because the customr was out of town and we couldn t reach him' and stated that the customer had told them to go ahead and get the work done. (However, based upon prior conversation with customer, customer had been under the illusion that repairs would be covered by warranty.) SM Clayton stated he was not willing to provide goodwill financial assistance to the customer, even though he falls inside goodwill parameters, because the customer is a second owner of the vehicle. SM Clayton also advised writer that the TIPUM repair does not fall either under the customer s powertrain nor diesel engine warranty, though the ECM did. SM Clayton agreed to fax the invoice to writer (who provided fax number and instructions) and provided a preliminary verbal statement of outstanding costs of repair: $1241.26, the cost of the TIPUM alone, Clayton said, coming to 'around $894.' SM Clayton added that the customer must pay in full prior to picking up his truck.
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Was the customer in a rental? If yes, how many days? No, customer was not in a rental.
Did the customer have a co-pay? Yes. If yes, how much? TIPUM MODULE: $1241.26 : TIPUM about $894.00, the remainder is labor , according to preliminary information from Service Manager. Invoice to follow.
What is the RO #? N/A
Does the SM have the CAIR #? If no, provide it. N/A
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim?
Service Manager will not be processing the claim; customer is to be responsible for full cost of repairs and parts.
Writer called customer and advised him of the information provided to writer by Service Manager Clayton. (Lines 181-201). Customer stated he had just got off the phone with Dodge Town so he was already aware of this bad news. Customer is very upset. It is clear to writer that the customer did not actually authorize the repairs at this degree of expense. Further, customer had made it clear (see narrative) to both writer and to SM Clayton that no repair was to be done until he was called and advised of the total cost and whether or not this would be under warranty. (Example, lines 170-172). Nor was writer advised, on behalf of customer, whether or not these repairs would be covered under warranty, so customer was most likely not adequately advised. (Lines 131-133.) Customer also told writer that Clayton has now changed his mind and will no longer assist customer with obtaining compensation for the tie rod repairs out of pocket but rather told him this was something he would have to work out with Chrysler on his own. Customer states that he is through with Dodge and will be retaining legal representation against both Dodge Town and Chrysler.
Writer apologized to customer for this gross misunderstanding and advised

customer that I will escalate this combined concern (to include the tie rod issue) for corporate consideration to the best degree that I can. Customer asked writer if he could have an answer today so that he could go and pick up his truck, writer advised customer that regrettably I don t anticipate being able to supply an answer by today but that I will do my best to assist him and to research as to whether there is something we can do by way of compensation or reimbursement.
****** Below Customer Contacted for Documentation Request ******
ja1279@chrysler.com on 2014-10-28 @ 12:27
***** Customer Document Received *****
Writer is still awaiting supervisory direction in regard to this case. -
Writer called customer. Customer was not available. Writer left voicemail: Writer expressed to customer that I am continuing to research what I may be able to do to assist him, our valued customer, but that this review is taking some time. Writer thanked customer for his patience and asked him to contact me if he needs to at any time, writer also requested an update from customer at his convenience. Writer still requires work orders/ invoices from customer or dealership pertaining to the TIPUM repair and costs.
Writer called Dealership and asked to speak with Service Manager Clayton Basinger or to be attached to his voicemail if he is out. Writer was transferred to Service Manager Clayton s voice mail. Writer left voicemail thanking SM Clayton for the faxed information regarding the ECM, but noted that I am still looking for work order and invoice pertaining to the TIPUM repair and the customer s outstanding balance for most recent repairs. Writer thanked SM Clayton for his assistance and asked him to please fax that additional information, and provided fax number and instructions to SM.
Writer contacted the customer to advise that we are still looking into his requests and we will get back with him on 11-4-14, the customer stated that the aftermarket remote start was dismantled and did not hook it back up once it was determined that this was not the cause of the issue.
iWriter called customer. Customer first noted: He needs to buy three new commercial vans in the New Year. He was GOING to purchase Dodge products. But now customer says he will never buy another Dodge. Customer Mr. [redacted] advised writer that 1) he picked up his truck, from the Dealership, but that the repair did not work. He states that the installation of the TIPUM did not solve the problem. 2) Customer reiterated that he did NOT authorize the repair but had made it explicitly clear to Service Manager Clayton that NO additional repairs were to be done until he was quoted a price and gave his authorization for repairs which did not happen (this is clearly delineated in the narrative notes.) 3)Customer explained to writer that as part of the diagnosis , the Dealership disconnected his remote start, because , he says, they told him it MIGHT be the cause of the problem. After the TIPUM was installed without customer s permission, the Dealership did not reattach the remote start, although customer alleges that he has requested this more than once. 4) Customer had to pay for the TIPUM installation and 2.5 hours of labor at around $1000 out of pocket. Writer asked customer to send in his documentation, this remains undocumented. 5) IMPORTANT: Customer alleges that when he went to Dodge Town with his broken tie rod they did NOT advise him of the open recall for this tie rod, did not tell him the repairs would be at Chrysler expense, and!: SOLD HIM OLD JUNK TIE ROD PARTS that had been removed from other vehicles and told him to do the repair himself. Customer told writer that he has researched the parts numbers for these parts that were sold to him and confirmed that these are the parts which Chrysler has identified as faulty and dangerous tie rod parts. (In other words, customer is saying that these were removed in the process of recall work, kept in a warehouse- and then sold to him as working parts. Customer claims that Dodge Town techs told him there ARE no parts available to complete these tie rod recalls and that 300 customers in Rapid City alone are awaiting this recall repair.) 8) Customer states he has contacted Scott Peterson motors who told him that the TIPUM should have cost between $3-800 with only one hour labor needed to install it. Customer says he is going to go to another Chrysler Dealership, have the unresolved vehicle problems repaired properly, and then sue Dodge Town. Customer states that Dodge Town staff told him they weren t interested in helping because he didn t buy the vehicle from them. Customer concluded by saying that now his

vehicle sits in the driveway because he won t drive it: I don t feel the vehicle is safe, I don t trust it, customer states. Customer also said he feels that Dodge Town is criminal. Writer encouraged customer to make an appointment at Scott Peterson as soon as possible and to ensure that they document all of the repairs, incomplete repairs, and parts which he has noted.
Writer called Service Manager Clayton. Writer sought to clarify customer concerns and weigh the customer s story against the statements from Service Manager Clayton. SM Clayton immediately said to writer that when the customer dropped his truck off for repairs he just said he needed a fix, go for it so we went ahead and put the TIPUM in. Writer informed SM Clayton that the customer s explicit instructions not to proceed with these expensive repairs without first consulting him are on record, in the narrative. SM Clayton did not respond to this. Writer asked SM Clayton to clarify where on the document which he sent the TIPUM service order and costs is notated. SM Clayton explained to writer that this is item number three on the sheet. ---- Regarding the customer s complaint about his disconnected remote start, SM Clayton alleges that this was an aftermarket part and that the customer was supposed to provide contact information for the aftermarket company to Dealership, and, as well, that the customer isn t concerned about it and said not to worry about hooking it up. Clayton said the aftermarket company was supposed to get us some information about how to bypass this part. SM Clayton then went on to say I can reattach it, but I need some information, because I want to do it perfectly. Writer briefly revisited the customer s complaint about his broken tie rod (associated with a recall!) not being repaired at the dealership. (Again, customer had to do the work himself because the Dealership stated the repair was not under warranty , not informing him of the recall, and then , only sold him some parts -- which customer now alleges were used and defective parts.) SM Clayton stated to writer that the customer did the work himself so it will be up to the customer to obtain reimbursement from Chrysler. SM Clayton told writer he doesn t know where to begin in terms of finding the parts invoices which might pertain to that sale because he doesn t know what date to reference. Writer duly notes this conversation and will touch base with customer next.
Writer called customer. Customer was not available . Writer left a voicemail advising customer that I had a pertinent conversation with Service Manager Clayton earlier today and requesting that he return my call, so that we can discuss the latest information.
Writer called customer. Customer told writer that Dodge Town has refunded his money for the TIPUM module! Customer reports that Dodge Town told him 'Chrysler decided to warranty that work.' Customer says he believes it is because he told Dodge Town he was going to sue them and possibly because of writer forwarding this case to a higher level of corporate attention.
- Customer told writer too that his vehicle is however back in the shop at Dodge Town because they inadvertently unhooked all of his heater components (and the temperature is now 8 (eight) degrees in Blackhawk.)Customer told writer that Dodge Town is not charging him for this corrective repair because they unhooked everything during previous diagnoses. Customer added that the dealership is also hooking his remote start back up per his insistence. Writer asked customer if I may check back with him at the end of the week to wrap things up and customer said that was fine. * Note: the issue of customer being refused tie rod recall repair and provided with incorrect parts (he alleges) is however not yet resolved.
Writer called Dealership. Receptionist stated that Service Manager is with a customer and that all the Service Advisors are at lunch. Writer asked to be put through to SM Clayton s voice mail. SM Left a voice mail message for Clayton, thanking him for working with the customer regarding the TIPUM cost and asking him to please return my call so that I can verify the information I received from the customer. * Writer also wants to revisit the tie rod recall question with SM Clayton in that I would like to ensure this recall work was properly performed at an authorized dealership rather than having been performed by the customer himself.
Service Manager Clayton called writer. SM Clayton advised writer that he talked to his DM about this case and was advised not to charge the customer, so the Dealership refunded the customer s check for TIPUM repairs to him. Writer thanked SM Clayton for this gracious generosity and told him the customer sounds much more at peace and satisfied about

all issues now. SM Clayton told writer that the customer s vehicle is NOT at Dodge Town (so apparently the heater work/ remote start work is being performed at another non- Chrysler dealership. Writer will clarify with customer.) SM Clayton told writer that writer can now wrap this case up, it is complete. Regarding the tie rod: SM Clayton stated that the customer is supposed to get writer the information on the tie rod work from the company that performed it, and that he has said he will be doing so. Writer will keep case open a bit longer while awaiting those documents from customer regarding tie rod reimbursement or perhaps create another case. From Dodge Town s perspective, however, the case can now be closed.
Was the customer in a rental? No. If yes, how many days? N/A
Did the customer have a co-pay? In the end, no; the cost of repairs was refunded. W
What is the RO #? [redacted]
Does the SM have the CAIR #? If no, provide it. SM Clayton states he doesn t need it now, case is closed.
Review and Confirm the DM Notes with the SM while on the phone. N/A
Does the SM have everything needed from Customer Care to process the claim? Yes, see narrative above, it s all taken care of.
Writer contacted customer. Customer stated that he paid for the ball joints to be replaced and that he has sent in necessary documents. Writer advised that no documentation has been attached regarding any tie rod repairs. Customer expressed extreme dissatisfaction and stated that he will gather documents. Customer requested writer contact him the morning of 11/18.
Customer Document Reviewed.
Writer contacted customer and provided fax information. Customer stated the he will gather his paperwork and provide them to writer as soon as possible. Writer will wait for documentation.
Writer contacted customer. Customer advised that he has not yet had time to send in documentation. Writer advised that case would be closed at this time and could be reopened when customer is ready to send documentation. Customer agreed. Writer will close case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A2	8G[redacted]	***Open Date***	10/22/2014	***Built Date***	02/20/2008	
Model Year	2008	***Body***	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4			
In Service Dt	05/20/2008	***Mileage***	150,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42518	DICK BAILEY MOTORS INC			
Dealer Address	515 EAST 6TH STREET				
Dealer City	OKMULGEE	***Dealer State***	OK	***Dealer Zip***	74447

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HENRY OK [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer wanted to know if they would be covered.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she has had her vehicle at the DLR for a week.
Customer stated that it cost 125 to get the vehicle towed to the DLR 42518.
Customer stated that she needed her front tie rode replaced.
Agent called over to the DLR 42518 and spoke to Jack the service manager.
Jack stated that he reached out to the area manager to see if they could get her any help with the cost.
Jack stated that he emailed them yesterday and should hear back by tomorrow.
Agent advised customer that Jack should hear back with in 2 days.
Briefly summarize what the customer is expecting: Customer is expecting to know when the repair will be done, and if it is covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WZ3CL9	BG5[redacted]	***Open Date***	10/23/2014	***Built Date***	06/21/2010	
Model Year	2011	***Body***	DD8L93	DODGE RAM 4X4 3500 CREW CAB CHASSIS			
In Service Dt	10/06/2010	***Mileage***	34,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG3	6-SPD AUTO AISIN AS68RC TRANSMISSION					

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	BAKERSFIELD CA null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-10-23
Road Side File Created 10-23-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
107 ANNA LN 3000 HARRIS RD
GRETLEIN RD
BAKERSFIELD BAKERSFIELD
CA USA CA
LEFT TIE ROD BROKEN,TONY IS WAITING FOR VEH AT DEA
DEALER CODE : 41198 HADDAD DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS26C1 6G[redacted]	***Open Date***	10/23/2014	***Built Date***	08/18/2005	
Model Year	2006	***Body***	DH7H62	DODGE RAM 2500 SLT REG CAB 4X4		
In Service Dt	04/21/2006	***Mileage***	135,000	***Dealer Zone***	71	LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE				
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION				

Dealer	41080	CARL BURGER'S DODGE WORLD			
Dealer Address	HWY 8 AT JACKSON DR				
Dealer City	LA MESA	***Dealer State***	CA	***Dealer Zip***	91942

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LA MESA CA [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	customer seeking reimbursment for rental

Briefly summarize why the customer is contacting Chrysler:Customer seeking reimbursement for 2 days of rental he required due to the tie rod breaking and locking the wheel. Customer states that when he received the recall the dealer did not have parts. Customer states that now the recall for the tie rod has been completed. Agent advised customer that due to him not having any replacement parts put on the vehicle, the recall would not have applied to him. Agent advised customer that due to the manufacture part failing, we would not be able to reimburse him for the rental cost. Agent consulted with SW722. Customer was very upset and disconnected the line
Briefly summarize what the customer is expecting: reimbursement
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WH46D4	8G[redacted]	***Open Date***	10/24/2014	***Built Date***	08/15/2007	
Model Year	2008	***Body***	DC8L63	DODGE RAM 3500 REG CHASSIS CAB 4X4			
In Service Dt	05/29/2008	***Mileage***	71,000	***Dealer Zone***	32	NEW YORK	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	06347	NEWBURGH PARK MOTORS INC			
Dealer Address	200 AUTO PARK PLACE				
Dealer City	NEWBURGH	***Dealer State***	NY	***Dealer Zip***	12550

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	([redacted]457-1086
	MONTGOMERY NY 12549-2128	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rod broke while driving

Briefly summarize why the customer is contacting Chrysler: Customer states while driving tie rod broke on vehicle. Had vehicle towed to garage where mechanic stated there is a recall on the vehicle for the problem. Customer states mechanic spoke a dealer and received the parts. Customer states they would take parts to dealer to see if this is what was the recall was involved. Agent advised customer if they find out that this what the recall was for to fax documentation to Chrysler Agent advised customer of ciar number
Briefly summarize what the customer is expecting: if Chrysler would reimburse for getting vehicle fixed
POSTMARK DATE: 102814; DATE RECEIVED: 102814
Agent contacted customer [redacted], no one was home. Agent asked to callback 855-675-9291 at ext 4718406 and refer to case [redacted]. Agent was going to state that the recall N62 is only on Mopar servicing parts and not the factory parts, so there would be no reimbursement.
Customer contacted agent. Agent stated lines 14-15.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL1	AG1[redacted]	***Open Date***	10/24/2014	***Built Date***	11/11/2009	
Model Year	2010	***Body***	D28H91	DODGE RAM 3500 SLT CREW CAB 4X4			
In Service Dt	05/25/2010	***Mileage***	47,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	68607	FRED FREDERICK CHRYSLER EASTON INC			
Dealer Address	8562 OCEAN GATEWAY				
Dealer City	EASTON	***Dealer State***	MD	***Dealer Zip***	21601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DENTON MD [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Left Tie Rod

Customer called stating that he s been trying to get recall N49 completed for 7 months, but he hasn t heard anything back. Agent called DLR 68607 and spoke to Travis, who explained that customer has 11 customers ahead of him. Agent told this to customer who was concerned that his tie rod would break because he s getting ready to tow with it. Agent suggested calling around to other DLRs to see if they had a shorter waiting list or a first come first serve policy. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A0	7G[redacted]	***Open Date***	10/24/2014	***Built Date***	06/18/2007	
Model Year	2007	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	10/09/2007	***Mileage***	134,939	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	63427	RUSS DARROW INCORPORATED			
Dealer Address	2700 WEST WASHINGTON STREET				
Dealer City	WEST BEND	***Dealer State***	WI	***Dealer Zip***	53095

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MAYVILLE WI[redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Tie Rod failed customer seeking reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called looking for towing assistance after the tie rod broke.
Briefly summarize what the customer is expecting: Customer is seeking towing assistance.
Agent advised customer that she could send in the receipts and they would be reviewed for possible consideration or assistance.
Agent provided Chrysler Group LLC, Roadside Assistance
Attn: Claims Department
P.O. Box 9145
Medford, MA 02155
Fax: (781)395-6706
Please allow 30 days for processing the request

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	10/25/2014	***Built Date***	10/05/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	09/12/2011	***Mileage***	64,704	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	ROADSIDE
Address	N/A	***Home Phone***	
	COTTAGE GROVE WI null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2014-10-25
Road Side File Created 10-25-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
443 W COTTAGE GROVE RD 3502 LANCASTER DR
****
COTTAGE GROVE MADISON
WI USA WI
BROKEN TIE ROD,AT OR NEAR COST CUTTERS.
DEALER CODE : 60426 RUSS DARROW CHRYSLER, JEEP, DODGE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C3	5G[redacted]	***Open Date***	10/28/2014	***Built Date***	04/13/2005	
Model Year	2005	***Body***	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	05/27/2005	***Mileage***	165,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	***Dealer State***	AR	***Dealer Zip***	72032

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOPE AR [redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reoccurance or Related Problem	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer was calling to find if there was any recalls on vin.
Customer stated he was driving and the tie rod on the front passenger side broke, and vehicle was towed to IRF and repaired.
Customer is seeking to be reimbursed for repairs.
Agent advised customer no incomplete recalls on vin, N62 recall was already completed & with the vehicle being already repaired by IRF , we unable to inspect to find if recall related.
Customer understood.
Briefly summarize what the customer is expecting:
Customer is seeking recall reimbursement.
***
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CLX	BG[redacted]	***Open Date***	10/28/2014	***Built Date***	09/27/2010	
Model Year	2011	***Body***	DJ7H91	DODGE RAM SLT 4X4 2500 CREW CAB			
In Service Dt	12/21/2010	***Mileage***	47,900	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WALLER TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Advise Owner/Incomplete Recall	LEFT TIE ROD

Briefly summarize why the customer is contacting Chrysler:
Customer inquiring recall information (been on a wait list at NORTHWEST CHRYSLER JEEP DODGE, part on backorder) states he has the N49- left tie rod recall and his vehicle was in a crash 10/27/14 due to the N49.
Customer took his vehicle to NORTHWEST CHRYSLER JEEP DODGE (towed) and was assisted by a Kaleb in service. (wondering if Chrysler will cover expenses/damages caused by the tie rod breaking) Writer provided information, contacted NORTHWEST CHRYSLER JEEP DODGE however Ennett in service advised to call back when Kaleb is available.
Briefly summarize what the customer is expecting:
Customer is expecting to be in contact with Kaleb and hoping Kaleb will call in to update the situation.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D6WG46D3	8G[redacted]	***Open Date***	10/29/2014	***Built Date***	04/18/2008	
Model Year	2008	***Body***	DC3L64	DODGE RAM 3500 REG CHASSIS CAB 4X2			
In Service Dt	05/09/2009	***Mileage***	138,715	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	66320	DARCARS CHRYSLER JEEP DODGE OF	MARLOW HEIGHTS		
Dealer Address	5060 AUTH WAY				
Dealer City	TEMPLE HILLS	***Dealer State***	MD	***Dealer Zip***	20746

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WASHINGTON DC [redacted]	***Country***	UNITED STATES

Recall - L16: LEFT TIE ROD END - Reimbursement	Customer seeking reimbursement
Recall - N49: LEFT TIE ROD -	Customer seeking to have recall completed
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the left outer tie rod is broken
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to a repair he needs completed. Customer states he has had continuous problems with the left tie rod breaking and Chrysler has recalled it once. Customer states his vehicle is currently broken down on the side of the road and needs to know if the DLR can repair it today.
Briefly summarize what the customer is expecting: Customer is expecting to have vehicle repaired. Customer states he had the left tie rod repaired a year ago and paid out of pocket for it, and now he is having another problem and will have to pay out of pocket. Agent informed customer that he should send in documentation of the last left tie rod repair for possible reimbursement considering it was a recall. Customer states he will send in documentation to the fax number: 1-877-768-0757.
Agent called over to DLR 66320 and spoke with SA Bill. Bill states he will not have to pay for the repair as it is a recall, N49. Bill states they have parts and the vehicle can be brought in and repaired today.
Agent informed customer of SA Bill s words. Customer states he will be sending in documentation for the L16. Customer did not need further assistance.
Customer was transferred from Joanne in Chrysler Directory. She stated the customer was talking to Ram Assistance Centre today and was told the vehicle would be taken care of today, and now dlr is saying not today.
Agent contacted Bill SA at DARCARS CHRYSLER JEEP DODGE car can be brought in today but not repaired today. Customer stated Bill SA passed the repair on to another SA and will start the repair tomorrow 10/30/14.
Agent reopened case and customer is sending in documentation by fax and provided case number to customer. Customer is seeking reimbursement for teh left outer tie rod assembly recall. Customer then spoke with Bill SA and asked if the repair can be done by noon tomorrow.
reviewed
Agent provided fax number, case will stay open until 11/05**
reviewed

reviewed
reviewed
reviewed
Customer did not send in documentation.--
Reassigned to KM788 survey by pass no documentation

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2CL9	BG[redacted]	***Open Date***	10/29/2014	***Built Date***	12/23/2010	
Model Year	2011	***Body***	DJ7P91	DODGE RAM LARAMIE 4X4 2500 CREW CAB			
In Service Dt	06/23/2011	***Mileage***	55,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PTW	RUGGED BROWN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	59447	DEVILS LAKE CHRYSLER CENTER INC			
Dealer Address	302 4TH ST NW				
Dealer City	DEVILS LAKE	***Dealer State***	ND	***Dealer Zip***	58301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SURREY ND[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	LEFT TIE ROD
Product - Wheels and Tires - Wheels - Other - Unknown	Rim needs replaced
Corporate - Reimbursement - Default - Default - Default	Towing reimbursement
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he has the N49 recall on his vehicle. Customer states that the dealership informed him that he is number 249 on the list to get the recall completed. Customer states that the left tie rod broke. Customer is inquiring about what to do in regards to getting the issue fixed.
Briefly summarize what the customer is expecting: recall information.
As agent was gathering information, call was disconnected. Agent attempted to contact customer back but was getting a busy tone.
NEXT AGENT
If customer calls back, please follow ECS procedure as per answer ID 22276.
Writer received call from agent. Writer advised agent to reopen case and send the case up and let customer know he will be contacted back.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his left tire rod broke and he needs the vehicle towed to a Chrysler dealership and needs a new tire as a result of the tire rod breaking. Customer wanted to know what Chrysler is going to do for him. Customer wants a new tire or reimbursement for a tire, $200 oil change package and the vehicle fixed. Agent advised the customer that she will be escalating his case to a department that will look into his case and if there is anything they can do for him. Customer accepted.
Briefly summarize what the customer is expecting: Customer is expecting his vehicle to be fixed.
CA contacted dealer 43942 at 701-852-0151, spoke with SA\Lindsey who stated that the customer has an appointment for 11/19/14 to get the repair done. CA verified with Katrina who verified that the customer s appointment.
Enhanced Customer Satisfaction Team (ECS) *
CONTACT UPDATE: 1st Contact attempt, phone number called, [redacted]

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40509. The reason for the customer contact was to provide or request the following information: Case is open and being researched for options.
CA contacted dealer (68387) M.J. McGuire at 701-776-5211, spoke with SM\Mike who stated that he wouldn t be able to get the customer in until 11/12/14 and parts for the N49 recall are available. SM\Mike stated that he is okay with CA doing a direct check for the towing but he would have to sublet it out. CA stated that SM\Mike will be contact with a solid answer today. (50.89 Miles away from customer s address)
CA contacted dealer (08701) Ryan Chrysler at 701-223-1170, spoke with SA\Mason who stated that the customer wouldn t be able to get the repairs done at the dealership until next year. (103.30 Miles away from customer s address)
CA contacted dealer (68387) M.J. McGuire at 701-776-5211, CA didn t need to call this dealership and apologized.
CA contacted dealer (59447) Devils Lake Chrysler at 701-662-2124, spoke with SM\Jim who stated that he would need to know how much damage is done to the vehicle and what kind of tires and rims are on the vehicle. SM\Jim stated he would need to know what CA would be covering cost wise also. SM\ Jim stated that he only has 2 rental vehicles and that he also works with the airport to get rentals also. CA stated that additional information will be researched and CA will contact SM\Jim to let him know on making an appointment also. CA stated that towing and rental will be covered by CA. (103.53 Miles away from customer s address)
CA contacted the customer at [redacted], customer stated that he doesn t know if the rim is damaged but the rod has damaged the tire and the dust cover for the brakes which wasn t a big deal to him. Customer stated that he is in Texas right now and will not be back to his house until 11/03/14 afternoon. CA stated lines 32-55 and stated that CA just needed extra information about the rims\ tires. Customer stated that he has an 18 inch aftermarket rim and has ordered 4 aftermarket tires which are being delivered to his house and should arrive 11/03/14. Customer stated that he could take it to an IFA and get aftermarket parts put on for around $250.00. CA stated that if the customer went to the IFA to get repairs done CA could not assist with any cost assistance because CA would not be able to guarantee the work and since the part isn t MOPAR. Customer stated that he understood. CA advised that if the repairs were done at an IFA that the customer would still need to go to a certified dealership to make sure that the recall was done to Chrysler specifications to avoid warranty issues. CA recommended getting the recall repairs done at a certified dealership to make sure warranty wasn t avoided. CA stated that CA would reimburse the customer for towing and that CA would also cover the rental for the customer if needed. Customer asked if the rim needs to be replaced if CA would be able to help with cost assistance with that which CA stated that customer s request will be looked into. Customer stated that he will be contacting SM\Jim at Devils Lake Chrysler to give more information to about condition of the truck. CA provided SM\Jim at Devils Lake Chrysler contact information and provided CA call back information. Customer stated that he will call CA back with his decision.
MR [redacted] called to speak with their Case Manager. With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.
Customer left a message asking for CA to call back on his work phone [redacted]
CA contacted the customer at [redacted]2. Customer stated that he will be getting the vehicle towed today to Devils Lake Chrysler, SM\Jim will get the repairs started on 11/04/14 and the customer will be taking a company truck with the tires to the dealership on 11/04/14. CAC stated that towing will be reimbursed and to save the documentation and proof of payment for reimbursement process, SC ECDS520N was accepted instead of getting compensation for the damaged tire, and CA stated that if the rim needs replace CA will cover the cost of the 1 rim due to the tie rod damaging it. Customer was good with this offer and CA stated that the dealership will be contacted.
CA contacted dealer (59447) Devils Lake Chrysler at 701-662-2124, left a message for SM\Jim to contact CA back.
SM\Jim contacted CA; CA stated that the rim, tire mounting and balancing and recall will be covered by CA. SM\Jim stated that he will start

repairs on 11/05/14. CA stated that next follow up will be 11/04/14 and provided email address for CA to SM\Jim.
CA contacted the customer at [redacted] CA verified that repair will not start until 11/05/14 and customer requested next follow up will be 11/06/14 to check on repairs.
Service Advisor Jim from dealer 59447 called to speak with Customer Advocate AM1676. With SA s permission, writer transferred SA to CA s voice mail, as CA is not currently available.
SM\Jim left a message for CA stating the rim will need to be replaced and the tie rod has been repaired. SM\Jim stated that he is just waiting for the rim and tires to continue with repairs.
CA contacted dealer 59447 at 701-662-2124, spoke with SM\Jim who stated that the rim is okay to use for a spare but not a permanent. SM\Jim stated that the oil leaking but he is not doing anything on that. CA stated that the vehicle has a Complete Vehicle Restriction on the vehicle and will call SM\Jim back with that information.
****Complete Vehicle Restriction***** Due to aftermarket chip.
SM\Jim left a message to call him back.
CA contacted dealer 59447 at 701-662-2124, SM\Jim was not available.
CA contacted dealer 59447 at 701-662-2124, spoke with SM\Jim; CA stated line 118 and stated that CA was approved to continue with the recall repair arrangements.
CA contacted dealer 59447 at 701-662-2124, spoke with SM\Jim who stated that the rim is damaged and will need to be replaced. SM\Jim stated that the customer will be in 11/05/14.
CA contacted dealer 59447 at 701-662-2124, spoke with SM\Jim who stated that they are getting the tires mounted and balance but had to send back 2 tires because they are directional and were put on wrong. CA advised SM\Jim to call back when the vehicle is repaired and so that repair totals can be discussed.
SA\Jim stated that the vehicle is repaired and stated that he need left tie rod and nut, set the toe and center the wheel, mount and balancing of 4 tires and labor. CA stated to run the claim as a RA.
DM Notes Added.
CA contacted dealer 59447 at 701-662-2124, spoke with SM\Jim who stated who stated that the vehicle is repaired and returned to the customer.
CA contacted the customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40509. The reason for the customer contact was to provide or request the following information: Verify repairs are satisfactory and next follow up will be no later than 11/12/14.
Customer left a message stating to call back at 7[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-11-11 @ 16:46
CA contacted the customer at [redacted] customer stated that the vehicle shut down on him, fuel pump went out of it. Customer asked if there was anything that CA could do because he has a restriction 1 on the vehicle. CA stated that the restriction is a complete restriction because of an aftermarket chip put on the vehicle and any assistance past the recall CA would not be assisting with. Customer stated that he understood and asked if CA could help get him another truck. CA advised that he could see about trading in the vehicle and if the customer did get a new vehicle that CA would put a SC on it for some customer loyalty. Customer stated that that probably wouldn t be done for a couple of months. CA stated that customer could call CA when a new truck is purchased or traded in and the SC would be put on then. CA stated that documentation for the rim and towing is needed to get the reimbursement started. Customer stated that he will email the information. CA stated that when documentation is received and reviewed CA will call the customer back.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-11-18 @ 10:25
CA contacted the customer at [redacted] customer stated that he was not able to send the documentation link back to the CA and needs another one sent to him. CA sent another documentation link which the customer stated that it was not working for him. CA provided the customer the fax number and stated to include the case number and CA name. Call was disconnected.
CA contacted the customer at [redacted] Customer stated that he will fax the documentation in today. CA stated that once the documentation is

received and reviewed CA will follow up with the customer again.
***** Customer Document Received *****
Customer Document Reviewed.
CA contacted the customer at [redacted] CA verified that the address in COIN is correct. CA verified that the $235.00 is for the rim. CA stated that when documentation is approved CA will contact the customer to go over final details.
CA contacted the customer at [redacted] CA stated that documentation has been approved and stated that the check can take 10-14 days to arrive. CA verified that his expectations have been met and gave permission to close out the case. CA stated that if the check doesn t arrive after 30 days to call back CA to check into why.
CLOSED LOOP UPDATE - no need for additional follow-up.
****Begin structured narrative T2 - Vehicle Payment eReimbursement
What is the reason(s) for this vehicle payment reimbursement?
How many vehicle payments are being reimbursed?
What is amount of the monthly vehicle payment?
Has this customer had previous vehicle payment reimbursements?
If previous, how many?
What is the total amount being reimbursed?
****End structured narrative T2 - Vehicle Payment eReimbursement
****Begin structured narrative T2 - eReimbursement
What has the customer specifically requested?
Reimbursement for towing and rim due to recall
If this is for a previously made goodwill decision, what is that CAIR #?
No
What is the total amount being reimbursed and why?
$1,101.30
****End structured narrative T2 - eReimbursement
Documents review
CA reimbursing customer $235.00 for 1 rim and $866.30 for towing due to the N490 recall left tie rod broke into the tire and damaged the rim with it.
Check has been submitted. Reassigned to 88J In-Basket.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C2	6J[redacted]	***Open Date***	10/30/2014	***Built Date***	06/02/2006	
Model Year	2006	***Body***	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	12/12/2006	***Mileage***	106,000	***Dealer Zone***	71	LOS ANGELES	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	64855	VICTORVILLE MOTORS INC			
Dealer Address	14617 CIVIC DR				
Dealer City	VICTORVILLE	***Dealer State***	CA	***Dealer Zip***	92394

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAK HILLS CA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer experienced the right tierod break
Product - Steering - Unknown - Other - Default	Customer experienced the vehicle lose steering.

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information about a problem she experienced with her vehicle. Customer stated that she was driving her vehicle and it did not drive right. Customer stated that they lost steering and when they looked at the vehicle, the right tie rod was hanging down because a bolt snapped. Customer stated that they got the vehicle towed to the dealership and while they were loading the vehicle to be towed, the wheels were both going into different directions. Customer stated that they got the vehicle repaired and was informed that the right tie rod is not covered as it is not a recall.
Agent contacted DLR 64855 and spoke to SM Jason, who stated that none of the repairs done on the vehicle were related to any of the recalls that were on the vehicle.
Agent informed the customer that the repairs on the vehicle would not be covered as the vehicle does not have any recalls regarding the issues that she experienced with the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised the customer that the repairs would not be covered at this time because there are no recalls, but she should keep the repair receipts incase there happens to be a recall in the future.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL9	AG[redacted]	***Open Date***	10/31/2014	***Built Date***	01/11/2010
Model Year	2010	***Body***	DJ7H81	DODGE RAM 2500 SLT MEGA CAB 4X4		
In Service Dt	07/03/2010	***Mileage***	90,000	***Dealer Zone***	66	ORLANDO
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	41337	GULF CHRYSLER-DODGE-JEEP INC			
Dealer Address	3781 S MCKENZIE ST				
Dealer City	FOLEY	***Dealer State***	AL	***Dealer Zip***	36535

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LILLIAN AL [redacted] 8	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	inquiring if we will reimburse for parts if he does repair himself
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that he was on his way to DLR to have N49 recall completed. Customer states that while he was backing out of drive way his left front tie rod broke. Customer Inquiring if we can provide towing or reimburse for parts if he repairs it himself. Agent informed customer that we can not provide towing but if he would like to repair it himself he can submit receipts for reimbursement. Agent provided customer with fax number. Customer understood.
Briefly summarize what the customer is expecting:
Customer seeking towing or possible reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28A2	8G[redacted]	***Open Date***	10/31/2014	***Built Date***	08/06/2008	
Model Year	2008	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	09/09/2008	***Mileage***	65,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42355	MELLOY DODGE			
Dealer Address	9621 COORS BLVD NW				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87114

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALBUQUERQUE NM [redacted]	***Country***	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	ball joints need to be replaced
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie rodrepaired other side feels loose

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod broke the first time at 29000 miles and this time it broke this week. Customer states that the dealership told him that the ball joints need to be replaced but customer declined the repair because it would cost over $1000.00. Customer states that the technician told him that the ball joints could be the result of the tie rod braking. Agent contacted dealership and spoke to SA Perry. Perry state that they did the N49 recall and that the ball joints needing to be replaced are not caused from the tie rods but normal wear. Perry states that the customer declined the repair to the ball joints. Agent informed customer that Chrysler will not be able to participate in the cost of repairs.
Briefly summarize what the customer is expecting: Customer seeking cost assistance for replacing the ball joints.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49L2 9G[redacted]	***Open Date***	10/31/2014	***Built Date***	08/22/2008	
Model Year	2009	***Body***	D18H81	DODGE RAM SXT 4X4 3500 MEGA CAB		
In Service Dt	09/15/2009	***Mileage***	62,120	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				

Dealer	45057	GULFGATE DODGE INC			
Dealer Address	7250 GULF FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77017

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD -	Customer seeking N46 completed.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the vehicle was taken in twice with broken tie rods.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to have the N46 recall completed. Customer states her tie rod has broken twice, and wants the recall completed.
Briefly summarize what the customer is expecting: Customer is expecting her recall to be completed before she goes on her trip.
Agent called and spoke to SA Stephanie at DLR 45057. SA states the only record of tie rod issues they had was for the L16 recall. SA states the vehicle has to come in for an inspection before the parts can be ordered for the recall. Agent advised the customer that she needs to take the vehicle into the DLR before parts can be ordered. Agent offered to transfer customer to DLR to book an appointment. Customer declined. Customer asked about previous recalls. Agent provided information on L16 recall, as per AnswerCONNECT ID: 22648. Agent advised customer of J35, J10, and H36 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7UT2HL1	AG[redacted]	***Open Date***	10/31/2014	***Built Date***	03/10/2010	
Model Year	2010	***Body***	DJ7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	07/20/2010	***Mileage***	70,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PKL	AUSTIN TAN PEARL COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	***Dealer State***	FL	***Dealer Zip***	33411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JUPITER FL [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Repairs Took Longer than Specified	could not get recall N49 completed
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he received a recall notice 2 years ago. he has been to the dealer several times but keeps getting told there is no parts available. Customer states the truck broke down while pulling in driveway. Agent stated would call dealer Customer stated donate bother their closed right now. Agent advised to have vehicle towed to the dealership. Customer states he has been calling Chrysler for 2 years now. Customer insisted to speak with a manager. Customer wants to know how he is expected to take family on vacation without vehicle. Agent provide customer with roadside assistance. Phone number. Agent stated will reassign case for further review
Briefly summarize what the customer is expecting: need vehicle to take family on vacation.
Reassign to 88F for further review
* * * * * CASE MANAGER TEAM - District M * * * * * *
* * * * * * * * * * Case Management - District M * * * * * * * * * *
OOW: Miles 34000, 15 Months
MVP: N/A
Household: New 1, Used 2 This vehicle new.
Writer contacted customer who stated that he has been trying to get the N$9 (left tie rodf) recall completed for 2 years. Customer alleges he was told that parts were not available. Customer alleges that the tie rod broke. Customer states that he had to have the vehicle repaired and Chrysler still did not have any parts available. Customer states he needed his vehicle to go on a family vacation so he had vehicle repaired by an IRF in his driveway. Customer is requesting reimbursement for this repair. Writer stated he will send a document request email and the first contact email to the customer at [redacted]t. Writer explained that he cannot guarantee that this repair can be reimbursed but writer will see what can be done.
Writer set follow up for sending document request on 11/10/14 as customer is out of town.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Lawrence and I have been assigned as your case manager.

This email is confirmation that your case, [redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted] , I will contact as agreed on 11/11/14 My office hours are 10:00AM 6:30PM (Eastern Time). My contact information is 800.763.8422 EXT 40612. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-11-10 @ 18:27
Status update provided via email to the following email address:
[redacted]
This is Samantha with Ram Customer Care, I am assisting your Case Manager Lawrence today. I am contacting you to let you know that we have not received your documenation and Lawrence will follow up with you on 11/17/2014. If you have any questions please contact Lawrence at 1-800-763-8422 ext. 40612. Thank you and have a great day.
End of Status Update
Writer contacted customer who stated that he was unable to send the documents using the document request link. Writer provided fax number to customer.
****** Below Customer Contacted for Documentation Request ******
ja1279@chrysler.com on 2014-11-18 @ 11:50
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
mg1439@chrysler.com on 2014-11-19 @ 12:58
**********Document waiting to imput in system shows*********
IRF repair for Recall N49 Tie Rod End due to no parts being available at dealership.
Service call $238.00
Labor $178.50
Parts $109.56
Tax $31.56
Total $557.62
Customer seeking 100% reimbursement.
***** Customer Document Received *****
Customer Document Reviewed.
Writer contacted IRF and verified payment and amount paid for recall repair.
****Begin structured narrative T2 - Vehicle Payment eReimbursement
What is the reason(s) for this vehicle payment reimbursement?
How many vehicle payments are being reimbursed?
What is amount of the monthly vehicle payment?
Has this customer had previous vehicle payment reimbursements?
If previous, how many?
What is the total amount being reimbursed?
****End structured narrative T2 - Vehicle Payment eReimbursement
****Begin structured narrative T2 - eReimbursement
What has the customer specifically requested?
Reimbursement for IRF repair of recall.
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
What is the total amount being reimbursed and why?
$557.62. IRF was used to repair recall due to no availabiltiy of parts at dealer. Tie rod broke and vehicle was repaired in customer s driveway.
****End structured narrative T2 - eReimbursement
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40612. The reason for the customer contact was to provide or request the following information: to verify address for reimbursement.
Writer called the customer and verifed their address and inquired if their CM LB849 has meet their expectation. Customer advised writer that they are satisfied with the outcome of the case and the case may be closed.
Customer accepts and verifies the check
should be mailed to the following name and address:
[redacted]
JUPITER , FL- [redacted] ,

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D3KS29C4	6G[redacted]	***Open Date***	11/03/2014	***Built Date***	12/01/2005	
Model Year	2006	***Body***	DH7P81	DODGE RAM 2500 LARAMIE MEGA CAB 4X4			
In Service Dt	01/25/2006	***Mileage***	115,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE			
Dealer Address	316 116TH AVENUE N E				
Dealer City	BELLEVUE	***Dealer State***	WA	***Dealer Zip***	98004

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HOLLISTER CA[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	N62 reimbursement requested
Product - Steering - Linkage - Other - Default	Steering linkage replaced due to tie rod breaking
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to request reimbursement for the N62 recall because his tie rod broke and he had the repairs completed at an IRF. Agent advised customer the N62 recall is for Mopar service parts only and he would not qualify for reimbursement at this time unless he had the original parts replaced with Mopar service parts prior to this repair. Agent advised customer of the other 2 incomplete recalls on the vehicle. Customer understood and agreed to have the recalls performed at an authorized Chrysler dealer.
Briefly summarize what the customer is expecting: Customer seeking reimbursement for the N62 recall.
Agent is reassigning case for survey by-pass as the customer s vehicle is included in a recall and has not been diagnosed at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y3CL4	AG[redacted]	***Open Date***	11/03/2014	***Built Date***	05/24/2010	
Model Year	2010	***Body***	D28P91	DODGE RAM 3500 LARAMIE CREW CAB 4X4			
In Service Dt	07/23/2010	***Mileage***	55,237	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AUBERRY CA[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Defective - Default	Customer is having issues

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding his power steering.
Briefly summarize what the customer is expecting: Customer is expecting assistance with the repairs needed in the vehicle. Customer stated he was at his previous dealership multiple times due to tie rod issues and power steering issues. Customer stated there have previously been small accidents due to the power steering. Customer stated he was at the DLR for repairs however, customer believes not everything was documented or repaired. Agent contacted SA Randy at Fresno Chrysler 65940. SA stated the customer had been in for tie rods and power steering. SA stated his tie rod has broke a couple of times and they are currently waiting on recall parts. SA stated they replaced a steering gear at 16,000 miles. SA stated they were unable to duplicate the other issues with the power steering. Customer stated he is currently waiting on the side of a road for a tow truck and will be going to Clovis Chrysler as Fresno is not helping. Agent advised the customer to have the diagnostics completed and to call CAC back with an update as to what is wrong with the vehicle. Agent advised the customer that we could possible send his file to a case manager for repeat concerns. Customer was seeking a rental. Agent advised the customer that agent could not guarantee a rental or case manager however; we could look into it when the vehicle has been diagnosed. Customer thanked agent.
Reassign to KB805 for survey bypass (no diagnosis)
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding his diagnosis.
Briefly summarize what the customer is expecting: Customer is expecting the repairs to be covered by Chrysler. Customer stated the vehicle was diagnosed today 11/04/14. Customer stated the power steering needs to be replaced again. Agent contacted SA at Clovis Chrysler. SA stated SA Jeremy was currently busy however; we needed to speak with the SM and the technician that worked on the vehicle. SA stated it is the power steering however, is unsure as to exactly what is wrong. Customer stated the vehicle had been into the DLR for a week and he was on his way home last night from the DLR when the power steering went again. Agent advised the customer that agent would send the case up to a case manager for unresolved issues. Agent advised the customer that a CM will be in contact with him on 11/05/14 as this is one business day. Customer thanked agent.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number is [redacted]

Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Clovis Chrysler 45598.
Reassigned to 88F
* * * * * * * * * Case Management - District O * * * * * * * * *
OOW: yes
MVP: no
Household: 1 new
Agent attempted to contact dealer Service Manager Khalid, however, SM not available. Left message for a return call at extension 40762. The reason for the dealer contact was to provide or request the following information: First contact on case.
CONTACT UPDATE - Customer was contacted today at 10:55 AM. Customer was provided with agent s extension: 40762.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40762. The reason for the customer contact was to provide or request the following information: first contact on case.
Customer returned the agent s call. Customer indicated that he missed 10 days of work because he needs his vehicle to work. Agent set expectation to follow up with the customer after speaking to the Service Manager.
Agent attempted to contact dealer Service Manager Khalid, however, SM not available. Left message for a return call at extension 40762. The reason for the dealer contact was to provide or request the following information: First contact on case.
Agent called the dealership and spoke to Service Advisor Jeremy. SA stated that the power steering pump was being replaced, and he expected to have repairs complete today. Agent set expectation to follow up with the SA on 11/10.
Agent attempted to contact dealer Service Manager Khalid, however, SM not available. Left message for a return call at extension 40762. The reason for the dealer contact was to provide or request the following information: Follow up on vehicle repairs.
Agent called the dealership and spoke to Service Manager Khalid. SM indicated that the repairs were complete, and that he would offer goodwill to the customer. Agent will follow up with the customer on 11/11.
Agent followed up with the customer, who indicated that the vehicle seems to be okay. Customer indicated displeasure at how much he had to pay. Agent will follow up with customer on 11/14.
ECUS24N Contract created. Contract number is [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40762. The reason for the customer contact was to provide or request the following information: Follow up on repairs and oil changes.
Agent called the customer to advise that his service contract had been went. customer stated that since he picked up the vehicle his belts have been squealing. Agent advised the customer to take the vehicle back into the dealership. Agent set expectation to follow up on 11/24.
Agent attempted to contact customer, 40762, customer was not available. Left message for a return call at extension XXXXX. The reason for the customer contact was to provide or request the following information: Follow up to see if the customer has taken the vehicle back to the dealership.
Agent called the customer to see if he has taken the vehicle back to the dealership for squealing belt issue. Customer stated that he has not been able to take time off from work to do so. Customer indicated that he has spoken with Service Manager Khalid, and will take the vehicle in as soon as he has time. Agent set expectation to follow up on 12/1.
Agent contacted the customer, who stated that he was going to try to get his vehicle into the dealership today or tomorrow. Agent set expectation to follow up with the customer on 12/3.
Agent called the customer who indicated that he did take his vehicle to the dealership, who told him that he needed a belt and a tensioner. Dealership had to order the tensioner, ETA 12/4. Agent set expectation to follow up with the customer on 12/5.
Agent contacted the customer, who stated that he picked up the vehicle yesterday and repairs are complete to his expectation.

Was the customer in a rental? No
What is the RO #? [redacted]
Does the SM have the CAIR #? Yes.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? No claim
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28A2	7J[redacted]	***Open Date***	11/04/2014	***Built Date***	03/14/2007	
Model Year	2007	***Body***	DH7H42	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	05/05/2007	***Mileage***	101,900	***Dealer Zone***	70		
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	54433	ROBERT H HINCKLEY INC			
Dealer Address	2810 WASHINGTON BLVD				
Dealer City	OGDEN	***Dealer State***	UT	***Dealer Zip***	84401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	WILLARD UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	N62 LEFT OUTER TIE ROD ASSEMBLY

POSTMARK DATE: 101714; DATE RECEIVED: 103014
CM reviewed documents and found
Customer seeking reimbursement for recall: N62
Customer had vehicle serviced on:3/14/13
Total reimbursement seeking $629.67
****
Customer ordered parts from CDJR dlr on 3/14/13 for the pitman arm, steering, damper, nuts and hex flange (no tie rods on order).
Customer then had parts installed at IRF on 3/18/13, charged for labor and alignment.
Under recall N62 applies to vehicles that had a Mopar service parts steering linkage installed during a prior service appointment.
The left tie rod ball stud on the Mopar service parts steering linkage may fracture
CM researched and found no previous claims with a CDJR dlr for a replacement on the tie rods. (QNA)
At this time customer does not qualify for reimbursement under recall N62.
****
CM contacted customer at [redacted] there is a busy signal with this number.
CM will try contact number from invoice 4[redacted].
****
CM called customer [redacted] and asked the customer if they have any prior (12/13/13
receipts for replacement on the tie rods.
Customer advised agent the invoices that were sent in are the only repair that has been done.
CM advised under recall N62 is not for the original part, but the replacement part.
CM advised customer vehicle still needs to be inspected to determine if tie rods needs to be replaced.
CM did advised customer on recall H46, and that recalls also applies to the replacement part.
Customer advised they almost died with the death wobble.

CM expressed empathy for the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28L3	9G[redacted]	***Open Date***	11/05/2014	***Built Date***	09/30/2008	
Model Year	2009	***Body***	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB			
In Service Dt	04/04/2009	***Mileage***	0	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	RED BOILING SPRINGS TN [redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Reimbursement

POSTMARK DATE: 102714; DATE RECEIVED: 110314
Agent contacted customer at [redacted]. Customer was not home. Agent left call back number and customer case number.
Customer called agent and left a call back number [redacted] Agent will contact customer at 9:00 tn time because of the different time zone.
Customer called in. Agent ask customer does he have a better invoice for the repairs he has gotten done. Customer stated no. Agent ask customer do he know how he paid for the repair. Customer stated a credit card. Agent did inform customer she will contact firestone and if they can not submit documents showing you paid with credit i will contact you back to have you submit the documents. Agent did advised the customer that the ram repair customer has gotten done will not qualify for reimbursement.
Agent contacted Firestone at 6158249005. Manager stated that couldve fax over the documents showing that work that was done but dont not have proof of payment customer paid with a check.
Agent contacted contacted at [redacted] Agent inform customer that she will need proof of payment in order to continue with customer case.
Customer stated he will fax over the documents at 877-768-5876.
Customer called in stating he has been trying to fax over the documents and it has not been coming through. Agent gave customer a different fax number. 877-768-5076.
POSTMARK DATE: 110714; DATE RECEIVED: 110714
POSTMARK DATE: 110714; DATE RECEIVED: 110714
Parts came up to $ 260.99 because customer had to pay for towing to firestone because tie rods broke on his wife.
Agent reviewed documents and found,
Customer is seeking reimbursement for N49 LEFT TIE ROD.
Customer proof of payment: Invoice, check.
In service date: 12/06/13 and 12/07/13
Labor: $ 69.99
Parts: $ 260.99
Misc.: $ 19.40
Tax: $32.41
Total: $ 382.79
Total Reimbursement: $ 382.79
Check approved for 382.79

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48L5	9G[redacted]	***Open Date***	11/06/2014	***Built Date***	03/05/2009	
Model Year	2009	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	06/19/2009	***Mileage***	127,000	***Dealer Zone***			
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	02108	ALLEN SAMUELS DAIHATSU			
Dealer Address	7908 BEDFORD-EULESS RD				
Dealer City	FT. WORTH	***Dealer State***	TX	***Dealer Zip***	76180

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PINELAND TX[redacted]	***Country***	UNITED STATES

Recall - N49: LEFT TIE ROD - Information Request	Customer is seeking information on the N49 recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information on the N49 recall.
Customer states that their tie rod had broken.
Briefly summarize what the customer is expecting: Customer is expecting information on the N49 recall.
Agent informed the customer that this recall does apply to their vehicle.
Agent advised the customer to take their vehicle into the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29C2	7G[redacted]	***Open Date***	11/06/2014	***Built Date***	10/06/2006	
Model Year	2007	***Body***	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB			
In Service Dt	06/30/2007	***Mileage***	81,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DG8	4-SPD. AUTOMATIC 48RE TRANSMISSION					

Dealer	08397	DICK POE CHRYSLER JEEP			
Dealer Address	6501 MONTANA				
Dealer City	EL PASO	***Dealer State***	TX	***Dealer Zip***	79925

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EL PASO TX[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY -	Customer wanting to get recall completed

Briefly summarize why the customer is contacting Chrysler: Customer stated he was in a parking lot when his tie rod broke. Customer stated he brought his vehicle in the dealership at one point about the recall. Customer stated it was the passenger side tie rod that broke. Customer stated the dealership said not to worry about the recall because his vehicle had an aftermarket suspension lift on it.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer to bring it to a dealership to get the vehicle repaired.
Reason for Dealer Contact: Dealership closed. Apparently dealership told customer not to worry about recall.
Dealer Code: 08397
Dealer Personnel Required: Service department
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning):[redacted]
Customer Phone Number (Evening):[redacted]
[redacted]
Reason for assigning to Resolution Team: Dealership closed
Assigned to 86T
.
DEALER CONTACT: DICK POE CDJ, | 08397, | 915-778-9331
SA Frank Rimada, | SM Cesar Jara:
No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.
.
Status update provided via email to the following email address:
[redacted]
Dear [redacted]
This message is to let you know, I am actively working your file in regards to your 2007 Ram 2500. Currently we have no new information for you. However, once we have obtained the information and or resolution for you, I will be calling you to let you know.
Case ID:[redacted]
877-759-5427 extension 4718378
Thank you for your patience.

Sincerely,
Nick
Ram Customer Care
End of Status Update
.
DEALER CONTACT: DICK POE CDJ, | 08397, | 915-778-9331
SA Frank Rimada, | SM Cesar Jara:
SA: No answer, provided the following: vin, cair, rep. name, and return contact 877-759-5427 ext 4718378.
.
DEALER CONTACT: DICK POE CDJ, | 08397, | 915-778-9331
SA Frank Rimada, | SM Cesar Jara:
Agent tried calling the dealership, agent was not able to get anyone on the phone, agent is going to try sending an email to the SM for a status update.
.
SM s email: cesarrjarajr@hotmail.com
.
* Email sent to the SM seeking repair status and if repair is covered under the terms of the recall
.
* Email received from SM:
Good afternoon Nick,
I checked the VIN number provided for this customer and I do not show that vehicle being brought here to our Chrysler Jeep store. I also checked customer history and I do not ever show this customer being here before, please advise.
Cesar R Jara Jr.
Service Manager
Dick Poe Chrysler Jeep
915-778-9331
.
.
Agent needs to gather more information from customer to the proper dealer and the person(s) they had spoken to.
.
CUSTOMER CONTACT: MR[redacted]:
No answer, provided the following: cair, rep. name, and return contact 877-759-5427 ext 4718378.
.
Customer called stating he bought a vehicle with a recall without being informed of it. Customer stated wanted it fixed, but was advised by a mechanic that customer had an after market lift on the vehicle. Customer fixed the left outer tie rod on his own as he was not sure and wanted his steering to be as it should. Agent advised customer because the recall was on the original part, and not the replacement part, we could not provide assistance. Customer asked if that meant his vehicle was safe to drive now, and under no recall. Agent advised that was correct. Customer thanked agent and disconnected the call.
.
Agent provided customer with final answer.
Reassigned case to AR1665 for final step.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28DX	6G2[redacted]	***Open Date***	11/07/2014	***Built Date***	01/10/2006	
Model Year	2006	***Body***	DH7L41	DODGE RAM 2500 ST QUAD CAB 4X4			
In Service Dt	06/27/2006	***Mileage***	72,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT					
Engine	EZA	5.7L HEMI V8 ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Dealer	44726	SCOTT EVANS CHRY-PLYM-DOD-JEEP			
Dealer Address	2208 BANKHEAD HWY				
Dealer City	CARROLLTON	***Dealer State***	GA	***Dealer Zip***	30117

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRBURN GA[redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Accident - Default	vehicle hit fire hydrant and tree
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Suspension - Tie Rods / Drag Link - Other - Front	

Briefly summarize why the customer is contacting Chrysler:Customer stated the tie rod broke on his vehicle and caused vehicle to veer off road. Customer stated vehicle hit fire hydrant and tree and air bags didn t go off. Customer stated he contacted dealership in April and in July but no recall parts were available. Customer stated a private inspector looked at vehicle and said because air bags didn t go off that Daimler Chrysler wasn t at fault. Customer stated he was advised to contact a lawyer. Customer stated he didn t have full insurance coverage on vehicle so can t get repairs or replacement.
Briefly summarize what the customer is expecting: Customer wanted to report accident.
1. Who is calling and what is their contact information? Customer[redacted]
Alternate: same
2. What happened? See lines 2-4 above - tie rod broke
3. What is the current location of the vehicle? at customer s home address
Customer stated insurance contact is Allstate Insurance, John Wells, 770-952-7385.
reassign to 82S
****
VEHICLE IS LOCATED AT:
[redacted]
FAIRBURN GA[redacted]
****
Per OGC Matrix, reassigned to 82T.
11/11/14 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49CX	6G[redacted]	***Open Date***	11/07/2014	***Built Date***	05/18/2006	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	08/19/2006	***Mileage***	128,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	08701	CORWIN-CHURCHILL MTR INC			
Dealer Address	1112 MISSOURI AVE				
Dealer City	BISMARCK	***Dealer State***	ND	***Dealer Zip***	58504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MANDAN ND [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	right

Briefly summarize why the customer is contacting Chrysler: Customer is calling about recall information. customer stated that the right tie rod broke. Agent advised teh customer that the recall is for the left side not the right, and they should bring it to a dlr to have the car fixed. customer stated that they are hunting tonight and will call in the morning
Briefly summarize what the customer is expecting: customer looking for recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C6	6G[redacted]	***Open Date***	11/07/2014	***Built Date***	09/05/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	01/25/2006	***Mileage***	156,000	***Dealer Zone***	70		
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PB7	PATRIOT BLUE PEARL COAT					
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE					
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION					

Dealer	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RIVERTON UT[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer is checking to see if the N62 recall applies to her vehicle.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states the tie rod broke on her vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer states she would like to know if the tie rod recall applies to her vehicle. Customer states the tie rod broke on her vehicle. Customer states the vehicle is at an IRF being repaired right now.
Briefly summarize what the customer is expecting: Customer is expecting to find out if the N62 recall applies to her vehicle.
Agent advised customer that the N62 recall does apply to her vehicle. Agent advised customer that the recall applies to Mopar parts, not the original parts. Agent advised customer that the broken part would have to be a Mopar part to be covered. Agent advised customer that the part being placed on the vehicle right now would have to be a Mopar part to be covered in the event it breaks. Customer had no further questions or concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D73Y4CL7	BG5[redacted]	***Open Date***	11/08/2014	***Built Date***	11/29/2010	
Model Year	2011	***Body***	D28H92	DODGE RAM SLT 4X4 3500 CREW CAB			
In Service Dt	06/23/2011	***Mileage***	136,000	***Dealer Zone***	51	CHICAGO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L I6 CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	45253	SULLIVAN CHRYSLER JEEP DODGE			
Dealer Address	2406 N SECTION ST				
Dealer City	SULLIVAN	***Dealer State***	IN	***Dealer Zip***	47882

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PETAL MS [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states tie rod broke

Briefly summarize why the customer is contacting Chrysler: Customer states that the tie rod on his vehicle has snapped and he is currently broken down. Customer states that the recall is on his VIN however he would like to know if he has towing coverage for this concern.
Customer states that Sollomon DLR was not willing to do the recall work on his vehicle due to that fact that he did not purchase the vehicle there.
Briefly summarize what the customer is expecting: Customer seeking towing coverage information.
Agent advised that this vehicle does not have towing at this time.
Customer states that he should not have to pay for towing as he purchased this vehicle with the recall open on it.
Agent advised that the only way coverage for towing could be issued would be if the selling DLR is willing to cover it for them as the recall being open on the VIN upon purchase would be a sales dispute.
Agent searched system for Sollomon DLR and was unable to pull up a DLR code for this dealership.
Next agent advised that it appears that Sollomon is not a CJDR DLR which would be the reason to why Sollomon would not be willing to cover recalls at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS29L7	9G[redacted]	***Open Date***	11/10/2014	***Built Date***	04/16/2009	
Model Year	2009	***Body***	DH7P81	DODGE RAM LARAMIE 4X4 2500 MEGA CAB			
In Service Dt	05/30/2009	***Mileage***	98,000	***Dealer Zone***	74	DENVER	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	42921	MCKAY'S FAMILY CHRYSLER JEEP		DODGE	
Dealer Address	2020 DIVISION ST				
Dealer City	WAITE PARK		***Dealer State***	MN	***Dealer Zip*** 56387

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLEARWATER MN 5[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer called in seeking information on did he have n49 recall on his vehicle because his tie rod broke and he wanted to get it repaired. Customer ask if he can get the part in get it put on can he submit his document for reimbursement. Agent stated yes you can submit your documents to see will you be eligible for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MS48C1	5G[redacted]	***Open Date***	11/10/2014	***Built Date***	03/07/2005	
Model Year	2005	***Body***	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/03/2005	***Mileage***	13,564	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68246	VALLEY CHRYSLER PLYMOUTH DODGE		JEEP EAGLE	
Dealer Address	3115 E MAIN				
Dealer City	RUSSELLVILLE	***Dealer State***	AR	***Dealer Zip***	72802

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	RUSSELLVILLE AR[redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer calling requiring information

Briefly summarize why the customer is contacting Chrysler: Customer called states right tie rod is broken requiring information if right tie rod is in connection with recall of left tie rod
Briefly summarize what the customer is expecting: Customer seeking information
Agent informed customer right tie rod will not be covered in recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LT2ET7 BG[redacted]	***Open Date***	11/11/2014	***Built Date***	02/18/2011	
Model Year	2011	***Body***	DJ7H62	DODGE RAM SLT 4X4 2500 REG CAB		
In Service Dt	04/07/2011	***Mileage***	68,000	***Dealer Zone***	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZC	5.7L V8 HEMI VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45069	ALLEN SAMUELS CHRYSLER DODGE JEEP			
Dealer Address	11200 NORTH FWY				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76177

Owner	[redacted], .	***Contact Type***	ROADSIDE
Address	[redacted]	***Home Phone***	([redacted]
	JUSTIN TX null	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2014-11-11
Road Side File Created 11-11-14 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
9727 COLLINGWOOD DR 11200 NORTH FWY
FM-407
JUSTIN FORT WORTH
TX USA TX
LEFT FRONT TIE ROD BROKEN//,BROKEN TIE RODS,150 MI
DEALER CODE : 45069 ALLEN SAMUELS CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX48A6	7G[redacted]	***Open Date***	11/11/2014	***Built Date***	03/30/2007	
Model Year	2007	***Body***	D18H42	DODGE RAM SLT 4X4 3500 QUAD CAB			
In Service Dt	07/24/2007	***Mileage***	57,000	***Dealer Zone***	35	WASHINGTON	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Dealer	23301	AUGUSTA DODGE JEEP, LLC.			
Dealer Address	1111 GREENVILLE AVE				
Dealer City	STAUNTON	***Dealer State***	VA	***Dealer Zip***	24401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	STUARTS DRAFT VA [redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Paid for towing when we don't offer towing assistance for recall
Corporate - Reimbursement - Default - Default - Default	Reimbursement
Corporate - Consequential Expenses - Default - Default - Default	Reimbursement - Towing
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Reimbursement	reimbursement for towing

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he called a while back about his tie rod breaking which was part of a recall he had and he asked about towing even though he had his own way of getting the vehicle to the dealership and he was told by the agent that he can go ahead with towing and submit for possible reimbursement, but he just got a letter today stating that he did not have roadside services so his claim was denied.
Briefly summarize what the customer is expecting: Customer is expecting to have documented that the agent he spoke with gave him wrong information.
Agent advised customer that everything we talked about has been documented and the call is also being recorded so his compaints and concerns have been heard. Agent advised customer that roadside services does not cover towing for recalls and that is why his claim was denied. Customer understood.
Agent recieved information that the customer can still submit for reimburse through the auburn hills mailing address and the case can be sent to 86 Y. Agent will reopen case once callback time is available to call customer back.
Agent called customer back and informed him of mailing address: Chrysler Customer Assistance Center P.O. Box 21-8007 Auburn Hills MI 48321-8007 and advised him to send in the reciepts and to add the case number at the top of the letter. Agent also advised customer that his case will sent up to another department on our end to review his request for reimbursement.
-
Assigned to 86Y for possible towing reimbursement (related to recall N62 refer to case [redacted])
Waiting for Documentation.
Waiting for Documentation.
CUSTOMER CONTACT: 540-337-0714. Spoke with Customer. Customer states that

they had the vehicle towed in to the Dealer.
Customer states that the they have mailed in the Docs and that they should arrive soon.
Agent advised that the Case will close in 2 days if the documents are not received.
Closed CAIR. Documents not received.
Reassigned to JK671 By-pass.
POSTMARK DATE: 111414; DATE RECEIVED: 112114
Documents received.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Documentation
Customer submitted request for reimbursement for recall
N62 LEFT OUTER TIE ROD ASSEMBLY.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Invoice shows Credit Card Payment
Date of Repair: 09/02/14
Labor $Nil
Parts $Nil
Misc. Charges $191.00 (Towing)
Tax $Nil
Total $191.00
Writer is submitting check for approval in the amount of $191.00

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7MX49A1	7G[redacted]	***Open Date***	11/12/2014	***Built Date***	03/23/2007	
Model Year	2007	***Body***	D18H81	DODGE RAM SLT 4X4 3500 MEGA CAB			
In Service Dt	08/04/2007	***Mileage***	99,000	***Dealer Zone***	63	DALLAS	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ETJ	6.7L CUMMINS TURBO DIESEL ENGINE					
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GLENCOE OK[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	tie broke causing accident
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	tie broke causing accident
Product - Unknown - Unknown - Accident - Default	tie broke causing accident
Corporate - Property Damage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the tie rod broke on the truck and they went in the ditch and hit a pole. Customer states they have pictures of the accident. Customer states the vehicle is still in their possession.
Briefly summarize what the customer is expecting: Customer needs vehicle repaired
1. Who is calling and what is their contact information? [redacted]
Preferred:[redacted]
Alternate:[redacted]
2. What happened? Tie rod broke causing the vehicle go in the ditch and hit a pole.
3. What is the current location of the vehicle? vehicle is in customers possession.
Reassign to 82S
Vehicle Location: _
Owners Home
[redacted]
GLENCOE, OK[redacted] _
****

Per OGC Matrix, reassigned to 82T for their review and handling.
11/13/14 ASSIGNED TO TNT16. PAG
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 11-13-2014 09:24
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 11-13-2014 09:24
CCRG Open Date: 11/13/2014 08:11:32
Letter Sent: Acknowledgement 11/17/2014 12:43:37
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/21/14 AT 11:37:53[redacted]
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/24/14 AT 04:25:37[redacted]
Letter Sent: Denial 11/25/2014

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7LX39C4	6G[redacted]	***Open Date***	11/14/2014	***Built Date***	10/03/2005	
Model Year	2006	***Body***	D18H81	DODGE RAM 3500 SLT MEGA CAB 4X4			
In Service Dt	08/25/2006	***Mileage***	151,000	***Dealer Zone***	66	ORLANDO	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	68738	CARL GREGORY CHRYSLER JEEP DODGE	OF JOHNSON CITY LLC
Dealer Address	3700 BRISTOL HWY		
Dealer City	JOHNSON CITY	***Dealer State*** TN	***Dealer Zip*** 37601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	INDIAN TRAIL NC [redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	CARL GREGORY CHRYSLER JEEP DODGE
Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Other - Default	Compressor for a/c broke while under the 12/12
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Advise Owner/Incomplete Recall	LEFT OUTER TIE ROD ASSEMBLY

Briefly summarize why the customer is contacting Chrysler:
Customer stated part broke as well as serpentine belt, needs vehicle towed. Roadside cannot tow as he cannot proved that work was done at dlr, warranty information.
Compressor for a/c, customer stated he needs someone to relay this information to roadside. Customer mentioned the SM name is Ken, agent did not leave voice mail and recontacted Carl Gregory dlr and spoke with Rodney SA who stated the A/C Compressor was replaced 5/7/2014 had 144 109 miles RO[redacted] Customer is in Florida not now, truck is broke down and he needs to get it to dlr and not wanting to pay for tow up front.
After agent relayed this information, he stated just get me to towing .
Agent warm transferred customer to
Amanda from Roadside assistance.
Briefly summarize what the customer is expecting:
Coverage for tow for warranty work before diagnsois.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1D7KS28C5	6J[redacted]	***Open Date***	11/15/2014	***Built Date***	10/11/2005	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/23/2006	***Mileage***	80,000	***Dealer Zone***	74	DENVER	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		***Market***	U	US	

Dealer	68824	GILBERTS OF SAND CREEK			
Dealer Address	COUNTY ROAD I				
Dealer City	SAND CREEK	***Dealer State***	WI	***Dealer Zip***	54765

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BOYCEVILLE WI[redacted]	***Country***	UNITED STATES

Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Recall inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called for recall information. Customer stated he just needed to replace the left tie rod due to breaking. Customer stated he was reading on line of a possible recall for the components so he call a local Chrysler dealer and was advised it didn t apply to his vehicle. Agent advised the customer recalls are VIN specific. Agent advised the customer there are 3 open recall attached to the vehicle 2 of which are related to his concern. Agent advised he would need to visit his local Dealer to have the vehicle inspected to see if the vehicle requires the recall to be completed. Agent offered to call the dealer but customer declined.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Reassigned to JS1881 for survey by-pass - no diagnosis with 3 open recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	3D7KS28C8	6G[redacted]	***Open Date***	11/16/2014	***Built Date***	06/28/2006	
Model Year	2006	***Body***	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4			
In Service Dt	10/26/2006	***Mileage***	85,000	***Dealer Zone***	71	LOS ANGELES	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		***Market***	U	US	

Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	***Dealer State***	CA	***Dealer Zip***	93384

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA [redacted]	***Country***	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Customer states the vehicle is experiencing the 'death wobble'.
Recall - N62: LEFT OUTER TIE ROD ASSEMBLY - Information Request	Customer was seeking information on the N62 recall.

Briefly summarize why the customer is contacting Chrysler: Customer states he took the vehicle to the shop and had some bushings changed. Customer states the problem started happening again but he was advised there is no problem with the vehicle. Customer states everything in the vehicle is all stock, but if he is on a bumpy road the vehicle feels like it is going to shake apart.
Briefly summarize what the customer is expecting: Customer is expecting to find out if the problem he is experiencing with the vehicle is covered under the N62 recall.
Agent advised customer that the N62 recall applies to Mopar parts. Agent advised customer that if he has the left outer tie rod assembly replaced, and it breaks down again, the second breakdown would be covered under the recall. Agent advised customer that the initial tie rod break would not be covered. Agent also advised customer about the X42 Extended Warranty and what it covers and the amount of time/mileage left on it. Customer had no further questions or concerns.